

various Sub-Units. Most employees are eager to aware themselves with the WCA protocol. Employees are made aware of the medical expenses covered and the processes in terms of compensation payouts. Informed staff thereby assist in alleviating delays in paperwork as well as submitting the correctly completed documents. This in turn, to an extent, assists with the avoidance of misusing sick leave.

2.7.4.2.3 PAYMENT OF LUMP SUMS/PENSIONS

There were no lump sum/pension payouts for the period July 2006 to June 2007.

2.7.5 EXTRACTS FROM STATISTICAL OPERATIONAL ANALYSIS OF THE OCCUPATIONAL HEALTH AND SAFETY UNIT

	July 2006	June 2007	Comparison with previous year	
Number of IOD's	159	134	25	15.7%
N° of clinic attendances	10652	10960	308	2.89%
Periodic medicals	204	82	122	59.8%
Pension - / Provident fund medicals	313	150	163	52.1%
Work related counselling	50	23	27	54.0%
HIV Prophylaxis attendances	388	366	22	5.70%

2.7.6. CONCLUSION

Being a relatively newly established Sub-Unit, the staff of this Unit can be commended for the contribution made towards optimizing health and safety within the municipality.

The entire staff of the Occupational Health and Safety Sub-Unit express their gratitude to the Msunduzi Municipality Councillors, Manager, Strategic Executive Managers, their Managers and staff for the support over the last financial year.

3 SUB-UNIT – HEALTH & SOCIAL SERVICES

3.1 VISION

Comprehensive, integrated quality and sustainable Health & Social Service.

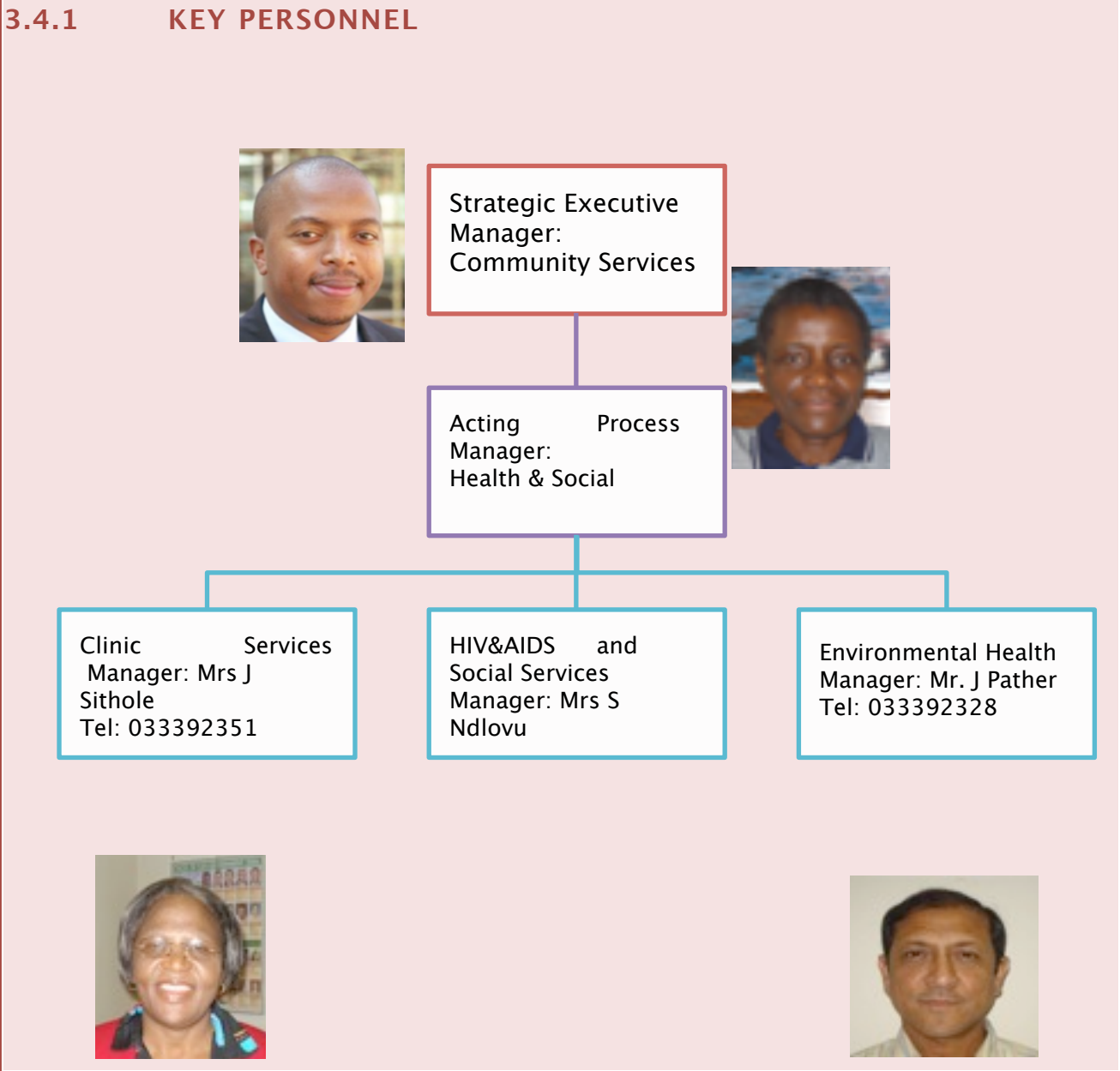
3.2 MISSION STATEMENT

- Provision of a comprehensive, integrated, quality and people centred Health Care and Social Service in an equitable manner that promotes human dignity for all people in the Msunduzi Area

3.3 ORGANISATIONAL STRUCTURE AND KEY PERSONNEL

3.4 CLINIC SERVICES

3.4.1 KEY PERSONNEL



Mr S Pillay	MRS J SITHOLE	: Mrs L Chetty
Deputy Nursing Services Manager	Nursing Services Manager	Deputy Nursing Services Manager

3.4.2 VISION

Quality Primary Health Care Service for to the people of Msunduzi.

3.4.3 MISSION STATEMENT

Provision of a Primary Health Care Service that provides holistic accessible and free quality health care to all residents of the Msunduzi Municipality and surrounding areas

3.4.4 INTRODUCTION

The year 2006/2007 was a very exciting and challenging year for staff within the Clinic Services with many outreach programs in the areas of HIV/AIDS and TB. The HIV/AIDS pandemic continued to be the major challenge in all areas and the outreach programmes were the main focus of the senior staff. Some of the Clinics saw huge numbers of clients on chronic medication being referred from the surrounding hospitals.

The main thrust this year was aimed at reaching National Health targets. These were enormous and were not all achieved by the majority of clinics due to staff shortages and limited resources. The aim during 2006 is to reduce the targets to a more manageable size, and schedule their implementation in quarterly divisions to provide more achievable goals

3.4.5 LEGISLATION

The National Health Act, Act No 61 of 2003

3.4.6 CLINIC ACTIVITIES/INCIDENTS/PROGRAMMES

3.4.6.1 CLINIC VISITS

- The Nursing Services Manager visited the clinics on a regular basis to ensure the smooth running of the clinics. The clinics were also monitored by the two Deputy Nursing Service Managers, Senior District Nurses and Primary Health Care coordinator. Continuous rounds at clinics were done to maintain standards and monitor staff in order to ensure quality service delivery.
- In March 2007, the Nursing Service Manager, held a general staff meeting where she emphasized the importance of Service delivery and that the Batho Pele principles were maintained at all clinics, at all times as the Health and Social Services strove for Service excellence. She also mentioned the staff shortages and the high clinic attendance rates experienced.

3.4.6.2 POLIO AND MEASLES

- A Polio and Measles campaign was held from the 11–15th September 2006 and the attendances for this campaign were slightly below the target. The second session of Polio started on 8th –14th October 2006.
- The National Polio and Measles campaign for 2007 commenced on the 5th –13 May 2007, The Coverage included Malls, Crèches, clinics and schools. There was inter-departmental support from The Office of the Mayor, Fire, Environmental Health, HIV & AIDS Unit and Security. The target age group was under 5 years. The Msunduzi Municipality obtained 150% coverage.

3.4.6.3 CLINIC DISRUPTIONS

- On the 9th October 2006, Copesville clinic had to be closed due to a Protest by the community and taxi drivers.
- From the 12to the19th December 2006, the Azalea area was out of water. This posed a risk of cross infection at the clinic which necessitated its temporary closure. The nurses ensured that the needs of the patients in chronic medication were met by attending to them every morning. The water was reconnected on the 20th December 2006 and the clinic was re–opened and functioned as normal.
- On the 13 June 2007, a National strike was called by South African Municipal Workers Union (SAMWU) but most clinics were operational except Sobantu, Esigodini and Willowfountain.
- Ongoing strike action resulted in the intimidation of Central City Clinic staff. A high presence of South African Police Services and Municipal police maintained the smooth running of the clinic.

3.4.6.4 CLINIC MAINTENANCE

- In October 2006 several of the clinics were painted and renovated. Ceilings at Willowfountain were repaired and painted in April 2007.
- Woodlands, Grange and Scottsville clinics were re–fenced in May 2007
- Tree felling at Masons and renovations to the clinic were completed in June 2007. Masons Clinic was identified as an area with high incidence of HIV and TB. The extensions were made to accommodate HIV counsellors and literacy classes for those commencing Anti–Retroviral therapy (ARV).
- Woodlands and Sobantu clinics were painted in June 2007.

3.4.6.5 CLINIC INCIDENTS

3.4.6.5.1 DEATHS

- On the 2 February 2007, there was a death of a 60 year old adult at Eastwood Clinic.
- On the 12 March 2007, a 5 week old baby arrived dead at Azalea Clinic.
- Death of a Staff Nurse seconded from Department of Health and based at Masons Clinic.

3.4.6.5.2 SECURITY AT CLINICS

The following clinics were provided with Municipal Security: Impilwenhle, Esigodini, Willowfountain and Sinathing Clinic. Private security was available at Central City clinic and TB clinic. Not all clinics had security due to the shortage of staff at Safety and Security section.

3.4.6.5.3 HEALTH AND SAFETY

The Health and Safety committee was fully functional and met once a month. Regular site visits at various clinics were carried out on monthly basis and Health and Safety issues addressed.

3.4.6.5.4 NEEDLE STICK INJURIES

One Registered nurse and one staff nurse sustained needle stick injuries between January–June 2007 at Willowfountain and Sinathing clinics respectively. The relevant protocol was followed.

3.4.6.5.5 CLINIC ATTENDANCE

- A total of 536 090 clients attended Msunduzi Municipal clinics during July 2006/ June 2007 (see Table A). There was a huge increase from the 2005 attendance due to the high volume of patients on chronic medication and Anti-retroviral medication. With the AIDS pandemic reaching epic proportions, the majority of clients attending Msunduzi Municipal clinics were extremely ill and in need of intensive counselling and care.
- On the 11 November 2006 the Nursing Services Manager had a meeting with all staff and emphasised to them not to turn patients away but rather attend to them as most of these clients are from indigent communities and desperately need help.

Table A: Clinic Attendance for July 2006 to June 2007	
CATEGORY	ATTENDANCE
UNDER 5	160 702
OVER 5	375 388
ANTENATAL	22 946
FAMILY PLANNING	71 076
SEXUALLY TRANSMITTED DISEASES	16 120
BIRTHS	27 350
TUBERCULOSIS	26 530
Total Clinic Attendance for 2005	420 842
Total Clinic Attendance for 2006/7	536 090

3.4.6.6 ANTI-RETROVIRAL (ARV) THERAPY PROGRAMME/ROLLOUT

- Central City and Masons clinics were fully functioning “down referral” sites offering ARV chronic medication 5 days a week
- A delegation from Minnesota (USA) consisting of a doctor, dietician, and pharmacist and HIV counsellor visited Masons and Central City Clinics on Monday 4th December 2006. The delegation visited the clinics to monitor the staff that they have funded and if the Anti-Retroviral therapy rollout programmes were implemented and running efficiently
- The District Health office seconded four registered nurses and two HIV counsellors to the Msunduzi Municipality in November 2006, to assist with the antiretroviral programme. Two registered nurses and two HIV counsellors were placed at Mason’s clinic and the other two registered nurses and HIV counsellors were placed at Central City clinic. These posts were funded by an American Non Governmental Organisation the (Elizabeth Glazier Paediatric Aids Foundation). This organization funds AIDS initiatives in 24 countries including South Africa.
- The Clinic Staff that were trained in Anti-Retroviral therapy were provided with valuable information regarding the initiation of Anti-Retroviral and literacy classes by the HIV & AIDS Unit.

Table B: HIV Statistics for July 2006 – June 2007	
Description	July 2006– June 2007
No. Pre Test Counseled	9 933
No. Test	9 896
No. Test Positive	4 742
Total No. new clients	9 951
No. of New clients on ART – Adults	265
- Paeds	18
No. of ART patients collecting Rx at P.H.C Level.	3 261

3.4.6.7 PROVINCIAL PROGRAMMES

The Msunduzi Municipality in collaboration with the Provincial Department of Health met monthly to discuss various programmes and targets reached. These meetings were attended by the Nursing Management team and Primary Health Care Coordinator. This ensured standardisation of service provision between the two departments. All new policies and National initiatives were implemented by the Nursing Section.

3.4.6.8 TB AND NUTRITION PROGRAMMES

- The District Health office seconded five TB Staff nurses to assist with the TB programme. Staff nurses were placed in the following clinics: Masons, Northdale, Azalea, Sobantu and Snathing. The programmes were monitored by the Communicable Disease Coordinator (District Office).
- A nutrition programme supported by the Provincial Department of Health Nutrition Service was implemented by the Msunduzi Clinic Services for the HIV, TB and Malnourished patients at all clinics. The Programme commenced in March 2007 and the department received ±1500 boxes a month.

3.4.6.9 PHARMACY STATISTICS

MSUNDUZI MUNICIPALITY : COMMUNITY SERVICES & SOCIAL EQUITY SUB-UNIT : HEALTH & SOCIAL WELFARE : PHARMACY SECTION RAND VALUE OF MEDICINES JULY 2006 TO JUNE 2007												
CLINIC	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN	FEB	MARCH	APRIL	MAY	JUNE
	2006	2006	2006	2006	2006	2006	2007	2007	2007	2007	2007	2007
Ashdown	15668	25039	9834	26199	17263	20423	14465	20279	10084	16878	19387	8338
Azalea	16169	43503	9633	11553	23782	10669	8712	19130	10845	8369	24836	15211
Central City	30065	88243	36827	46734	72860	28635	41509	36546	36148	54204	45941	37151
TB - Church St	23094	64218	28424	30270	22338	15015	37771	13009	24534	18163	26563	19209
Copesville	1855	7806	6935	5833	2099	3932	2304	7511	2855	2388	6192	1359
Eastwood	32068	37514	20068	18234	13126	22012	17263	19026	17293	15156	19551	17180
Esigodini	28470	27452	23923	8892	19467	0	10357	15433	21497	3269	19787	4264
Glenwood	4300	5684	2966	2773	2697	5069	6318	2324	3013	1296	10963	680
Grange	13472	22280	16297	6277	20485	5792	28009	4194	15010	14449	15150	8379
Impiwenhie	35304	34971	13952	5838	19786	11747	19311	11974	14942	24449	22691	9117
Khan Rd	12657	45447	3553	23778	7801	3723	13908	13845	12696	30680	18505	7255
Masons	15871	40436	13094	20695	19274	1784	17322	38006	15349	27013	4221	57648
Mobile	7438	11537	4820	4170	0	0	21316	7902	0	10292	4965	3989
Northdale	22182	63847	57627	56319	26442	52598	36752	20284	40496	43367	61141	56103
Oribi	970	5889	0	3304	2528	719	3964	5171	1734	3210	707	7039
Scottsville	11577	29410	4581	17620	17069	10496	15410	21175	10031	20432	34064	9229
Sobantu	12900	27049	10015	13570	19713	4835	5591	11677	13307	17920	11600	6952
Sinathing	13308	47613	11977	22103	21996	23778	12759	42186	23255	9871	29645	11843
South Geriatric	0	9307	2633	337	7037	2954	8329	135	2108	2897	3299	2150
Stott Rd	0	1411	1110	357	619	0	1204	447	191	904	1283	2560
Woodlands	14098	30608	10832	13755	15719	5097	17464	6772	14971	11045	27644	12378
Willowfontein	16953	48068	16806	26125	34879	9973	20586	23121	35058	16801	27975	24285
Deccan Rd Geriatric	0	0	0	0	0	0	3681	0	1559	0	0	4437
GRAND TOTAL	328419	715332	305717	364736	386780	239251	364305	340147	326976	353053	436110	326756

3.4.7 HEALTH INFORMATION SHARING

Main events during 2006/2007 were:-

- In August 2006 World Breast feeding week was celebrated with all clinics engaging in mass Breast Feeding Promotion endeavours.
- In September 2006, Pharmacy week was observed at all Municipal clinics. This initiative was to encourage clients to return expired and unused medication.
- In November 2006, Geriatric Day was held at Sinathing clinic. It was well attended by the community and by several Provincial and Local Officials.
- World Aids Day Presentation in December 2006 was commemorated at all Msunduzi Municipal Clinics. These events were well attended by the youth of the community. Azalea Clinic also had a successful Aids day event with 200 people attending. Various high profile speakers from Provincial Department of Health were present. Lunch was provided for all who attended.
- Sinathing clinic had a prayer day on the 10 December 2006 to remember those who have died of AIDS related conditions. Some staff attended a drug abuse/AIDS Day in Willowfountain on the 15th December 2006. The Aids day was hosted by the Provincial Department of Health.
- In June 2007, a clinic garden launch was held at Ashdown clinic. This event was supported by the Provincial Department of Health and gifts (overall sets and seeds) were given to



about 150 members of the community. The group involved in the initiation of the garden project benefited by receiving a set of garden tools.

Clinic held programmes and talks.

3.4.8 HEALTH EDUCATION

There were 2200 sessions of Health Education talks within the service. Talks were given, posters displayed and pamphlets distributed. During the Tuberculosis month the Church Street TB clinic and Central City

3.4.9 STAFF

3.4.9.1 STAFF MATTERS

- In August 2006, two registered nurses were medically boarded.

- In July 2006, placements were discussed again with staff and some staff members were not happy. The matter was then referred to the Process Manager.
- A new group of Community Health workers were employed in October 2006, which helped to identify health problems at grass root level.
- Nine posts for Registered nurses and two Senior District Nurses were advertised in March 2007; candidates were short listed and interviewed in May 2007. Letters of appointments were issued.

3.4.9.2 STAFF DEVELOPMENT

The following staff were involved in staff development: –

COURSES/WORKSHOPS ATTENDED	NUMBER TRAINED	
	2005	2006
	286	4/7
PHC Training	4	7
HIV Programme/ TB Courses/Workshops	25	30
IMCI Course	6	10
Infection Control	0	4
Dispensing License Course	0	45
Project Management	0	8
Time Management	0	2
TB contacts and Filing Courses	0	21
HIV counsellors update	0	21
Conflict management	0	2

3.4.9.3 STUDENT TRAINING

- A total 411 of students from Greys and Northdale Nursing Colleges trained at the Msunduzi Municipality Clinics during 2006/07. This training formed part of student nurses Community Health curriculum.
- Students from the Private Nurse training institutions viz; Midlands School of Nursing, Michaelmas School of Nursing and Shekiena as well as Paramedics and Dieticians also utilised the Msunduzi Municipal clinic facilities to complete the practicals.

3.5 ENVIRONMENTAL HEALTH SERVICES

3.5.1 KEY PERSONNEL

Mr. J Pather Environmental Health Manager	Pollution Control Coordinator	Food Hygiene, Water Quality Coordinator	Training Development, Places of Care, Communicable Diseases Control Coordinator

3.5.2 VISION

An equitable, effective and efficient Environmental Health Service.

3.5.3 MISSION STATEMENT

Reduction of Environmental Health Risks and Promotion of a safe, clean and healthy environment for all Communities in Msunduzi.

3.5.4 FUNCTIONS/SERVICES

- Environmental health services referred to in the National Health Act 61 of 2003 as “municipal health services” include the following functional areas.
- Monitoring and surveillance of water quality and availability intended for human consumption and recreational use.
- Monitoring, inspection, registration and control of both formal and informal food premises to ensure clean food production, food quality and safety.
- Monitoring of waste management systems, health care risk waste and hazardous waste to ensure proper management and disposal of waste.
- Health surveillance of premises by identification, monitoring, control and abatement of health hazards and nuisances to protect public health.
- Surveillance and prevention of communicable diseases by identification, monitoring and control of diseases of public health significance.
- Monitoring, identification and control of vectors viz. rats, mosquitoes, flies, snails and other pests to prevent vector borne diseases.
- Air pollution control through monitoring and identification of pollution sources, intervention by registration, enforcement and implementation of control measures to reduce levels of air pollution.
- Noise pollution control through monitoring, measurement, assessment and enforcement of both community noise and industrial noise sources
- Control pollution of land and water sources through monitoring and surveillance and implementation prevention measures.
- Monitoring of funeral undertakers, mortuaries, cemeteries and crematoria, exhumations and reburials to ensure compliance with applicable legislation.
- Monitoring, evaluation and control of chemicals to ensure safe handling, storage, usage and disposal to reduce risks / hazards.

- Monitor and control smoking of tobacco products in public places in terms of applicable legislation.

3.5.5 KEY PROJECTS

3.5.5.1 AIR QUALITY MONITORING

The Air Quality Monitoring network consists of the following:-

- Real Time Monitoring Station at Publicity House - quantification of criteria pollutants and greenhouse gasses
- Mobile Monitoring Station - quantification of criteria pollutants.
- Six Bubbler Stations - monitoring of sulphur dioxide and smoke.
- Meteorological Stations - measuring of weather data.
- Passive samplers - screening for criteria pollutants and hydrogen sulphide.
- The cost of the monitoring network and equipment is approximately R2 500 000.



•The mobile monitoring station and passive samplers used to identify “hot spots” in the City





3.5.5.2 VECTOR CONTROL

- Numerous clean up campaigns were initiated and community gardens established in various areas of the Msunduzi to manage and control the prevalence and multiplication of rodents without the use of rodenticides.
- The vegetable garden projects are managed by the communities and institutions that benefit from the abundance of fresh vegetables obtained from these gardens.







	Total Posts	Filled Post	Vacant Post
	1	1	-
	1	1	-
Coordinator	1	-	1
or	1	1	-
Training Development, Places of Care, Communicable Diseases Control Coordinator	1	1	-
Senior Environmental Health Practitioners / Environmental Health Practitioners	20	7	13
Environmental Health Assistants	4	2	2
Primary Health Care Workers	12	4	8
Senior Laboratory Assistant	1		1
Field Hygiene Workers	12	2	10
Principal Clerk	1	1	-
Clerk	1	1	-
Total	56	21	35

3.5.6 STAFF

3.5.7 LEGISLATION

The following legislation is applicable for the functional areas of environmental health.

3.5.7.1 ACTS / REGULATIONS

- National Health Act 2003 (Act 61 of 2003) and Regulations.
- Foodstuffs, Cosmetic and Disinfectants Act 1972 (Act 54 of 1972) and Regulations.
- Hazardous Substance Act 1973 (Act 15 of 1973) and Regulations
- National Building Regulations and Building Standards Act 1977 (Act 103 of 1977) and Regulations.
- Atmospheric Pollution Prevention Act 1965 (Act 45 of 1965) and Regulations
- National Environment Management Act : Air Quality Act, 2003
- Aged Persons Act 1967 (Act 81 of 1967) and Regulations.
- Tobacco Products Control Act 1993 (Act 83 of 1993) and Regulations.
- Criminal Procedures Act of 1977 (Act 51 of 1977)
- Cemeteries and Crematoria Act 1996 (Act 12 of 1996)
- Environmental Conservation Act 1989 (Act 73 of 1989) and Regulations.
- Business Act.

3.5.7.2 ORDINANCES

- Local Authorities Ordinances
- Licences and Business Hours Ordinance

3.5.7.3 BYLAWS

- Manufacture, Storage and Sale of Foodstuffs Bylaws
- Public Health By-laws
- By-laws Relating to Slaughter of Animals
- General By-laws
- Refuse and Night Soil Removal By laws
- By-laws Related to Crèche's and Crèches-Cum-Nursery Schools for Children
- Noise Abatement By-laws
- Dairy Bylaws

3.5.8 ENVIRONMENTAL HEALTH STATISTICS

STATISTICS FOR PERIOD JULY 2006 TO JUNE 2007

SAMPLE ANALYSES:

Milk (Bacteriological)	:	132	Water	:	387
Milk (Phosphatase)	:	132	Food (Chemical)	:	12
Milk (Methylene Blue)	:	132	Food (Bacteriological)	:	135

MARKET FOODS CONDEMNED:

Fruit	:	100,26	tonnes
Vegetables	:	275,43	tonnes
TOTAL	:	375,69	tonnes
Total Market Turnover	:	107 833	tonnes
Percentage of Market Turnover	:	0,3	%
Inspection of Voluntarily Surrendered Foods:	Fees	:	2 x R = R32 X R55 = R1760
Total weight	:	43 888,2	kg
Notices Issued	:	2 052	
Complaints Investigated	:	1 225	
Licences Dealt With	:	251	
Plans Scrutinised	:	147	
Smoke Control Regulations (PN 621 of 1968)	:	1	R200

STATISTICS FOR PERIOD JULY 2006 TO JUNE 2007 cont...

Refuse & Night Soil Removal Bylaws(PN 59 of 1967)	:		
Health Act 63 of 1977	:		
Nat.Bdg.Reg. & Bdg.Stds. Act 103/77	:		
Bylaws relating to Crèches & Crèche/Nursery Schools	:		
Environmental Conservation Act 1989 No 73 of 1989	:	2	R5000
Waste Bylaws (PN No. 8 of 2005)	:		
Total Fines / Prosecutions	:	9	R8 950
SUCCESSFUL PROSECUTIONS:		Prosecutions:	F i n e s
			(Rands):
General Bylaws (PN No. 230 of 1931)	:	1	R250
Manufacture, Storage & Sale of Foodstuffs (PN No. 229 of 1973)	:	1	R1 500
Public Health Bylaws (PN No. 618 of 1957)	:	3	R1 500
Drainage Bylaws (PN No. 87 of 1953)	:		
Dairy Bylaw (PN 575 of 1956)	:		
Foodstuffs, Cosmetics & Disinfectants Act (No. 54 of 1972)	:	1	R500
VECTOR CONTROL:			
Potential Malaria Carriers	:	-	Potential Bilharzia Carriers : 1
Total Identified	:	197	T o t a l I d e n t i f i e d

3.5.9 COMPLAINTS

1	Agricultural	-
2	Air Pollution	232
3	Animal / Poultry	32
4	Drinking Water	1
5	Food	22
6	General Hygiene	57
7	Health Risk Waste	3
8	Housing	41
9	Noise	85
10	Occupational Environment	8
11	Refuse	205
12	Sanitation	159
13	Vacant Land	173
14	Vector Control	198
15	Water Pollution	9
16	Tobacco Related	3

	Total number of complaints	1 228
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3.6 HIV AND AIDS AND SOCIAL SERVICES

3.6.1 FUNCTIONS

- Provision of HIV information
- Education and Training on HIV/AIDS
- Provision of HIV Counselling and Testing
- Primary site for condom distribution(male)
- Implementation of the Msunduzi HIV & AIDS Strategy.

3.6.2 TRAINING COURSES

JULY 2006 - JUNE 2007	
Course	No.
Anti-retroviral Treatment Literacy	1
HIV & AIDS Counselling	11
Peer Educator : (Municipal / External Employees)	1/3
Home Based Care	1

3.6.3 VOLUNTARY CONSELLING AND TESTING

JULY 2006 - JUNE 2007						
TABLE C: MALES (* Figures to be verified)						
Months	No of Rapid tests	Elisa	Positive	Negative	Age Range of Positive	Discordant Results
July	26	-	-	26	-	-
August	24	-	3	21	22-41	-
September*	15	-	4	16	29-43	-
October	28	2	5	21	26-47	-
November	26	2	4	20	23-39	-
December	13	1	1	11	25	-
January	28	-	7	21	8-35	-
February	28	-	8	20	20-42	-
March	29	-	9	20	19-47	-
April	24	-	8	16	26-49	-
May	33	-	7	26	25-45	-
June	22	-	3	19	20-29	-

JULY 2006 – JUNE 2007**TABLE D: FEMALES**

Months	No. of Rapid tests	Elisa	Positive	Negative	Age Range of Positive	Discordant Results
July	69	-	17	51	20-37	1
August	51	-	9	42	19-43	-
September	43	-	16	27	18-44	-
October	38	1	15	22	15-46	-
November	49	1	11	37	19-48	-
December	31	-	9	22	21-43	-
January	62	-	20	42	18-47	-
February	41	1	5	35	23-39	-
March	49	2	12	35	19-45	-
April	43	-	5	38	21-48	-
May	45	-	6	39	21-53	-
June	57	-	13	44	20-42	-

3.6.4 HEALTH AND SOCIAL SERVICES CHALLENGES

- Limited Resources both Human and Financial
- Compliance with Chapter 5 of The National Health Act, Act No. 61 of 2003 related to the Transfer of Personal and Environmental Health Services to the Province and the District respectively.

4 HUMAN RESOURCE SUPPORT SERVICES

4.1 KEY PERSONNEL

MS. X. Mhlongo	MR. T.E. Mbanjwa	MS. S. Mbandlwa
HUMAN RESOURCES OFFICER	HUMAN RESOURCES MANAGER	ADMINISTRATIVE OFFICER

4.2 HUMAN RESOURCE OBJECTIVES

- To enhance service delivery through the development, implementation and maintenance of appropriate and effective HR strategies, programs, policies, procedures and practices and to ensure that senior management and all operating managers comply with labour laws, collective agreements and policies in order to achieve fairness in the workplace, protection of employees' rights, provision of equal opportunities and a safe and healthy working environment
- To provide an HR administrative support service

4.3 FUNCTIONS/SERVICES

4.3.1 INTERACTION OF HUMAN RESOURCES AND OPERATING MANAGERS

As both operating and human resources managers perform personnel work some personnel decisions involve both types of managers in particular in the following aspects : discipline, grievances, physical working conditions, recruitment & selection, terminations, transfer and promotion.

4.3.2 THE HUMAN RESOURCES MANAGEMENT PROCESS

Human resources processes include human resources planning; recruitment and selection; human resources development; management of the process of ensuring that employees are paid their salaries and benefits and the management of employee relations activities.

4.3.3 HUMAN RESOURCE PLANNING

HR Planning is the process through which goals as put forth in the mission statement and business plan are translated into human resource objectives. It helps to assure that the organization is neither over nor understaffed; that the right employees are placed in the right jobs at the right time.

4.3.4 RECRUITMENT AND SELECTION

Filling vacant posts by attracting and selecting employees with the right competencies or potential, at the right time for the right jobs

- Verifying post establishment and budget provision and approving staff vacancy advice forms
- Verifying pay scales
- Ensuring observance of recruitment policy and procedures

- Orientation of new employees
- Maintaining recruitment records and statistics

4.3.5 EMPLOYEE RELATIONS

- Managing the disciplinary and grievance processes
- Participating in management–union negotiations and consultations in the Local Labour Forum as a management representative.

4.3.6 EMPLOYMENT EQUITY

Ensuring that the Strategic Business unit strives towards the achievement of employment equity targets in recruitment, promotion, as reflected in the employment equity plan by evaluating results and advising management on Employment Equity Act provisions

4.3.7 POLICIES AND PROCEDURES

Participating in the development, implementation, interpretation and review of policies and procedures

4.3.8 HUMAN RESOURCES DEVELOPMENT

Initiating and monitoring jointly with operating managers the provision of training in order to improve individual performance and ensure consistency with the human resources strategy by

- evaluating existing training programmes,
- evaluating the effectiveness of the training unit,
- assessing and reporting on the impact and influence on service delivery
- advising on the alignment of training interventions with the strategic plan/service delivery requirements.

4.4 KEY PROJECTS

4.4.1 PLACEMENT DISPUTES

The outcomes of nine placement disputes which were dealt with through arbitration are as follows:

SUB UNIT	NO OF DISPUTES	OUTCOME
Parks & Recreation	2	Awards given against employees
Fire	3	Awards given against employees
Library Services in one,	2	Award given against employee
Waste Management	1	Another to wait for job evaluation Resolved internally
Safety & Loss Control	1	Award given against Council – Placement corrected

4.4.2 TRANSITIONAL ALLOWANCES

Transitional Allowances were converted to salary with effect from January 2007 as a result of an Executive Committee resolution which resulted in pension and other benefits being adjusted accordingly.

4.4.3 EXTENSION OF COUNCIL CONDITIONS OF SERVICE TO LIBRARY STAFF

- The Library Grading Levels have been equated to Patterson Grading Levels
- perceived grades allocated to all posts within the Library establishment
- Transitional Allowances paid up to December 2006 and converted to salary in January 2007.
- An Executive Committee resolution is required in order to implement all applicable conditions and benefits.

4.4.4 RING FENCED LEAVE

Leave records have been updated (the sub unit leave record cards were reconciled with the Pay Office records) and the final payments of the cash value of the ring fenced leave have been implemented.

4.4.5 LOCAL LABOUR FORUM

The HRSS Manager: Community Services and Social Equity continues to attend Local Labour Forum meetings as a member of the Management Team. Other members of the management team are the Strategic Executive Manager: Sound Governance and Human Resources, Process Manager: Human Resource Development, HRSS Manager: Corporate Business Unit, Manager: Internal Audit, Process Manager: Human Resources & Employee Relations and nominated Councillors. An equal number of been appointed by the unions to represent organised labour in the Local Labour Forum.

The Local Labour Forum deals with employer–employee matters which require discussion, consultation or negotiation.

4.4.6 ORGANISATION STRUCTURE

The process of reviewing the organisation structure has been completed and the proposed changes have been submitted to the relevant portfolio committees for consideration. The changes can only be implemented on the authority of a Council resolution.

4.4.7 VACANT POSTS

The delay in the filling of vacant posts (including priority posts) is a cause for concern as it seriously hampers service delivery. The review of the process which needs to be aligned with current needs has been proposed

4.4.8 JOB EVALUATION

Jobs within Council remain ungraded as the job evaluation process has not been completed. Job descriptions for all jobs in Council, including CS & SE, which were submitted to the Provincial Job Evaluation Committee were returned for correction. The Library Services job descriptions were corrected and re–submitted : we are awaiting the results. The Executive Committee has authorized the use of a consultant to take the process forward.

4.5 CHALLENGES

4.5.1 STRIKE ACTION

Temporary “downing of tools” by staff in the Traffic, Fire and Waste Management Sub Units and sympathy strikes have been experienced. Some grievances, such as unhappiness

with some managers, shortage of vehicles, danger allowances, progression and unsuitable uniforms etc., which were cited as the cause of dissatisfaction, have been resolved. Others that need long term solutions are in the process of being resolved.

4.5.2 UNHAPPINESS, DEMOTIVATION AND LOW STAFF MORALE EMANATING FROM PLACEMENT

This is a cause for concern. A total of 88 formal grievances, 71 of which are on placement related issues, were lodged during the 06/07 financial year. Unpaid locomotion allowances and incorrect job grades feature prominently on the grievance list. The majority of grievances on placement related issues remain unresolved as they can only be addressed through job evaluation. The issue of unpaid fixed locomotion allowances is now in the hands of the local court

4.5.2.1 HEALTH SERVICES STAFF TO BE TAKEN OVER BY THE PROVINCIAL DEPARTMENT OF HEALTH

The Human Resource Support Service has had the task of ensuring that equity/ fairness is maintained in the management of employment contracts of the Personal Health Services staff to be taken over by the Provincial Department of Health and meetings are ongoing with the Provincial Department of Health. Although the Msunduzi Municipality was excluded in the first round of discussions which focused on the smaller municipalities, we are not exempted from the takeover as such. The important issue in the takeover process is the fair treatment of employees on takeover. We are committed to ensuring that the affected employees' new employment conditions are not less favourable. This commitment will equally apply to the proposed takeover of the Environmental Health Services by the District Municipality.