

**AGENDA of the
Portfolio Committee : Community Services
21 November 2017
(Also the agenda for the Mayoral Committee Meeting : 29 November 2017)**

**4.
OPERATIONAL PLAN : HOLIDAY SEASON : 2017/2018**

2/1

**R Williams
20 October 2017**

(028) 313 8029

Hermanus Administration

1. Executive Summary

The purpose of the report is to inform Council of the operational plan to be implemented in order to ensure that the Directorate: Community Services effectively manages and maintains bathing beaches, caravan parks, camping sites and other public facilities that will be visited and utilised by large numbers of visitors during the period from 01 December 2017 until 14 January 2018.

2. Service Delivery and Budget Implementation Plan - IGNITE

Directorate: Community Services
Department: Area Management and Operational Services

3. Compliance with Strategic Priorities

Provision of democratic, accountable and ethical governance
Provision and maintenance of municipal services
Creation and maintenance of a safe and healthy environment

4. Delegated Authority

Executive Mayor

5. Legal Requirements

Constitution of the Republic of South Africa, 1996
Overstrand Maintenance Management Policy, 2011
Overstrand Swimming Beach Cleaning Policy, 2017

6. Background

The Overstrand Municipality proved to effectively manage facilities and infrastructure with regard to bathing beach areas, caravan parks, camping sites and other public facilities that are being annually visited over the holiday season during the months of December and January. The Directorate: Community Services and the Directorate: Protection Services will be implementing their separate operational plans and work side by side in order to deal with the large numbers of visitors to these areas and facilities.

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The action/activities listed in the attached Operational Plan for the Holiday Season: 2017/2018 complements the basic services rendered by the Municipality on an on-going basis at the above mentioned areas and facilities.

The International Blue Flag beach status for the bathing beach areas was awarded to:

- Grotto, Hermanus from 1 December 2017 until 31 March 2018
- Hawston, from 15 December 2017 until 15 January 2018
- Kleinmond, from 15 December 2017 until 15 January 2018

Pilot Blue Flag beach status was also obtained for Castle Beach located at Pearly Beach, Gansbaai. In the event of the successful management of the mentioned pilot status the Municipality may apply for full status for 2019/2020 festive season. We only applied for Blue Flag status for Hawston, Kleinmond and Gansbaai for the peak festive season, due to the decline of the number of visitors outside the peak season to the mentioned beaches. All swimming beach areas will be maintained as per Council's Swimming Beach Cleaning Policy.

The performance of all staff deployed over the holiday season is closely and effectively monitored by affected line managers and project managers. The last mentioned also includes personnel that are responsible for basic services delivery, e.g. provision of potable water, refuse removal, etc. Affected managers and designated officials must furthermore report on a weekly basis to the office of the Director: Community Services on any major problems with basic service delivery over the above mentioned period.

7. Financial Implications

Salaries and wages for additional temporary staff.

8. Staff Implications

Permanent and additional temporary staff, as per budgetary provision for the 2017/2018 financial year.

9. Comments from other Departments, Divisions and Administrations

None

10. Annexures

Annexure A: Operational Plan: Holiday Season: 2017/18

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RECOMMENDATION:

that the content of the Operational Plan: Holiday Season: 2017/2018, which is to be executed by the Directorate: Community Services, **be noted**.

RESPONSIBLE OFFICIAL :

**AREA MANAGERS
OPERATIONAL MANAGERS
MANAGER : CORPORATE
PROJECTS**

TARGET DATE FOR IMPLEMENTATION :

1 DECEMBER 2017

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R Williams (028) 313 8029 Hermanus Administration
20 October 2017**

**THIS MATTER SERVED BEFORE THE JOINT PORTFOLIO COMMITTEE ON
21 NOVEMBER 2017, WHICH COMMITTEE SUPPORTED THE
RECOMMENDATION**

RESPONSIBLE OFFICIAL :

**AREA MANAGERS
OPERATIONAL MANAGERS
MANAGER : CORPORATE
PROJECTS**

TARGET DATE FOR IMPLEMENTATION :

1 DECEMBER 2017



DRAFT

OPERATIONAL PLAN

HOLIDAY SEASON 2017/2018

DIRECTORATE: COMMUNITY SERVICES

*Community Services: Operational Plan: Holiday Season: 2017/2018***TABLE OF CONTENTS**

	<u>Page</u>
A. PURPOSE	3
B. OVERVIEW	3
C. PLANNING AND PREPARATION	4
D. OPERATIONS DURING HOLIDAY SEASON	5
E. FACILITIES AND INFRASTRUCTURE PER AREA	6
F. ANNEXURES	
1. CHECK LIST FOR BLUE FLAG BEACHES (Annexure A)	8
2. PROFORMA EVALUATION FORM (Annexure B)	9

A. PURPOSE

The purpose of the operational plan is to ensure that the municipal administration effectively manage and maintain bathing beaches, public launching sites, caravan parks, camping sites and other public facilities that will be visited and utilised by huge numbers of visitors during the period from **01 December 2017 until 14 January 2018**.

B. OVERVIEW**1. Personnel:**

It is the responsibility of the relevant Managers to ensure that sufficient permanent personnel, augmented by temporary / seasonal personnel, will be on duty during the holiday season. The appointment of temporary staff will take place via the Extended Public Works Programme (EPWP), administered by the Municipal Directorate: Local Economic Development. Temporary personnel are not necessarily appointed as replacements for permanent personnel, but to create capacity with regard to service delivery which is impacted due to the influx of visitors to the municipal area during the relevant holiday season. At least one manager per decentralised area and functional area (or a designated official) should be on duty during the holiday season.

2. Emergency services/Control room for basic services:

During public holidays and on weekends at least two personnel members must man the control room during the day (06:00 until 18:00) and night shift (18:00 until 06:00), with the exception of contingencies / disasters where more members will report for duty. The contact details of all personnel on standby must be communicated in writing to the control room timeously. The Directorate: Protection Services are also managing a separate emergency control room.

3. Overtime:

Overtime should be worked in accordance with the policy as determined by SALGA, in other words, a maximum of 10 hours per working week, with the exception of emergencies / disasters and deviations approved in advance by the relevant Director. Managers must ensure that all personnel who respond to after-hour callouts record overtime in consultation with the personnel member on duty in the control room at that time.

4. Execution of functions:

Managers and their delegate's must ensure that functions / responsibilities are executed meticulously. Managers must also ensure that all occupational health and safety measures are met and maintained as far as possible. For this reasons, the content of the relevant operational plan must be communicated to all personnel (including temporary appointments).

5. International Blue Flag Beaches:

International Blue Flag beach status was awarded to Grotto, Hermanus, Hawston, Kleinmond and pilot status to Castle Beach, located at Pearly Beach, Gansbaai. The awarded statuses are for the following periods respectively:

- Grotto, Hermanus: 1 December 2017 – 31 March 2018
- Hawston: 15 December 2017 – 15 January 2018
- Kleinmond: 15 December 2017 – 15 January 2018
- Castle Beach, Pearly Beach, Gansbaai

6. Evaluation of operations:

Managers must ensure that completed (or blank in the case of no activities / contingencies) pro forma evaluation documentation, with the required signature of the manager / designated official as verification that the content is accurate, be provided to the office of the Director: Community Services on a weekly basis.

C. PLANNING AND PREPARATION

<u>FUNCTION</u>	<u>RESPONSIBLE PERSONNEL</u>	<u>COMPLETION DATE</u>
1. Ensure that preference is given to any maintenance work to be done at swimming beach and related infrastructure facilities, e.g. ablution blocks,	Operational Managers	17 November
2. Ensure the effective and / maintenance of facilities at caravan parks.	Area Managers	17 November
3. Maintain, prepare swimming pools and acquire necessary equipment before opening on 1 December 2017.	Area Manager	17 November
4. Ensure that standards for blue-flag beaches are met as per checklist.	Operational Managers	17 November
5. Maintain registered public launching sites with available funding approved by Council.	Area Managers	17 November

Community Services: Operational Plan: Holiday Season: 2017/2018

6. Ensure that storm water canals and - catchment points are cleaned.	Operational Managers	17 November
7. Ensure that information boards displaying the necessary emergency numbers and signage are maintained /erected at all bathing beaches and public facilities.	Area Managers	17 November
8. Provision of adequate refuse bins to bathing beach areas.	Operational Managers	24 November
9. Ensure the appointment of temporary personnel to assist with maintenance duties.	Director: LED	17 November
10. Ensure the appointment of tenderers for the provisioning of refreshments and beach umbrellas and chairs.	Area Managers	17 November
11. Approval of events for presentation at facilities.	Area Managers	30 November
12. Site inspections	Director/Deputy Director	27 and 28 November

D. OPERATIONS DURING HOLIDAY SEASON

FUNCTION	RESPONSIBLE PERSONNEL	FREQUENCY
1. Cleaning of bathing beach areas	Operational personnel	Daily
2. Cleaning of ablution, wash and shower facilities.	Operational personnel	Daily
3. Adequate maintenance of buildings and facilities.	Operational personnel	According to need
4. Keeping parking areas and public open spaces Clean.	Operational personnel	Daily

Community Services: Operational Plan: Holiday Season: 2017/2018

5. Effective management of temporary personnel and service providers / contractors	Respective Managers / designated officials	Daily
6. Ensure that standards with regard to proclaimed blue-flag beaches are upheld in accordance with the guidelines for the relevant beaches.	Operational personnel	Daily
7. Completion of check list for compliance with blue-flag standards.	Relevant officials	Daily
8. Ensure that job cards regarding emergency work are completed (including overtime worked) immediately after completion of the particular job /task(s).	Control room personnel	Daily
9. Recording and communicating of messages on electronic short message system in case of emergencies to affected neighbourhoods/ areas.	Control room personnel	According to need

E. FACILITIES AND INFRASTRUCTURE PER AREA**(a) Kleinmond**

Bathing beaches:	<ul style="list-style-type: none"> • Palmiet, • Kleinmond Blue Flag beach, • Betty's' Bay (main beach), • Pringle Bay (main beach) • Rooi-Els
Public Launching Sites (PLS):	<ul style="list-style-type: none"> • Kleinmond PLS • Maanskynbaai Hangklip PLS • Rooi Els Coastal PLS
Caravan parks:	<ul style="list-style-type: none"> • Kleinmond Caravan Park, • Palmiet
Day camp:	<ul style="list-style-type: none"> • Fairy Glen • Kleinmond • Palmiet

*Community Services: Operational Plan: Holiday Season: 2017/2018***(b) Hermanus**

Bathing beaches:	<ul style="list-style-type: none"> • Grotto Beach (eastern section), • Grotto Blue Flag Beach, • Voëlkliip Beach, • Kammabaai, • Fick's Pool, • Langbaai, • Sandbaai, • Onrus River, • Hawston Blue Flag beach
Public Launching Sites (PLS):	<ul style="list-style-type: none"> • Fisherhaven PLS • Prawn Flats PLS • Onrus PLS
Caravan parks:	<ul style="list-style-type: none"> • Onrus caravan park, • Hawston camping site. • Maanskynbaai PLS • Harderbaai PLS
Swimming pools:	<ul style="list-style-type: none"> • Hawston, • Hermanus

(c) Gansbaai

Bathing Beaches:	<ul style="list-style-type: none"> • Castle Blue Flag beach, Pearly Beach • Buffeljachtsbaai, • Pearly Beach (Caravan Park), • Uilenkraalsmond • Gansbaai (Tidal pool), • Stanfordsbaai • Kleinbaai (Tidal pool), • Blompark beach (Romansbaai)
Public Launching Sites (PLS):	<ul style="list-style-type: none"> • Kleinbaai PLS • Buffeljachtsbaai PLS
Caravan parks:	<ul style="list-style-type: none"> • Gansbaai

(d) Stanford

Public Launching Sites (PLS):	<ul style="list-style-type: none"> • Du Toit Street PLS • King Street PLS
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R. WILLIAMS
DIRECTOR: COMMUNITY SERVICES

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DATE



2017/2018

CHECKLIST: STANDARDS FOR BLUE FLAG BEACHES

NO	FUNCTIONS	COMMENT (PROBLEMS ONLY)
	MAINTENANCE	
1	Neat and clean staff facilities	
2	Signage all still correct and present	
3	Lights and fittings all present and working	
4	Taps, showers, toilets and urinals all working	
5	Refuse bins empty and clean	
6	Beach area clean and tidy	
7	Beach cleaners all present and occupied	
8	Buildings windows, doors, locks, neat and tidy and unbroken	
9	Sand on parking areas and walkways removed	
10	Back beach area clean and tidy	
	WATER	
11	Water quality up to date and readings on the board	
12	Environmental education programmes planned / busy with it and written on the board	
	LAW ENFORCEMENT	
13	Security present and correct and patrolling	
14	No dogs on beach and no go areas	
15	No alcohol or camping anywhere	
	LIFESAVERS	
16	Level of O ₂ cylinders	
17	Lifesavers present and correct	
18	Lifesaving equipment all correct present	
19	First aid equipment all present and correct	
20	Neat and clean first aid facilities	
21	Neat and clean lifesaving facilities	
22	Flags up and flying and lifesaving flags in place	
23	Swimmers within demarcated zones	
24	Boat/jetski working order, ready to use and fuel tanks full	
25	Lifeguards must have personal kits / gloves /mouth pieces on person	
26	Cleaning equipment out of site	
	TOILETS	
27	Toilets see attached rating marker	
<p>NB: Preference must be given to maintenance of facilities / shortcomings in order to ensure the facilities continuously comply with above mentioned requirements / standards.</p>		
SIGNATURE:.....		DATE:.....

EVALUATION: OPERATIONAL PLAN: FESTIVE SEASON 01 DECEMBER 2017 - 14 JANUARY 2018

A. INCIDENTS

BEACHES/LAGOONS/SWIMMING POOLS/CARAVAN AND DAY CAMPS	FACILITY	ACTUAL CAUSE OR COMMENTS
1. <u>Drownings</u>		
2. <u>Rescues</u>		
3. <u>Incidents with dogs</u>		
4. <u>Other:</u>		

MANAGER'S SIGNATURE / DELEGATED AUTHORITY

DATE

9/10

