

DIRECTORATE OF SOCIAL SERVICES



Peter King
DIRECTOR:
SOCIAL SERVICES

The Directorate of Social Services is responsible for the following departments:

FOCUS

PUBLIC SAFETY

- Fire and Rescue
- Traffic and Police
- Disaster Management

COMMUNITY SERVICES

- Library
- Recreation
- Environmental Management
- Waste Disposal
- Cemeteries

HEALTH SERVICES

- Health and
- Nursing Services

OBJECTIVES

OVERALL OBJECTIVES

- Provision of a comprehensive primary and environmental health service.
- Provision of community service.
- Provision of public safety and security services.
- Promotion of social development in Buffalo City.

DEPARTMENTAL OBJECTIVES

PUBLIC SAFETY

- To maintain a safe environment for all by providing efficient, effective and professional Fire-Fighting, Rescue and Fire Safety Services.
- Development of Departmental Policies and implementation thereof.
- Monitoring and modification of organizational arrangements in conjunction with Human Resources.
- To ensure financial needs are identified and submitted to Council for consideration and approval.
- Identify new equipment and training methods and technology for the Department.
- Establish Disaster Management Centre.
- Review Disaster Management Plans.
- Implement strategies to address disaster relief, rehabilitation and reconstruction.
- Integration of Buffalo City and Disaster Management GIS data.
- Conduct a disaster risk and vulnerability study and identify strategies.
- Conduct community education, training and awareness on prevention and management of disasters.
- Maintain a highly skilled emergency services Division to undertake rescues from dangerous situations.
- Establish functional Disaster Management Structures.
- Integrate disaster management with GIS
- Implement all the requirements of the Disaster Management Act. 2002.

PRIORITY AREA

- Insufficient community facilities and poor conditions of existing facilities.

OBJECTIVE

- Adequate community facilities for all communities in the next 10 years.

STRATEGIES

- Formulate, adopt and implement a Community Facilities Policy and programme.

PERFORMANCE INDICATOR

- Approval of suitable identified cemetery land by relevant Government Departments.
- 100 % progress on Council approved action plan

PRIORITY AREA

- A High crime rate in BC

OBJECTIVE

- Reduce crime rates

STRATEGIES

- Ensure appropriate urban design and crime prevention strategies.
- Provision of adequate and appropriate emergency services.
- Establishment & capacitation of a Municipal Constabulary.
- Improve current standards of service delivery.
- Implement development programmes/ projects to achieve standards in accordance with SANS 10090.

PERFORMANCE INDICATOR

- Crime prevention policy approved by council
- Municipal Police Force established
- 100 % of qualified emergency staff
- All communities accessible to emergency services within 30 minutes

PRIORITY AREA

- Lack of integrated approach to disaster management in BCM results in unsustainable development with unacceptable human, economic and environmental losses.

OBJECTIVE

- Proactive and reactive integrated disaster management for all communities in BCM, so that the consequences of disasters can be reduced through a safe and sustainable environment.

STRATEGIES

- Create & maintain Disaster Management Structures.
- Operation of an integrated proactive & reactive Disaster Management Centre.
- Co-ordinate & communicate with Municipal Departments to promote sustainable development through appropriate risk reduction measures.

PERFORMANCE INDICATOR

- Staffed and equipped disaster management centers
- Lead-time on comments to municipal departments promotes sustainable development through appropriate risk reduction measures.

COMMUNITY SERVICES DEPARTMENT

- To commission the regional waste site and central transfer station.
- To develop community sports facilities in rural areas.
- To upgrade all sports facilities in order to be able to host the SA Games in April 2004.
- To upgrade and improve the swimming pools.
- To upgrade and maintain all coastal ablutions and facilities.
- To develop a coastal zone management plan.
- To promote the Orient Beach as a water sports Mecca.
- To further upgrade municipal holiday resorts in order to promote tourism to the city.
- Reinstatement and upgrading of existing facilities.
- Assessment of need for additional facilities.
- Definition of arts and heritage function.
- Involvement of the community in the integrated waste management planning.
- 90 % of community receive efficient waste management services.
- Develop landfills, transfer stations, buy-back centres and drop-off centres.
- Decrease landfill waste by 10 % (by weight).
- Adherence to scientific work programmes.
- Feedback from ratepayers.
- Response to awareness campaigns.
- Special Project launches.
- Poverty alleviation response through urban/rural agricultural drives.
- To develop an efficient economical waste management system.
- To develop sports facilities in all communities.
- To develop top class sports facilities where National and even international events can be hosted.
- To develop eco-tourism opportunities along scenic and sensitive coastal areas.
- To market the city as a perfect venue for recreational activities and major sports events.
- To further improve the Aquarium and Zoo.
- Development of new arts and cultural facilities.

PRIORITY AREA

- Negative environmental and health impacts due to unsustainable solid waste management (e.g. lack of long-term planning)

OBJECTIVE

- Buffalo City applies Integrated Waste Management Planning involving the Public and other stakeholders.

STRATEGIES

- Develop and apply Integrated Waste Management Planning.
- Revise & streamline municipal legislation.
- Improve participation by the Public and other stakeholders in waste planning.
- Develop a Waste Information System.

PERFORMANCE INDICATOR

- No of public meetings held to share information on waste management and by-laws

OBJECTIVE

- Buffalo City supplies 90 % of its population with increasingly efficient waste management services.



STRATEGIES

- Formulate & adopt a Levels of Service (LOS) Policy.
- Improve operational management and expand operations.
- Improve the management of the vehicle fleet.
- Improve financial sustainability.
- Establish a capacitated & efficient organisation.
- Identify, initiate and evaluate partnerships.

PERFORMANCE INDICATOR

- No of public meetings held to share information on Levels of waste management service policy (1 per ward).
- Waste management over expenditure limited to budget
- % Increase of revenue on waste management
- % of waste management training budget spent on capacity building
- No of learnerships implemented in waste management – 10 learnerships.
- Waste management over expenditure limited to budget

OBJECTIVE

- Landfills and transfer stations comply with national and local environmental legislation.

STRATEGIES

- Complete and commission the regional waste site.
- Establishment of transfer stations and depots.
- Development and implementation of closure plans.

PERFORMANCE INDICATOR

- All dumping sites conforms to legal requirements

OBJECTIVE

- Decreased landfill waste by 10 % (by weight).

STRATEGIES

- Improve public awareness on sustainable waste management.
- Support waste minimisation, re-use and recycling.
- Investigate alternative methods for waste collection.

PERFORMANCE INDICATOR

- Decreased landfill waste by 10% by weight

HEALTH SERVICES

- Educare orientation course for operators and staff of the day care centres.
- Plan for quality health service delivery for the entire Buffalo City by assessing community needs and allocation of resources accordingly.
- Motivate for operational and capital budgets by estimating costs involved in rendering equitable health services and by participating in the budget committee meetings.
- Plan integration of health services with the Provincial Department of Health and all relevant stakeholders by holding meetings in order to overcome fragmentation and duplication of services.
- Plan for disaster programmes by involving disaster management in in-service training in order to foster a culture of disaster preparedness.
- Continue developing uniform environmental health policy and work procedures.
- Continue formulating the institutional framework for environmental health management.
- Continue the establishment of an effective ongoing identification, evaluation and monitoring programme of environmental health conditions including a database linked to GIS.
- Develop data collection tools and implement the use of the environmental health indicators that have been developed in conjunction with Provincial Health.
- Continue with the development of standardized environmental health by-laws as well as policies on the enforcement of legislation.
- Continue with the development of strategies to ensure community and stakeholder participation.
- Continue with the capacitation of the department in order to fulfill its developmental role of service delivery in line with statutory requirements.

- Continue with the formulation of a community information and capacity building programme.
- Continue with the promotion of the expansion of existing and/or underdeveloped services to all communities including the funding of pauper burials, the expansion of the pest control service and the day care advisory service to the whole Buffalo City area as well as the provision of a legally empowered noise control service and occupational health service to ensure safe and healthy work places.
- Encourage community participation to establish health needs by involving them in decision-making and problem solving.
- Evaluate existing services and needs assessment for the provision of additional clinics and support services.
- Review of existing policies and legislation and develop integrated policy with stakeholders.
- Provide mobile services for outreach areas.
- Plan for functional integration of health services within Buffalo City Municipal area.
- Ensure availability of lay counselors for voluntary counseling and testing at all clinics.
- Train staff on new protocols of the extended programme of immunization EPI.
- Plan for immunization campaigns and health days.
- Motivate for proper subsidy allocation by the Provincial Department of Health.
- Review and develop environmental health policies, objectives and strategies in consultation with stakeholders by 2007.
- Develop detailed work policies and standard work procedures by 2007.
- Formulate the institutional framework for environmental health management by 2007.
- Identify and evaluate health hazards/risks in the living, work and recreational environment. The initial health risk assessment/situational analysis will be undertaken by 2006.
- Establish effective monitoring systems including database linked to GIS by 2008.
- Develop realistic targets and indicators specific to the service provided and situation relative to BCM by 2005.
- Review and develop standardized municipal by laws by 2006.
- Develop policies on enforcement of legislation by 2006.
- Establish strategies to ensure community and stakeholder participation by 2005.
- Formulate a community information and development programme by 2006.
- Expand existing and/or underdeveloped services to all communities by 2008.

PRIORITY AREA

- Environmental Health (Pollution Prevention / Control)

OBJECTIVE

- Improved water air pollution management

STRATEGIES

- Implementation of water/air evaluation monitoring and enforcement programme in line with National Policy and legislation.

PERFORMANCE INDICATORS

- Improved water quality in marine environment, rivers, streams & dams.
- Improved air quality
- No of legal actions taken in terms of legislation enforcement

