

4. SOCIAL DEVELOPMENT

Social development may be defined as “a process of planned social change designed to promote the wellbeing of the population as a whole in conjunction with a dynamic process of economic development” (Midgley, 1994). Social development therefore deals with the aspects of community development and social service delivery, comprising the following aspects:

- Health;
- Welfare;
- Education;
- Community Facilities;
- Culture, Sport and Recreation;
- Communication Networks;
- Safety and Security and
- Tourism and Economic Development.

Please note that not all of these sources are municipal functions.

4.1 HEALTH

4.1.1 SERVICES AND FACILITIES

The municipality, Provincial Department of Health and the private sector jointly provide health services in the City of uMhlatuze. The following health facilities are available:

Clinics	Hospitals	Medical Services
<ul style="list-style-type: none"> • Two (2) day clinics, Richards Bay (private). • Public health care clinics: <ul style="list-style-type: none"> - Nseleni; - Civic Centre: Empangeni; - Empangeni: Baptist Church; - Ngwelezane; - Zededele; - Felixton; - Aquadene Hall; - Manlazini Hall; - Brackenham Hall; - Meerensee; - Civic Centre: Richards Bay; - Several mobile clinics serving the rural area. 	<ul style="list-style-type: none"> • Empangeni Garden Clinic (private). • Bay Hospital, Richards Bay (private). • Ngwelezane Hospital (public). • Lower Umfolozi War Memorial, Empangeni (public – maternity hospital). 	<ul style="list-style-type: none"> • District Surgeon; • Several general practitioners; • Specialists; • Dentists; • Physiotherapists; • Psychiatrists; • Psychologists; • Chiropractor; • Optometrists; • Traditional healers; • International vaccinations available from the KwaZulu Natal Department of Health.

Please refer to the **Health Facilities Plan** (overleaf) for the location and accessibility of health services.

4.1.2 STANDARDS AND BACKLOGS

The following standards and backlogs are applicable to the municipal area:

HEALTH SERVICE BACKLOGS		
FACILITIES:	CLINIC/MOBILE CLINIC	HOSPITAL
Standard (Minimum Population):	1/5 000*	Located in regional centers, determined by local need. (Approximately 1/50 000)
Requirement	39*	4
Provided	13 3 teams of mobile clinics in rural area	5
Backlog	26	None

Standards: Guidelines for Human Settlement Planning and Design, CSIR, 2000.

*The standard for clinic provision is not deemed as feasible in rural areas with low population concentrations

The KwaZulu-Natal Provincial Administration's (KNPA) hospital located within Ngwelezane deals with the full range of medical problems and contains the main medical departments including primary health care. The hospital also operates several mobile clinics to service the neighbouring rural areas. This hospital also operates a number of health care programs for AIDS and TB and also accommodates SANCA, which deals with drug and alcohol abuse. Patients utilising the this hospital come from the rural areas and farms surrounding the City of uMhlatuze as well as other urban centres such as Pongola in the north and Gingindlovu in the south.

The Ngwelezane hospital caters for full range of medical treatment. The hospital has 778 beds, and on average these are 101 % to 109 % full. This clearly indicates that the hospital is heavily over extended in terms of the demand for its facilities. Due to the demand and lack of facilities within the Ngwelezane hospital, certain medical departments will be relocated from Ngwelezane to the Empangeni Hospital, in an attempt to plan and operate the two hospital services as one regional facility. Ngwelezane hospital also operates 19 fixed clinics within the region, from the Umfolozi River to Melmoth, to Eshowe and up to Umlalazi. Six of these are day clinics, whilst 13 of them offer a 24-hour service. In addition, there are 3 teams of mobile clinics that service 60 points in the region once a month.

There is significant demand for health care facilities within the study area, not only from the population living within the area, but also from the people commuting into the area from outlying rural areas. The City of uMhlatuze is a major focal point for these communities for health care, placing huge burdens on the existing infrastructure. Although there is no backlog as far as hospitals are concerned, most of the public hospitals in the City of uMhlatuze have very high bed occupancy rates and are operating under strain. Medical supplies, particularly medication, are limited due to limited financial resources. This points towards the need for intervention as far as health services in the City of uMhlatuze are concerned.

The IDP challenge: improve health care services, through the provision of additional facilities accessible to rural communities in so far as government funding facilitates the improvement thereof.

4.1.3 PROJECTS RECENTLY COMPLETED AND CURRENTLY UNDERWAY

Due to the excessive pressure on health facilities in Nseleni, mainly from the surrounding rural area, the City of uMhlatuze approved the donation of an erf in Nseleni to the Provincial

Department of Health for the establishment of a Community Health Care Centre that will replace the existing clinic.

The municipality indicated that it would be willing to sell land next to the Lower Umfolozi War Memorial Hospital in Empangeni, for the extension of the hospital. This is necessary to alleviate the pressure on the hospital.

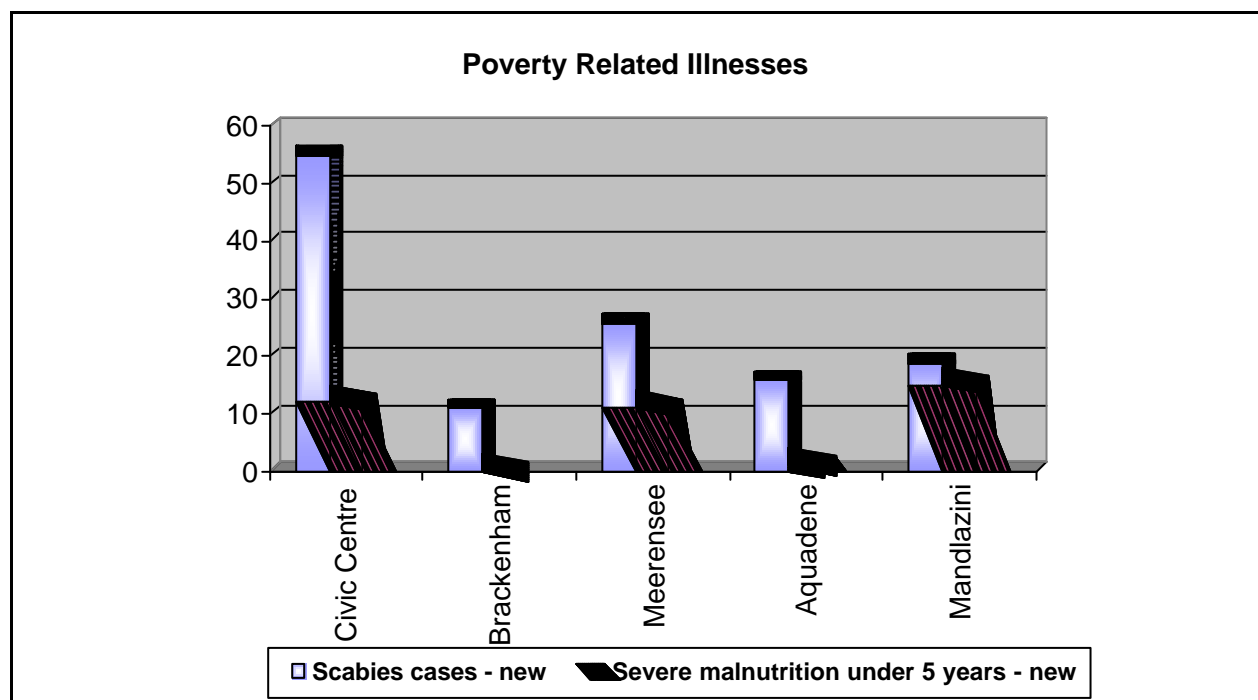
The municipality and the Department of Health have joined forces in the fight against HIV/Aids. An Aids councillor is now operating from the Civic Centre in Richards Bay. The focus of counselling would be on educating and informing high school children about the disease. Schools will be visited regularly, while visits to industries and other major employers would also be visited.

4.2 WELFARE

4.2.1 SERVICES AND FACILITIES

In terms of the economic development, gross geographic product and access to basic infrastructure, the City of uMhlatuze could be described as a relatively affluent area, in comparison to some of the surrounding rural areas in the uThungulu District and Zululand District. It is therefore noteworthy that several of the clinics in the city register new incidences of illnesses such as scabies and severe malnutrition of children under five years of age, as these are poverty-related diseases. Even though living conditions in the area are quite high, poverty remains a problem, specifically affecting children, the elderly and women.

These are aspects that have to be addressed through dedicated social development programmes, focusing on social and economic upliftment. It is estimated that HIV/AIDS could also have a significant impact in this regard, as people in the economically active population group are the most severely affected, leaving the dependants in households without a breadwinner.



The Provincial Department of Welfare, uMhlatuze Municipality and several non-government organisations (NGOs) and institutions render developmental welfare services. Municipalities have limited powers and functions as far as developmental welfare is concerned and mainly act as facilitator between the public, provincial departments, NGOs and institutions.

The Municipality supports training and skills development programmes and offers Adult Basic Education and Training (ABET) to its employees. The Municipality further initiated a project focused on the manufacturing of arts and crafts by the disabled and has a strong policy towards the provision of facilities for the disabled in new developments.

The Reformatory in Ngwelezane converted into a place of safety, assisting victims of domestic violence and other forms of violent crime or abuse. This facility is currently operating under capacity and could provide a wider service.

There are very few facilities caring for people in distress or people in need in the area, particularly facilities provided by government. The only facilities in the region are:

- SANCA Rehabilitation Centres in Lulama and Newland Park;
- Sikhane Rehabilitation Centre;
- Empangeni Crisis Home for Women and Children;
- Residue Medical Centre (Underberg); and
- Orphanage – Ngwelezane.

There are a number of non-government organisations and community based organisations involved in developmental social projects and services. These institutions are however experiencing strain due to diminishing government subsidies and downturn in the economy. The following institutions and organizations are present in the area:

SERVICE AND WELFARE ORGANISATIONS	
Alcoholics Anonymous	Rotary Club
Child Protection Unit	Round Table
Damesklub	SA Red Cross Society
Jong Dames Dinamiek	SANAB
Lifeline Zululand	SANCA – Zululand
Lions International	Senior Citizens Clubs
Lower Umfolozi Community Chest	Tuzi Gazi Art Society
National Sea Rescue Institute	Wild Care Centre
Richards Bay Family Care (Soup kitchen and crisis center)	Wildlife Society
Richards Bay Garden Club	Zululand History Society
Richards Bay Women's Institute	

4.2.2 STANDARDS AND BACKLOGS

There are no specific standards applicable to the provision of welfare facilities and services.

There are only two (2) pension payout points serving the area, namely at the Mandlazini Hall and in Ngwelezane. This implies that people to wait in long queues, often without shelter or protection, for their monthly pension payouts. There are no payout points available in the rural areas, implying long travelling distances for people who do not have their own transport. There are no shops, other community services or other conveniences in close proximity to these payout points, while security remains problematic.

There is only one orphanage in Ngwelezane and one place of safety for street children in the entire City of uMhlathuze. With Aids affecting economically active adults, the number of households headed by children, destitute children and street children is on the increase. This indicates a need for a place of safety as a transitional residence, for women and children in distress as well as permanent accommodation for homeless children.

The IDP challenge: provide shelter/place of safety for people in distress and permanent accommodation for orphans subject to availability of government funding.

4.2.3 PROJECTS RECENTLY COMPLETED AND CURRENTLY UNDERWAY

Development of the Nongweleza Day Care Centre in Ngwelezane, a council project which will become community driven.

The Richards Bay Local Council and Empangeni Municipality made grants-in-aid to charitable organisations on an application basis. Applications have however now increased to such an extent that the uMhlathuze Municipality had no choice but to scale down on these donations considerably. A total of R153 000.00 was budgeted for the 2001/2002 financial year, to be allocated as follows:

- R25 000.00 for the Mayor to make goodwill donations in collaboration with the Director: Community Facilitation and Marketing;
- R5 000.00 each for Thuthukani, Saamsan and Empangeni Remedial Schools;
- R10 000.00 for the Zululand Regional Expo;
- R10 000 for the Empangeni Carnival;
- R30 000 for the Empangeni SPCA (Richards Bay SPCA has been provided for under a different budget vote);
- R20 000.00 for retirement pension benefits for municipal staff; and
- The remaining R48 000.00 is available for goodwill/benevolent cases.

4.3 EDUCATIONAL SERVICES

4.3.1 SERVICES AND FACILITIES

The table below provides comprehensive information regarding schools in the City of uMhlathuze (information obtained from Education Foundation, list of schools obtained from SA Explorer). Access to basic services, building conditions and education conditions (learners per educator) are indicated. Services that are below standard are indicated in bold. Please refer to the legend below the table for a list of abbreviations and descriptions.

NAME	LER	WATER AVAILABILITY	TOILET TYPE	POWER	ROAD ACCESS	BUILDING CONDITION	TELECOMMUNICATION
Amabuye LP	33.4	None	Pit	Unwired	Bad	Tatty	None
Amadosi LP	45	On Site	Pit	Wired	Good	Vgood	None
Amandosi P	67.7	On Site	Pit	Unwired	Bad	Tatty	None
Amangwe S	24.3	On Site	Pit	Other	Bad	Tatty	Phone
Bajabulile L P	41	None	None	Unwired	Good		None
Bingoma P	55.3	None	None	Unwired	Bad	Vgood	None
Dlamvuzo S	30.6	Inside	Flush	Wired	Good	Good	Phone

Dlangezwa H	21.3	Inside	Flush	Wired	Good	Good	Phone
Dover C	33.9	Inside	Flush	Wired	Good	Good	Phone
Embaleni P	33	On Site	Pit	Wired	Bad		Phone
Empangeni H	21.7	Inside	Flush	Wired	Good	Good	Phone
Empangeni P	37	None	Pit	Dead	Bad	Weak	None
Empangeni P	29.6	Inside	Flush	Wired	Good	Good	Phone
Empangeni Prep	43.8	Inside	Flush	Wired	Good	Vgood	Phone
Eniwe P	39.8	None	Pit	Wired	Good	Tatty	None
Ethakasani P	34.4	Inside	Flush	Wired	Good	Good	Phone
Exhaphozini JP	37.1	Inside	Flush	Wired	Good	Tatty	Phone
Felixton Col	16.4	Inside	Flush	Wired	Good	Good	Phone
Gobandlovu P	62.8	None	None	Wired	Bad	Tatty	None
Grantham Park P	34.5	Inside	Flush	Wired	Good	Vgood	Phone
Heuweland P	48.5	Inside	Flush	Wired	Good	Vgood	Phone
Hlamvana S	36.1	Inside	Flush	Wired	Good	Good	Phone
Hluma Int	26.5	Inside	Flush	Wired	Bad	Vgood	None
Ilembe P	44	Inside	Flush	Wired	Good	Tatty	Phone
Imizikayifani JP	40.9	Inside	Flush	Wired	Good	Tatty	Phone
Incombo LP	33.4	None	None	Unwired	Bad	Tatty	None
Ingweni P	44.3	Inside	Flush	Wired	Good	Tatty	None
Iniwe S	45	None	Pit	Unwired	Bad		None
Injabuloyesizwe P	37.7	On Site	Pit	Dead	Bad	Tatty	None
Isikhalasenkosi JS	8.4	None	None	Unwired	Bad		None
Kangikho P	48.4	On Site	Pit	Wired	Bad	Tatty	Phone
Khandisa P	42.6	Inside	Flush	Wired	Good	Tatty	Phone
Khethiwe P					Nul		
Khombindlela H	33.6	Inside	Flush	Wired	Good	Tatty	None
Khula S	26.2	Inside	Flush	Wired	Good	Good	Phone
Kwa Vulindlebe Spec	12.5	Inside	Flush	Wired	Good	Good	Phone
Maqhama P	42.8	OnSite	Pit	Unwired	Bad	Weak	None
Masakhane S	38.9	OnSite	Pit	Wired	Good	Tatty	Phone
Matamzan Dube S	24	None	None	Dead	Bad		None
Matshangule P	29.4	Inside	Flush	Wired	Good	Tatty	Phone
Mbuyiseni S	20.5	None	Pit	Unwired	Bad	Tatty	None
Mcabango S	20.8	On Site	Pit	Wired	Bad	Tatty	None
Mevamhlophe S	38.5	Other	Pit	Unwired	Bad	Tatty	None
Mkhobosa P	41.3	On Site	Pit	Unwired	Bad	Tatty	None
Musi P	46.8	None	Pit	Unwired	Good	Tatty	None
Mzingwenya P	42.5	Inside	Flush	Wired	Good	Tatty	Phone
Ndabayakhe P	45.4	None	Pit	Dead	Bad	Weak	Phone
Ndesheni H	35.2	On Site	Pit	Wired	Bad	Tatty	Cell
Ngwelezana P Hosp	41.5	None	None	Unwired	Good		Phone
Nhlangenyuke P	45.7	On Site	Pit	Unwired	Good	Tatty	None
Nikiza S	10.4	None	Pit	Unwired	Bad	Tatty	Phone

Nkosazana P	50.5	Comm	Pit	Unwired	Bad	Tatty	None
Nongweleza H	29.3	None	Pit	Wired	Bad	Tatty	None
Nqutshini P	47.4	On Site	Pit	Unwired	Bad	Tatty	None
Nsiwa P	56.2	On Site	Pit	Unwired	Bad	Tatty	None
Nsuze P	41.7	None	Pit	Unwired	Bad	Tatty	None
Odakaneni HP	29.3	Inside	Flush	Wired	Good	Tatty	None
Old Mill H		Inside	Flush	Wired	Good	Good	Phone
Ongoye H	33.9	Inside	Flush	Wired	Good	Good	Phone
Ongoye S	31.9	Inside	Flush	Wired	Good	Good	Phone
Phalane P	34.3	None	Pit	Unwired	Bad	Tatty	None
Pshesheya P	44	Inside	Flush	Wired	Good	Good	Phone
Qambokwethu PF	37.6	On Site	Pit	Unwired	Bad	Tatty	None
Qantayi H	30	On Site	Pit	Dead	Bad	Tatty	None
Qhubandaba P	47.1	None	Pit	Dead	Bad	Weak	None
Richards Bay P	33.6	Inside	Flush	Wired	Good	Good	Phone
Sigisi P	39.7	On Site	Pit	Wired	Bad	Weak	None
Sikhulangemfundo Sp	46.2	None	None	Unwired	Good		None
Siyabonga S	29.2	On Site	Pit	Wired	Bad	Tatty	None
Siyakhanyisa P	23.5	Inside	Flush	Wired	Good	Good	None
St Catherine's P		None	None	Unwired	Good		None
Thambolini HP	35.7	Inside	Flush	Wired	Good	Tatty	Phone
Thanduyise H	45	Inside	Flush	Wired	Good	Good	Phone
Tholokuhle S	31.3	Inside	Flush	Wired	Good	Vgood	Phone
Thubelihle Pvt Soc	13.1	Inside	Flush	Wired	Good	Good	Phone
Tisand Tech H	13.5	Inside	Flush	Wired	Good	Good	Phone
U V SP	45.3	On Site	Bucket	Unwired	Bad	Tatty	None
Umlamfe SS	27.3	Inside	Flush	Wired	Good	Good	Phone
Vondlo LP	42.8	Inside	Septic Tank	Other	Good	Weak	Phone
Wood And Raw P	40.4	On Site	None	Unwired	Bad		None
Ziphozonke S	31.7	On Site	Pit	Wired	Bad	Weak	Phone
Zululand Remedial (Education Foundation, 1996)	11.6	Inside	Flush	Wired	Good	Good	Phone

Description of terminology:

ABBREVIATION	DESCRIPTION	GRADES OFFERED
JP	Junior Primary	Gr 1 – 4
SP	Senior Primary	Gr 5 – Gr 7
P	Primary	Gr 1 – Gr 7
JS	Junior Secondary	Gr 8 – Gr 10
SS	Senior Secondary	Gr 11 – Gr 12
S	Secondary	Gr 8 – Gr 12
I	Intermediate	Gr 7 – Gr 9
C	Combined	Gr 1 – Gr 12
SEN	Special School	ELSEN
TC	Technical Colleges	

T	Technikons	
TTC	Teacher Training Colleges	
U	Universities	
O	Other	
LER:	Learners per educator	
Water: Inside On site Comm None Other	In door On site Communal tap Not available within walking distance Other	
Sanitation Abbreviation: Flush Septic Tank ImprovedPit Pit Bucket None	Flush system to main sewer Flush system to septic tank Ventilated improved pit Pit latrine Bucket system None	
Electricity Abbreviation: Wired Dead Unwired Gen Other	Wired & supplied with electricity Wired but not supplied with electricity Not wired and/or no electricity Generators Other energy source (Specify)	
Building Conditions: Vweak Weak Tatty Good Vgood	Very weak (not suitable for education) Weak (structure needs attention) Needs paint and minor repairs Good condition Excellent, no foreseeable repairs	

In terms of Education, the following pupil per teacher ratios for public ordinary schools are applicable:

- ?? 40:1 in primary schools; and
- ?? 35:1 in secondary schools.

As can be seen from the table, several of the schools exceed the pupil/teacher ratios. Furthermore, several schools do not have access to the most basic facilities, such as water, ventilated improved pit latrines, electricity and telephones. It is the responsibility of the Provincial Department of Education to address these issues, the municipality can only play a facilitative role.

4.3.2 PROJECTS RECENTLY COMPLETED AND CURRENTLY UNDERWAY

The municipality approved an application by EduTech Training and Development to lease the old Natal Training Centre Site in Kuleka, Empangeni. The land measures approximately 1.7 ha in extent and was seen as wasteland, due to its location between two railway sidings. The centre was used in the past to train unskilled workers in aspects such as building work etc.

4.4 COMMUNITY FACILITIES

4.4.1 SERVICES AND FACILITIES

Richards Bay and Empangeni fulfil the function of service centres to the entire City of uMhlatuze area and beyond in terms of the central location of higher order community facilities and services. The urban areas are well provided for in terms of community facilities and services, although access to these from the rural areas is problematic. Please refer to the **Community Facilities Plan** (overleaf).

The following facilities and services are available:

COMMUNITY CENTRES/HALLS	LIBRARIES
Aquadene Community Centre	Empangeni
Auditorium – central library in Richards Bay	Felixton (private)
Empangeni	Richards Bay
Mandlazini Community Centre	Ngwelezane
Mzingazi Reserve Community Centre	Brackenham
Ngwelezane	Esikhawini
Nseleni Community Centre	Nseleni
Nseleni Rural Area Community Centre	
Veldenvlei Community Centre	
Bay Hall – Bay Area	
Aquadene Community Hall	
Veldenvlei Community Hall	
Brackenham Community Hall	
Mzingazi Community Hall	
Esikhawini Community Hall	
Hlanganani Hall	
Nseleni Hall	
Empangeni Town Hall and Supper Room	
Ngwelezane Community Hall and Supper Room	
SERVICE DEPARTMENTS	MUNICIPAL OFFICES
Empangeni Magistrate Court	Empangeni
Richards Bay Magistrate Court	Esikhawini
Department of Home Affairs, Empangeni	Ngwelezane
Esikhawini Magistrates Court	Nseleni
Ngwelezane Magistrate Court	Richards Bay
	Vulindlela

4.4.2 STANDARDS AND BACKLOGS

COMMUNITY FACILITIES BACKLOGS		
FACILITIES	Library	Community Centre/Hall
Standard (Minimum Population):	1/5 000 -1/50 000 (Average: 1/25 000)	1/10 000
Requirement	7	19
Provided	7	13
Backlog	-	6

While community services seem to be adequately provided for in terms of standards, the distance to these facilities from rural areas is problematic, particularly due to the fact that public transport is not readily available.

The provision of Multi-Purpose Community Centres in the rural areas should be considered to address this shortcoming. These Centres are a one-stop shop for community services required on a frequent basis, while the concentration of social activities also spurs the attraction of economic activities.

The IDP challenge: provide Multi Purpose Community Centres in the densely populated rural areas, to provide people with crucial social services required on a frequent basis.

4.4.3 PROJECTS RECENTLY COMPLETED AND CURRENTLY UNDERWAY

✍✍ Extension to the Nseleni Library was undertaken during 2001.

4.5 SPORTS, ARTS, CULTURE AND RECREATION

4.5.1 SERVICES AND FACILITIES

As main service centre to the surrounding rural area and tourist destination, the City of uMhlatuze boasts a variety of sport and cultural facilities, as summarised below:

RECREATION	SPORTS FACILITIES
Harbour lights resort, Richards Bay	Empangeni Swimming Pool (Olympic standard)
Hiking – Enseleni Nature Reserve	Richards Bay Country Club (golf, cricket, squash, bowls, ruby, swimming, softball, snooker, tennis and darts).
Humpback Dolphin Look-out Platform, Alkantstrand	Felixton Country Club
Imvubu Caravan Park, Richards Bay	Richards Bay Central Sports Stadium
Mzigazi Waterfront – Richards Bay	Alkantstrand and Newark Beach
Restaurants and coffee shops – Richards Bay and Empangeni	Empangeni Country Club (squash, bowls, tennis, bridge, golf)
Hard and soft open spaces	Various sports clubs and activities for land and water sport, including fishing, boating, snorkelling, scuba diving, bird watching.
ARTS AND CULTURE	NSeleni Sports Facilities
Alkantstrand and Newark Beach	
Empangeni Arts and Crafts Centre	Esikhawini Sports Fields
Empangeni Museum, located in the old Town Hall (1916)	Ngwelezane Sports Fields
Jabulani Arts and Crafts, made by the physically handicapped, Empangeni	
Nu Metro Theatres, Richards Bay	

4.5.2 STANDARDS AND BACKLOGS

The following standards and backlogs are applicable:

SPORTS, ARTS, CULTURE AND RECREATION SERVICE BACKLOGS	
	Public Sports Facilities
STANDARD: (MINIMUM POPULATION):	1/10 000
Requirement	19
Provided	4 public, various private
Backlog	Significant in rural areas

Ngwelezane, Vulindlela, Nseleni, Esikhawini and the rural areas present a different picture in terms of provision and access to recreational facilities. A survey of Ngwelezane conducted in 1991 provided a clear indication of the recreational preferences, facilities and patterns of this area. From the survey 85 % of respondents in Ngwelezane viewed recreation facilities as inadequate. The main reason being the non-existence of recreational facilities including "shebeens", community halls, cinemas or main shopping centres, poor sports grounds and no play lots for children.

The IDP challenge: provide sport and recreational facilities in the marginalized townships and rural areas to meet basic requirements.

4.5.3 PROJECTS RECENTLY COMPLETED AND CURRENTLY UNDERWAY

While there is a significant demand for sports facilities, with some facilities being completely over-utilised, others are not utilized at all or neglected. The latter are mostly sports facilities situated at schools. This has resulted in agreements to share facilities with schools, although aspects such as maintenance and upgrading are problematic.

Upgrading of the Caravan Park and Imvubu Chalets by the Council. This is done in support of local recreation and attraction of tourists.

Construction of Phase 1 of a new sports stadium in Ngwelezane is to commence soon. The total value of this project amounts to R567 811, with the municipality funding 30% of the costs and the 70% obtained from the Consolidated Municipal Infrastructure Programme (CMIP).

The municipality has expressed interest in leasing or purchasing the facilities at the Esikhawini College of education, mainly for the proposed development of a regional sports facility.

4.6 CEMETERIES AND CREMATORIUMS

4.6.1 SERVICES AND FACILITIES

One main cemetery exists in Empangeni which, despite recent expansion, has reached capacity. The existing Empangeni cemetery is situated on residual quartz feldspar, approximately 0.5 km northwest of the town centre. The site is relatively close to a stream channel ($\pm 100\text{m}$) and therefore there is risk of ground water pollution. Ngwelezane Township also contains a single cemetery, which has reached capacity and has insufficient room for expansion.

The cemetery in Richards Bay is situated adjacent to the Arboretum/Mtubatuba road, opposite the residential area of Brackenham. There are also cemeteries situated in

Vulindlela and Esikhawini. There is limited space available in the Richards Bay Cemetery. There are no formal cemeteries in the rural areas. There are no crematoriums in the City of uMhlatuze, the closest crematorium in the region is situated in Eshowe.

The cemeteries in the City of uMhlatuze are operated by the municipality, with private companies providing undertaking services. The location of cemeteries in the City of uMhlatuze is indicated on the Cemeteries and Landfill Sites Plan (refer to Engineering Infrastructure).

4.6.2 STANDARDS AND BACKLOGS

It was realised in 1999 that the cemetery in Empangeni was reaching capacity and that the main cemetery in Richards Bay also does not have sufficient capacity to cater for the area in the medium to long run. The development of a regional cemetery to serve Empangeni, Richards Bay and the rural area was identified as a high priority in terms of the Empangeni Local Development Plan, 2000. The planning of a regional cemetery is currently underway. The lack of cemeteries in the rural area is seen as problematic, although the development of formal cemeteries is not seen as a viable option. The use of the regional cemetery for this purpose should be promoted and the provision of a crematorium, either by the municipality or private, should be considered.

4.6.3 PROJECTS RECENTLY COMPLETED AND CURRENTLY UNDERWAY

A 20 ha regional cemetery is planned in conjunction with the uThungulu District Municipality. It will be located adjacent to Oilco on the John Ross Parkway. The cemetery will be developed in five phases, with the first phase consisting of about 5 000 grave sites.

4.7 SAFETY AND SECURITY

4.7.1 SERVICES AND FACILITIES

The uMhlatuze Municipality provides fire services and traffic services to the area. Their units respond to emergency situations in the city, including fires and accidents. The fire brigade has its main offices in Alton, with satellite offices in Empangeni and at the airport. The fire brigade is responsible for the entire uMhlatuze Municipal area, but does not currently have the equipment to deal with the rural areas. It is very well equipped to deal with the urban area and the harbour and has the following major equipment:

- One (1) major pumper;
- Two (2) medium pumpers;
- One (1) rescue pumper;
- One (1) rescue unit;
- Bush fire vehicle;
- Rapid intervention (airport);
- Various service vehicles;
- One (1) boat with nine class four divers; and
- A hazmat unit, for dealing with hazardous material.

There are police stations in Empangeni and Richards Bay, with satellite police stations in Ngwelezane and Esikhawini. There are magistrate courts in Empangeni and Ngwelezane, with a branch court in Richards Bay.

Ambulance services are provided by the Provincial Health Department to the entire City of uMhlathuze Area. The National Sea Rescue Institute (NSRI) and Surf Lifesavers play an important role in sea and coast emergencies.

The municipality is well equipped in terms of protection services. The Protection Services operated by the Municipality works in close cooperation with the local police force in ensuring effective and visible policing and law enforcement. The police force and Protection Services also work closely with the local community and are involved in community policing forums.

A Regional Crisis Control Centre was recently opened, serving Empangeni and Richards Bay with a high success rate in terms of improving response times.

4.7.2 STANDARDS AND BACKLOGS

The uMhlathuze Municipality determined that there are three (3) satellite fire stations required to serve the rural area, with specialised equipment for the rural area and personnel. Crucial equipment required includes a rescue unit and rural fire tender for each satellite station. The relocation of the existing main fire brigade from Alton is also necessary, as growth in the industrial area has not left sufficient manoeuvring space for fire brigade vehicles. This requires the identification of a suitable location and the provision of new offices for the fire brigade.

Access to the rural areas is problematic for the emergency and protection services, due to the poor condition of roads. It is particularly problematic to deal with emergencies at night in remote rural areas. Specialised equipment and vehicles for the rural areas as well as upgrading of roads is necessary to address this problem.

4.7.3 PROJECTS RECENTLY COMPLETED AND CURRENTLY UNDERWAY

The installation of anti-crime closed circuit television cameras in the Richards Bay CBD is under investigation, to combat crime. The cost for this would however have to be funded by the business community, through higher assessment rates. The uThungulu District Municipality and Business Against Crime have each already pledged R500 000 towards initial capital expenditure on this project. The intention is to set up 360-degree surveillance cameras at strategic points and establish an operations room from where operators would be able to control the cameras and zoom in on criminal acts.

The Zululand Chamber of Business Foundation recently sponsored a Trauma Counselling Course for SAPS members. The aim of the course is to assist SAPS members in handling victims of trauma, including murder, rape, attempted rape, domestic violence and abuse.

A Working Committee was recently established to investigate the possibility of the municipal police force for the City of uMhlathuze as part of a joint effort to combat crime. The working group consists of members from the SAPS, uMhlathuze Municipality (Designated Councillors and Traffic Section), uThungulu District Municipality, Community Policing Forums, Security Officers Board and the Road Traffic Inspectorate.

4.8 POST AND TELECOMMUNICATION

4.8.1 SERVICES AND FACILITIES

Telecommunication services and infrastructure are provided by Telkom, Vodacom, MTN and Cell C. The extension of the cellphone network has provided many people in rural areas with access to communication services.

The Post Office and postal agencies provide postal services to the area. There are post offices in the following areas:

POST OFFICES	
Empangeni	Vulindlela
Richards Bay	Ngwelezane
Nseleni Postal Agency	

As far as telecommunications are concerned, adequate infrastructure exists through the study area. Microwave routes link Melmoth with Empangeni. Richards Bay and Mtunzini are then respectively linked to Empangeni.

The majority of the study area is served by automatic telephones. The main telephone exchange serving the City of uMhlatuze and the surrounding area as far as St Lucia and Eshowe is situated in Empangeni. The capacity of the exchange is currently in the order of 100 000 extensions. Upgrading is done according to demand determined by Telkom.

Richards Bay and Empangeni towns are on automatic telephone exchanges. There is sufficient capacity on the Ngwelezane exchange to accommodate further expansion within the Ngwelezane Area. The outlying tribal areas are not fully serviced and at present no initiatives are underway to service these areas.

Problems with the postal services in Empangeni were experienced after the relocation of the mail sorting and distribution offices to Richards Bay. This is a specific aspect where the Municipality can assist in improving liaisons between the Post Office and the community to improve service delivery.

4.8.2 STANDARDS AND BACKLOGS

COMMUNITY FACILITIES BACKLOGS		
FACILITIES	Postal collection and delivery points	Determined by needs analysis done by Telkom
Standard (Minimum Population):	1/200 –1 000 dwelling units	
Requirement	38*	-
Provided	Unknown	
Backlog	*	-

*The standard is not deemed viable in rural areas with dispersed settlements

Although it is difficult to determine a backlog for the area, long travelling distances from the rural areas to the post offices in the urban centres indicate that additional service points in the densely populated rural areas is crucial.

4.8.3 PROJECTS RECENTLY COMPLETED AND CURRENTLY UNDERWAY

Telkom has gone a long way towards providing infrastructure in previously marginalised areas and rural areas in South Africa. Most villages in rural areas have public phones in central locations. The Post Office is also extending its service to rural areas, through collection points and post boxes in satellite locations.

4.9 TOURISM AND ECONOMIC DEVELOPMENT

4.9.1 SERVICES AND FACILITIES

4.9.1.1 Tourism

There is an abundance of tourism facilities in the City of uMhlathuze. The location and climate of this area renders it ideal for tourism. Tourism also provides an ideal opportunity for economic growth and job creation in this area. The commercial airport in Richards Bay is a further bonus to the area in terms of tourism facilities.

Tourist services and facilities are mainly provided by the private sector. The municipality has specific projects and programmes in place to promote the attraction of tourists and in this regard maintenance and protection of the beach area is a high priority. The municipality inherited a caravan park from the former Natal Parks Board. It is also the owner of land now hosting a resort with log cabins. These facilities were privatised through separate long-term lease agreements with Council.

An Arts and Crafts Centre was recently constructed in Empangeni next to the main road towards Richards Bay and close to the Empangeni Museum and Tourist Information Centre. It is a dynamic concept geared towards community upliftment and is home to a variety of crafts. Most of the craftwork is done on the premises and workshops are held to teach others in the making of craft. It will in future also accommodate a restaurant and a meal stop for the Greyhound bus service.

Tourist accommodation in the area includes several hotels, holiday flats, lodges, chalets, the caravan park and guesthouses. Many of the guesthouses are frequented by business travelers from Gauteng doing business with the large industries in the area. Apart from the nature reserves, lakes, coast and other natural assets in the region, the harbour, arts and craft centre and waterfront are also attractive features for tourists.

The potential of developing the City of uMhlathuze as a Avitourist ("birding tourist") destination is largely under-realised. It is estimated that the economic value of birding in South Africa could be in excess of R150 million per annum. It is estimated that the Boulders Penguin Colony in Cape Town alone is worth an estimated R2-3 million per year. The City of uMhlathuze is believed to be located on what can become a globally important avitourism destination, in particular waterbirds. This holds tremendous potential for attracting birding enthusiasts from all over the world and generating increased tourist spending. One of the advantages of this specific aspect of tourism is that birding is low impact, requires minimal development and also takes people to rural areas, with a positive effect on local communities. Birdlife Zululand is playing a pro-active role in promoting the City of uMhlathuze as an avitourist destination and enjoys the backing of Birdlife SA, Birdlife International and Rio-Tinto PLC (international mining house and parent of RBM) (Information received from Birdlife Zululand 28 October 2001).

Ecotourism holds the key to the unlocking of the true tourism potential of Richards Bay. Avitourism is just one of the many ecotourism possibilities and with the excellent

infrastructure, service sector and tourist accommodation already on offer, the City of uMhlathuze has the potential to become a global ecotourism destination.

4.9.1.2 Economic Development

There are numerous economic development incentives underway in the City of uMhlathuze. The excellent location, infrastructure and resources in this area harbour considerable development potential. The following are some of the main initiatives currently underway:

Local Economic Development Forum (LED Forum)

The former Empangeni Municipality established a LED Forum in 1999. This Forum has already initiated several successful projects, particularly the Arts and Craft Centre in Main Road. The LED Forum has seven broad approaches, which have subsequently developed into specific strategies. These are:

- Developing local infrastructure and service provision to create jobs and opportunities.
- Helping existing local business to grow.
- Creating new local business.
- Attracting business, investment and resources.
- Plugging the leaks in the local economy.
- Helping local people to find jobs and discover hidden job opportunities.
- Marketing the community – making it more attractive.

The following focus areas have been identified:

- Craft market/tourism facility – part of viewing Empangeni as the “gateway to Zululand”.
- Revitalisation of Union Street.
- Improve local transport infrastructure.
- Develop bone-carving industry.
- Bed and Breakfast regional database.
- Consumer survey to plug the leaks.
- Local informative advertising yellow pages.

Spatial Development Initiative (SDI)

Spatial Development Initiatives (SDIs) are the practical implementation of the government’s economic strategy as set out in the Growth, Employment and Redistribution (GEAR) policy. The main objective of the SDI’s is to create jobs and opportunities for real economic empowerment of previously marginalised sectors of the society by encouraging economic growth.

The Richards Bay SDI is one of ten SDIs or short-term investment strategies that aim to unlock inherent economic potential in specific spatial locations in South Africa. It uses public resources to leverage private sector investment. SDIs are a proven strategy for boosting investment and kick-starting development in regions of South Africa with a high potential for economic growth. South Africa’s 10 SDIs have already generated around 400 investment projects valued at R83 billion. The projects are expected to create more than 68 000 new jobs (Richards Bay TLC Website, 2001).

Industrial Development Zone (IDZ)

IDZs are free trade zones, established to boost the economy and employment opportunities of an area. There are 800 registered IDZs in the world. Africa has 47 of which 14 are in Kenya, 6 in Egypt and 4 in Sudan.

The IDZs allow investors in the zone exemption from paying customs tax on raw materials they import and value added tax on raw materials they use from within the country. The City of uMhlathuze is considered a strong contender for an IDZ licence, due to its port, airport, road and rail infrastructure and favourable engineering and locational factors. The areas under consideration include Empangeni east and north, the canal node, harbour extensions north, south and west, Nsesi east and Nsesi west (Zululand Observer, 15 October 2001).

The IDZ has the following basic objectives:

- ☞ To create a global manufacturing platform linked to an international airport or port;
- ☞ Focusing primarily on exports;
- ☞ Exploiting resource intensive industries;
- ☞ Job creation;
- ☞ Promoting SMMEs and human resources skills development; and
- ☞ Focusing on industries with strategic economic advantage.

The benefits of an IDZ include:

- ☞ Provide environmentally safe development area – SEA essential;
- ☞ One stop shop for investors – information and marketing centre;
- ☞ Fast tracking of statutory and legal procedures, zoning, permits etc.;
- ☞ Simplify procedures for approval;
- ☞ Supply-side incentives – qualify for existing DTI incentive schemes;
- ☞ Customs and excise – no duties and VAT for goods used in manufacturing. (IDZ progress briefing, 15 December 1999).

The Minister of Trade and Industry published his intention to designate a specific area in the City of uMhlathuze as an IDZ in the Government Gazette of 10 August 2001. Phase 1 of the proposed IDZ area covers approximately 372 ha located adjacent to the Port of Richards Bay and borders with the Mondi Pulp Mill, Alton, Hillside and Bayside Smelters, the Gypsum Dump and Medway Road.

4.9.2 STANDARDS AND BACKLOGS

While it is difficult to define specific standards and backlogs in terms of tourism and local economic development, aspects such as unemployment and poverty could certainly be used as indicators to measure progress. One of the most significant obstacles identified to the proposed tourism and LED incentives, is the poor condition of the John Ross Parkway. Government's commitment to the IDZ and SDI is questioned, seen in light of the fact that it cannot afford the upgrading of this road. The upgrading of the road has been put out to tender, to involve the private sector in the upgrading and maintenance of the road.

4.9.3 PROJECTS RECENTLY COMPLETED AND CURRENTLY UNDERWAY

There are numerous current incentives, including:

- ☞ Provision of informal trading facilities, to the value of R750 000 by the Municipality.
- ☞ Development of market stalls in the Dube tribal authority area – the stalls were handed over in September 2001.
- ☞ A recently launched ZCBD Community Park project involving the establishment of sustainable agriculture in the region has recently taken off the ground. The project is funded by the Japanese Embassy. The project involves the relocation, expansion and improvement of the Park's existing hydroponic farm to transform this facility into a fully

integrated organic hydroponic farm making use of waste products. The aim of the project is to establish a training facility where rural people can learn how to establish a sustainable farm, equipping them with the knowledge to produce food in different ways with the integration of line stock. The trainees will also be equipped with business skills to help them generate an income from their new knowledge. Forty-eight selected trainees will be trained annually at the centre (uMhlatuze News, October 2001).

- ✍️ A project was launched at the ZCBF Community Park to establish a cluster of SMMEs producing aluminium products, serviced by a central foundry. Phase 1 of the project will see the construction and establishment of a training facility and an incubator for downstream manufacturing with Phase 2 comprising the establishment of a cluster of mini factories. Careful attention will be paid to attract the right candidates for the SMME cluster and proper training in entrepreneurial and business skills will be provided. World-class technical and operational training will be provided over an 18-month period ensuring world-class standards of products. This project provides an excellent opportunity to empower people and create job opportunities. Funding for the Downstream Aluminium Pilot Project has so far come from Billiton Development Trust, Hillside Aluminium, the Department of Economic Affairs and Tourism and the Spatial Development Initiative. All of these organisations were also actively involved in the project design phase.
- ✍️ Training workshops were hosted for the Esikhawini crafters in July 2001, organised by the municipality and funded by the Department of Development Planning and Local Government
- ✍️ The Municipality is also taking steps to assist the unemployed to meet with members of parliament and the Department of Labour. A meeting will be arranged between representatives of the unemployed in the area and the Municipality, SDI, ZCBF, Chamber of Business, Department of Labour and local Members of Parliament.
- ✍️ The first Zululand Expo was held in Richards Bay in September 2000 and proved to be a tremendous success. The show exposes the potential of the region and attracts development and investment. The September 2001 show hosted over 200 upmarket exhibitors.
- ✍️ Township tours are becoming increasingly popular among tourists and particularly foreign tourists. Esikhawini has already opened its doors for township tours, realising the potential for income generation from selling food, curios and transport.