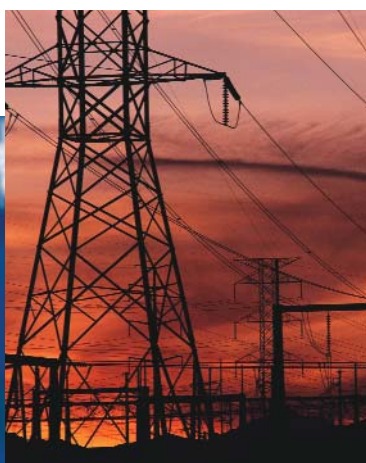


EMPOWERDEX SERVICE DELIVERY INDEX (CITYDEX)



EMPOWERDEX

Economic Empowerment Rating Agency



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Introduction

In a year when South Africa has been dogged by service delivery protests, it has become critical to assess the current levels of delivery experienced by the population. An understanding of the weaknesses in local and provincial structures comes with many benefits. It provides insight into whether these protests reflect genuine community concerns or manipulation of information by community and political leaders for any particular reason. It highlights actual shortcomings in delivery which can then be addressed appropriately. It also provides a benchmark from which to assess the future performance of a new administration that has placed an emphasis on the need to strengthen public institutions and reinforce a culture of service delivery at all levels.

The Empowerdex Service Delivery Index (Citydex) measures the performance of municipalities, district councils, metropolitan municipalities and provinces on actual delivery (status index) as well as improvements in delivery over a period of time (the improvement index). The inclusion of an improvement index allows for the recognition of previously disadvantaged municipalities that have made improvements over the assessment period.

The Empowerdex Service Delivery Index (Citydex) is compiled from data sourced from Statistics South Africa and compares the results of Community Survey 2007 with Census 2001.

All 231 local municipalities, 46 district municipalities and six metropolitan municipalities have been assessed for this report. In reaching the final score, the five basic services; housing, water, electricity, waste removal and sanitation were included.

How the score was derived

The five service delivery elements were equally weighted at a maximum of 20 points consisting of 10 points for current status and 10 points for improvement over time.

The **status index** is based on the current proportion of households that have access to a particular service.

The **improvement index** is based on the percentage change of households with access to a particular service. Scores are calculated based on improvements compared to the percentage increase nationally.

An **overall score** has also been calculated to minimize the effects of urbanization on the score. Because urbanization places additional strain on municipalities, an adjustment has been made to accommodate the increase in households. Municipalities that experienced an increase in households greater than the national average of 11% received bonus points, while those that experienced lower increases as well as decreases were penalized. The increase or decrease was limited to 20 points. The adjustment was carried out as follows to arrive at the overall weighted score:

Total Score (increase in households/national increase in households), where the total difference between total score and overall weighted score may not be greater than 20.*

Some key findings

- The national average score for service delivery across the five key indicators was 59.77%.
- Nama Khoi (major town: Springbok) is the highest ranking local municipality where 94% of the population has access to basic services.
- Gert Sibande district, which recently experienced service delivery strikes in Standerton and Balfour, appears 4th on the improvement index.
- At 43.62% Mafikeng, the capital of the North West Province, scored the lowest on the overall improvement index.
- Less than 1% of households receive waste removal services from the five worst performing municipalities for this particular service. Two of the bottom five municipalities provide no waste removal at all.
- Nkandla local municipality, birthplace of President Zuma, only provides basic services to 32% of its population, although its improvement index scores higher than the national average.
- Mbhashe local municipality, in which former President Mbeki's home town is situated, has been identified as needing urgent attention because only 21% of its residents have access to basic services.
- The City of Tshwane was the lowest scoring metro on both the status and improvement indices. Its score was only lifted due to the fact that it had a 22% increase in total households.
- At 89.5%, the City of Cape Town delivers the best service followed by Johannesburg at 88.5%.
- Gauteng and the Western Cape took the top two rungs on the status index (83.1% & 82.6% respectively) but also the bottom two positions in terms of improvement (47.4% & 48.4% respectively).
- Limpopo boasts the highest percentage of people living in formal dwellings (83.2%) but is the only province to score below 50% on the status index – this is because it only provides formal sanitation to 23% of its population and waste removal to 18.8% of its population.
- The Eastern Cape falls short of the national average on all elements of service delivery.

	Eastern Cape	National
Formal dwellings	54.70%	67.80%
Piped water	43.80%	69.50%
Formal toilets	44.40%	68.60%
Waste removal	40.00%	61.60%
Electricity – Lighting	65.90%	80.10%
Electricity – Cooking	45.30%	66.40%
Electricity – Heating	29.30%	58.70%



There is a large service delivery gap between the urban and rural municipalities. Of particular concern is the low level of service delivery to communities within the former homelands in the Eastern Cape, North West and Limpopo Provinces as well as rural areas of KwaZulu-Natal.

Understanding local government structures

Municipalities fall within one of three categories: metropolitan, district and local. Both metropolitan and district municipalities form the layer of government directly below the provinces.

Metropolitan municipalities execute all the functions of local government for a city. This is by contrast to areas which are primarily rural, where the local government is divided into district and local municipalities.

A **district municipality** executes some the functions of local government for a district. The district municipality will in turn comprise several local municipalities, with which it shares the functions of local government.

Local municipalities represent a subdivision of the district municipalities, and form the third layer of government. It falls under the jurisdiction of the district municipality.

It is worth noting that some areas of the country are not eligible to have a local municipality, usually due to having too low a population density to make it viable. In particular, many national parks and nature reserves are not part of any local municipality but do form part of the district. As part of this analysis, these areas have been included in the calculations of the provinces and districts but no individual analysis have been carried out on them.



LOCAL MUNICIPALITIES

Overall final scores

The Eastern Cape and Kwazulu-Natal account for eight of the 10 lowest scoring municipalities. Vulamehlo and Maphumulo, both in Kwazulu-Natal, are the lowest scorers. These municipalities as well as Msinga (KZN), which scored the lowest on the status index, are completely rural and comprised of tribal areas with no major towns.

Six of the top 10 scorers are from the Northern Cape, with the Nama Khoi municipality, the top scorer. Reasons for the Northern Cape having scored so high may be due to its small population and the fact that there have been some substantial increases in households of up to 50%. The overall final scores below have been adjusted for the percentage increase in households as compared to the national increase.

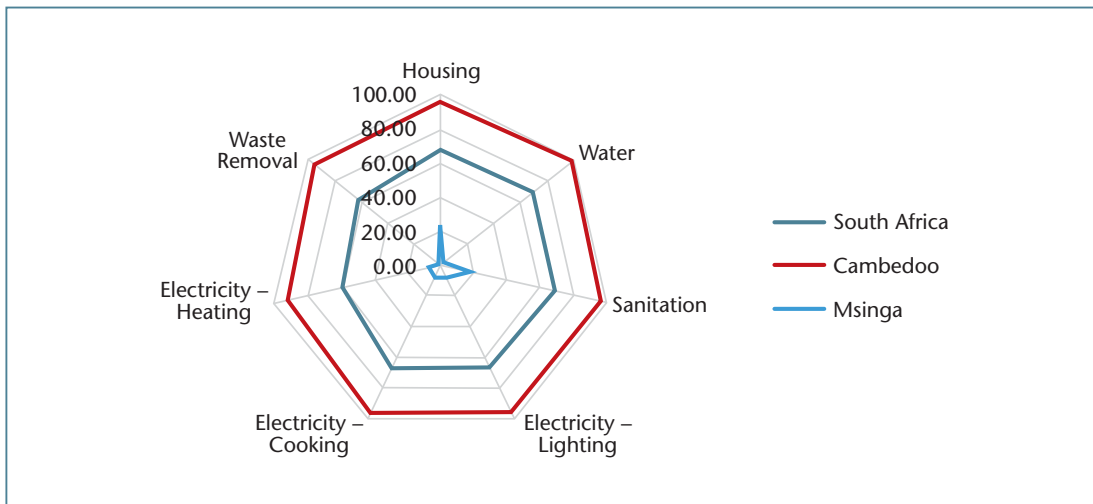
OVERALL FINAL SCORE (weighted for increase/decrease in households)		
1	NC062: Nama Khoi (Main town: Springbok)	92.48
2	NC061: Richtersveld (Main town: Port Nolloth)	89.15
3	NC086: Kgatelopele (Main towns: Swartputs & Owendale)	88.88
4	NC453: Gamagara (Main town: Kuruman)	88.82
5	NC067: Khai-Ma (Main town: Pofadder)	88.76
6	WC043: Mossel Bay (Main town: Mossel Bay)	88.24
7	FS201: Moqhaka (Main town: Kroonstad)	88.30
8	FS181: Masilonyana (Main towns: Theunissen, Masilo, Brandfort)	84.00
9	NC064: Kamiesberg (Main town: Gariep)	83.55
10	WC047: Bitou (Main town: Plettenberg Bay)	83.38
222	KZN215: Ezingoleni (Main town: None)	33.33
223	EC151: Mbizana (Main town: None)	32.32
224	EC154: Port St Johns (Main town: None)	31.63
225	KZN293: Ndwedwe (Main town: None)	31.53
226	EC153: Qaukeni (Main town: None)	30.76
227	NC451: Moshaweng (Main town: None)	30.43
228	KZN244: Msinga (Main town: Tugela Ferry)	29.71
229	NW 391: Kagisano (Main town: Ganyesa)	29.56
230	KZN294: Maphumulo (Main town: None)	28.72
231	KZN211: Vulamehlo (Main town: None)	26.42

Total status index

This index measures the actual service delivery received by residents. Camdeboo (EC) is the best place to live, followed by Saldanha Bay (WC). Once again, the Eastern Cape and KwaZulu-Natal dominate the bottom of the list.

TOTAL STATUS INDEX (not weighted for increase/decrease in households)		
1	EC101: Camdeboo	96.38
2	WC014: Saldanha Bay	95.91
3	WC013: Bergrivier	94.48
4	WC053: Beaufort West	94.41
5	NC062: Nama Khoi	93.83
227	EC135: Intsika Yethu	21.90
228	EC121: Mbhashe	21.15
229	EC151: Mbizana	20.73
230	EC154: Port St Johns	18.58
231	KZN244: Msinga	18.55

The best & worst performing local municipalities



Worth noting

Port St Johns, home to the world-famous Wild Coast and part of the former Transkei, remains one of the poorest and undeveloped areas in the country with less than 20% of the population having access to basic services.





The worst place to live

Msinga in KwaZulu-Natal is the local municipality with the weakest service delivery and is also one of the poorest areas in the country. Surrounded by the Tugela and Buffalo Rivers it is isolated from surrounding municipalities. 99% of the municipality is rural and is composed of six Traditional Authority areas.

42% of the population is under the age of 20 and 45% of the economically active population is unemployed. 65% of sexually active females are HIV positive. The municipality does not provide housing to teachers meaning that most teachers relocate to surrounding urban areas. The closest major urban areas to the municipality are in Greytown and Ladysmith.

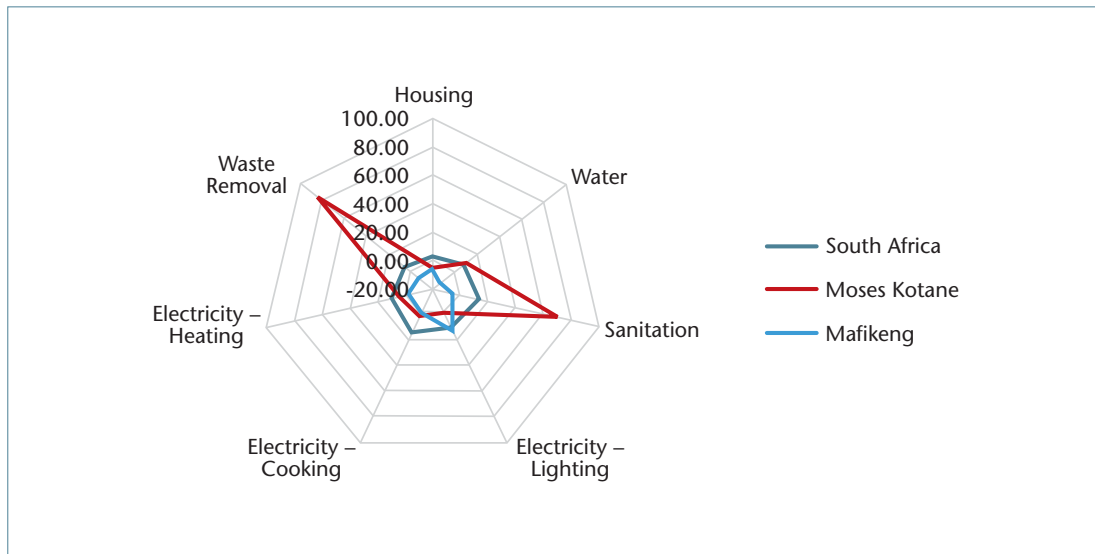
This is one of the most neglected places in the country. Its improvement index is lower than the national improvement index meaning that little is being done to improve the lot of its residents.

Total improvement index

This index compares the improvement in service delivery of local municipalities against each other. The national average was set at 50. Moses Kotane local municipality was the highest scorer while Mafikeng, the lowest. This is of particular concern since Mafikeng is the capital of the North West Province and only scored a total of 43.62, which is considerably lower than the national average of 59.77.

TOTAL IMPROVEMENT INDEX (not weighted for increase/decrease in households)		
1	NW375: Moses Kotane	60.68
2	EC106: Sunday's River Valley	57.14
3	NW393: Mamusa	56.91
4	EC105: Ndlambe	55.71
5	MP303: Mkhondo	55.51
227	KZN212: Umdoni	45.18
228	WC022: Witzenberg	45.09
229	NC085: Tsantsabane	44.56
230	MP312: Emalahleni	43.80
231	NW383: Mafikeng	43.62

The local municipalities providing the greatest & least improvements in service delivery



HOUSING

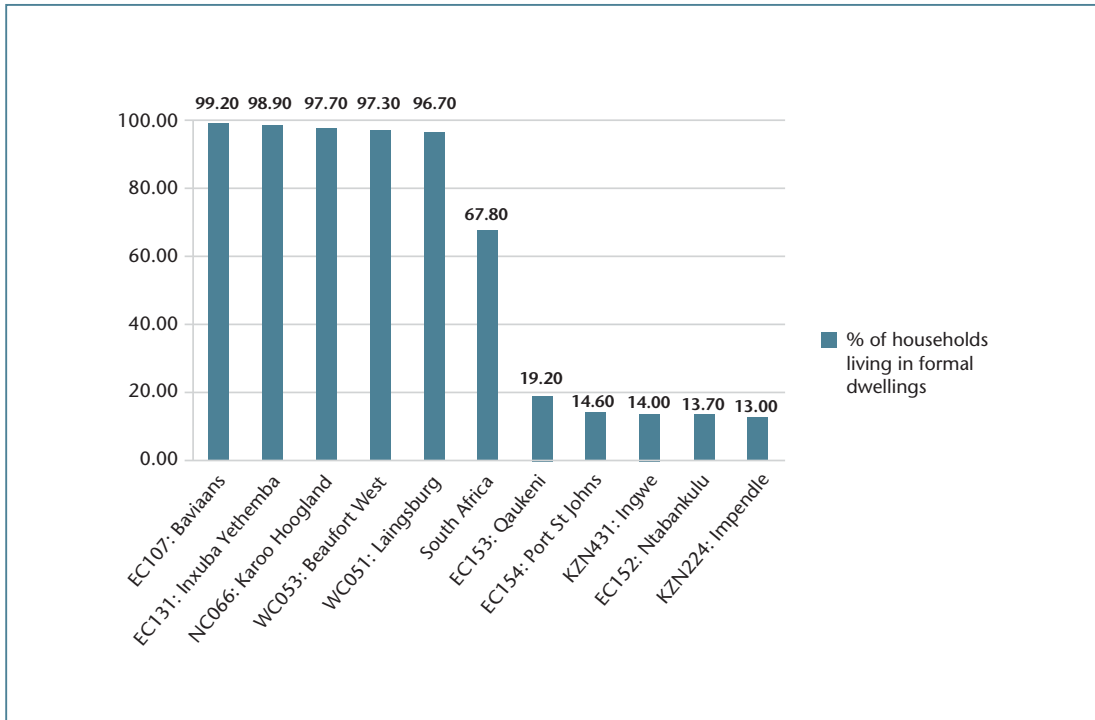
67.8% of households nationally live in formal dwellings, a 2,5% increase from 2001. A formal dwelling is an actual structure with foundations and a roof. It is important to note that traditional dwellings are not included in this assessment.

The Baviaans and Inxuba Yethamba municipalities in the Eastern Cape have the biggest percentage of households living in formal dwellings. On the converse, three of the five municipalities with the lowest percentage of formal households are also from the Eastern Cape. Mkhondo (MP) showed the highest increase in percentage of households living in formal dwellings while the other municipalities in the top five were all from the Limpopo Province.

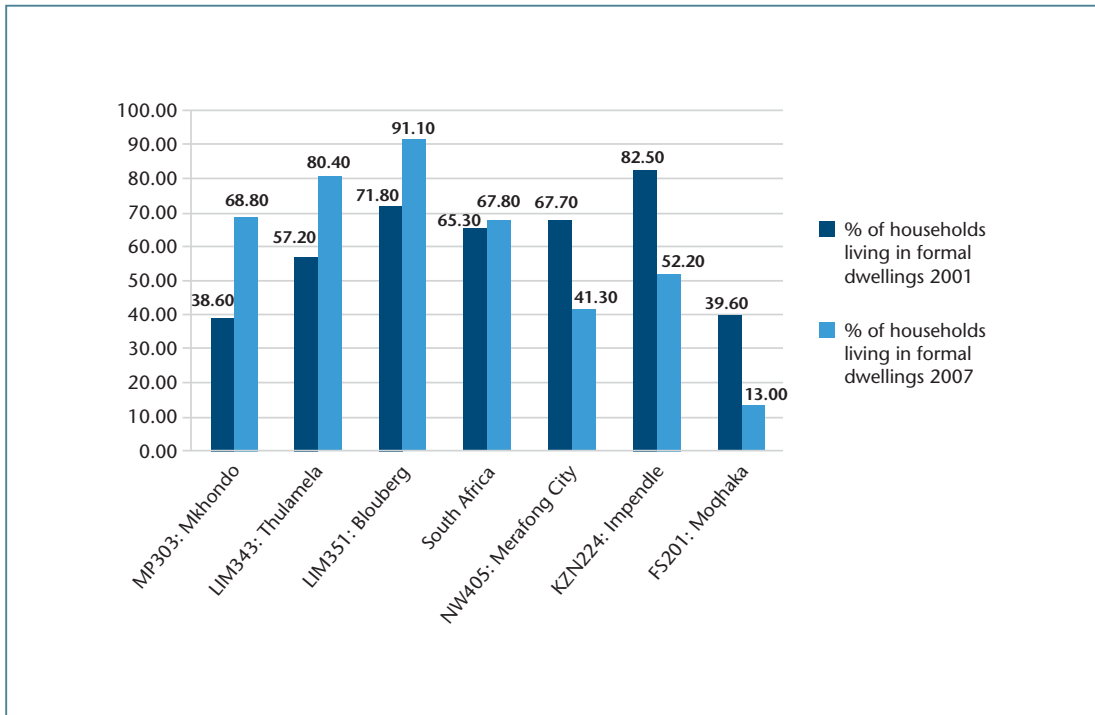
Moqhaka in the Free State showed a 30.3% decrease in population living in formal dwellings while Impendle (KZN) and Merafong (NW) both showed decreases greater than 26%.

	% of households living in formal dwellings		% increase in households living in formal dwellings	
1	EC107: Baviaans	99.20	MP303: Mkhondo	30.30
2	EC131: Inxuba Yethemba	98.90	LIM343: Thulamela	23.20
3	NC066: Karoo Hoogland	97.70	LIM351: Blouberg	19.30
4	WC053: Beaufort West	97.30	LIM332: Greater Letaba	18.70
5	WC051: Laingsburg	96.70	LIM333: Greater Tzaneen	17.80
227	EC153: Qaukeni	19.20	NC086: Kgatelopele	-21.40
228	EC154: Port St Johns	14.60	NC082: Kai Garib	-21.90
229	KZN431: Ingwe	14.00	NW405: Merafong City	-26.40
230	EC152: Ntabankulu	13.70	KZN224: Impendle	-26.60
231	KZN224: Impendle	13.00	FS201: Moqhaka	-30.30

Status index – Housing



Improvement index – Housing



WATER

Nationally 69.5% of households have piped water in either the dwelling or yard.

Camdeboo in the Eastern Cape and Gamagara in the Northern Cape provide piped water to 98.2% of their populations. The remaining three in the top five municipalities are in the Western Cape. The bottom of the list is dominated, once again, by Kwazulu-Natal and the Eastern Cape.

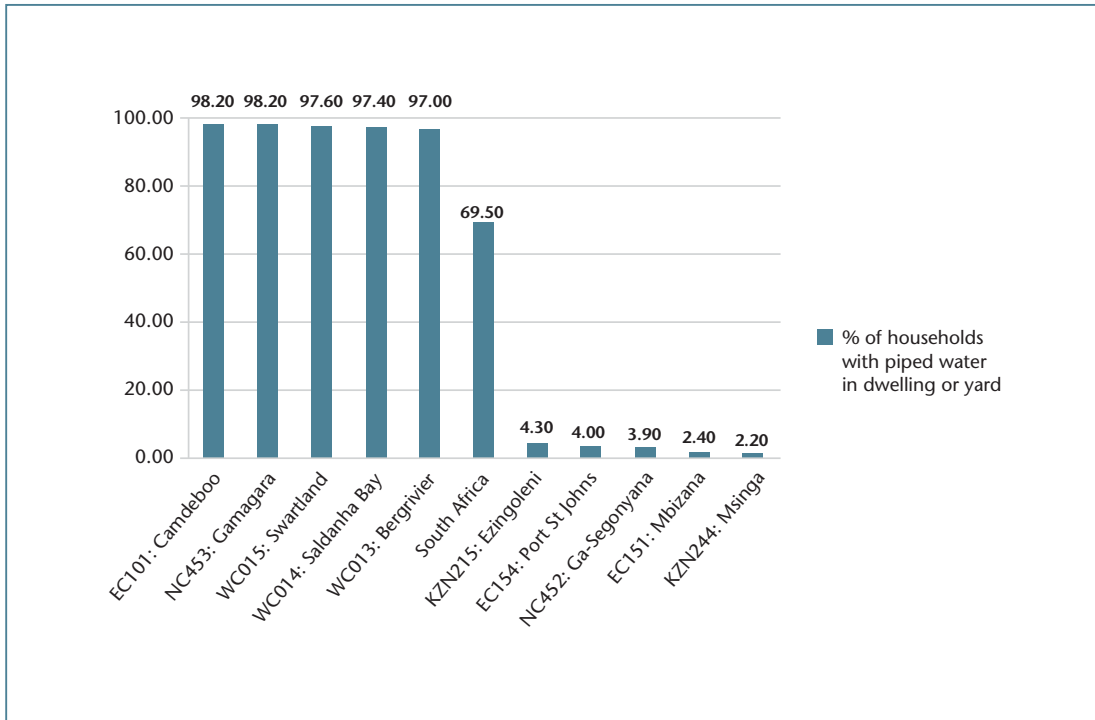
With regard to improvement in the supply of water, Nkandla in KwaZulu-Natal appears top of the list with 62.4% of its population having piped water in their dwellings or yards as opposed to only 17.4% in 2001. Setsoto in the Free State showed a 51.5% improvement. On the other end of the scale Lephalale in Limpopo showed an 8.1% decrease while Mafikeng, capital of the North West Province showed a decrease of 5.6%. It should be noted that Mamusa (38.2% increase) and Molopo (4.5% decrease) are both in the Bophirama district of the North West Province.

	% of households with piped water in dwelling or yard		% increase in households with piped water in dwelling or yard	
1	EC101: Camdeboo	98.20	KZN286: Nkandla	51.60
2	NC453: Gamagara	98.20	FS191: Setsoto	51.50
3	WC015: Swartland	97.60	NW393: Mamusa	38.20
4	WC014: Saldanha Bay	97.40	FS183: Tswelopele	38.10
5	WC013: Bergrivier	97.00	MP303: Mkhondo	37.00
227	KZN215: Ezingoleni	4.30	KZN433: Greater Kokstad	-2.60
228	EC154: Port St Johns	4.00	WC022: Witzenberg	-4.20
229	NC452: Ga-Segonyana	3.90	NW395: Molopo	-4.50
230	EC151: Mbizana	2.40	NW383: Mafikeng	-5.60
231	KZN244: Msinga	2.20	LIM362: Lephalale	-8.70

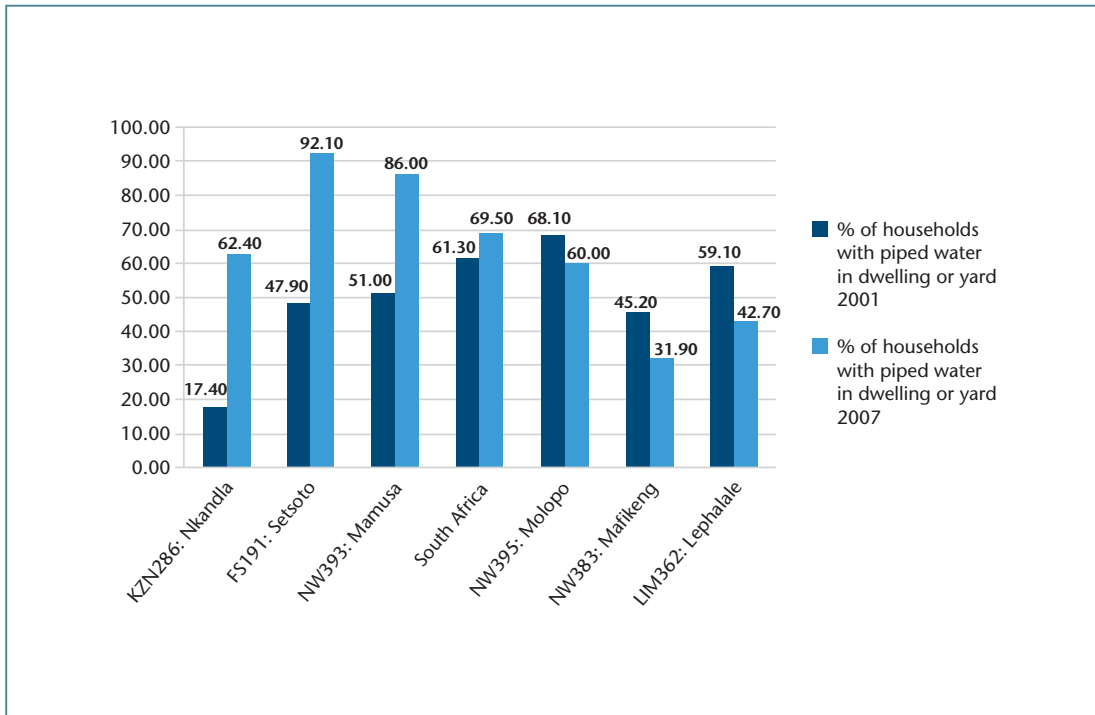


Ga-Segonyana, which ranked 229 on the list, only provides piped water to 3.9% of its population while Gamagara was ranked second and provides piped water to 98.2% of its population. Both of these local municipalities fall within the Kgalagadi district of the Northern Cape.

Status index – Water



Improvement index – Water



SANITATION

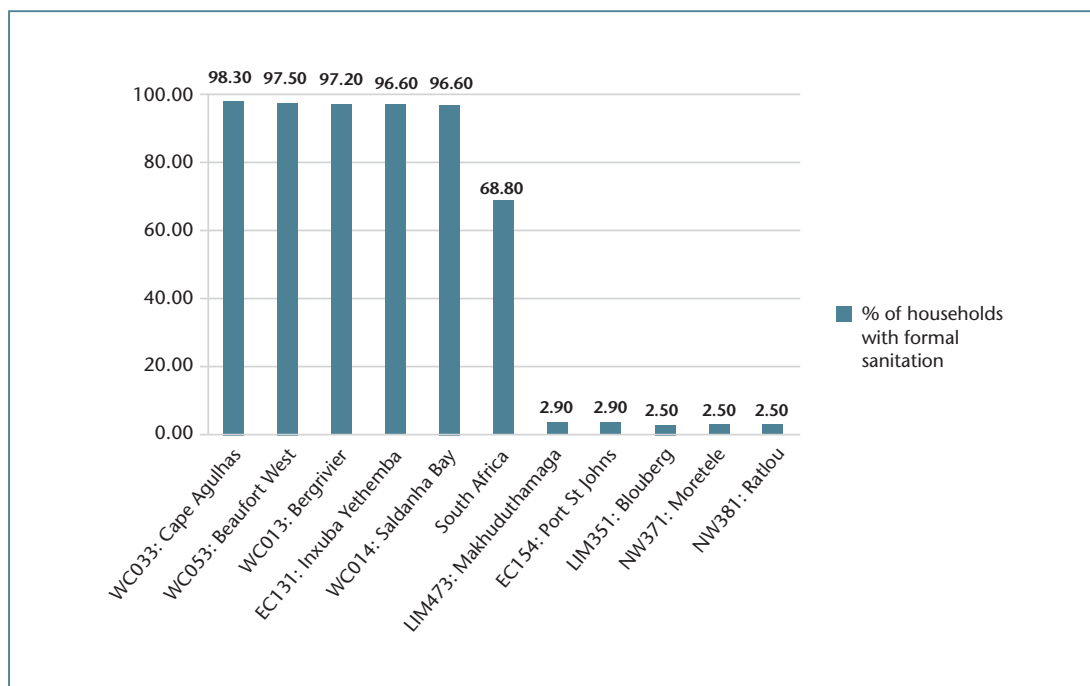
This category takes into account the percentage of households using either flush, chemical or dry toilets. Four of the five best performing municipalities are from the Western Cape, while the bottom two are from the North West Province.

In terms of improvements to service delivery, the North West Province presents a dichotomy as three of the top five most improved municipalities are from this province but so is the municipality with the biggest decrease.

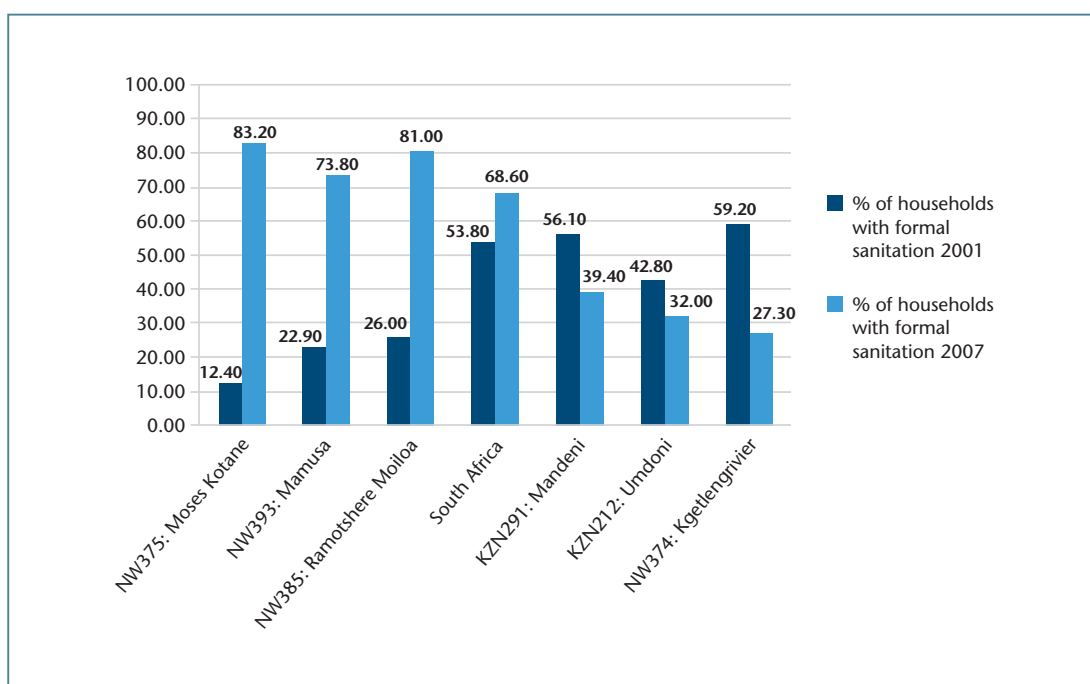
It should be noted that in all bottom five local municipalities, less than 3% of households have formal toilets.

	% of households with formal sanitation		% increase in households with formal sanitation	
1	WC033: Cape Agulhas	98.30	NW375: Moses Kotane	70.80
2	WC053: Beaufort West	97.50	NW393: Mamusa	55.00
3	WC013: Bergrivier	97.20	NW385: Ramotshere Moiloa	50.90
4	EC131: Inxuba Yethemba	96.60	FS183: Tswelopele	48.20
5	WC014: Saldanha Bay	96.60	EC133: Inkwanca	46.20
227	LIM473: Makhuduthamaga	2.90	KZN293: Ndwedwe	-7.60
228	EC154: Port St Johns	2.90	MP312: Emalaheni	-9.30
229	LIM351: Blouberg	2.50	KZN291: Mandeni	-10.80
230	NW371: Moretele	2.50	KZN212: Umdoni	-16.70
231	NW381: Ratlou	2.50	NW374: Kgetlengrivier	-31.90

Status index – Sanitation



Improvement index – Sanitation



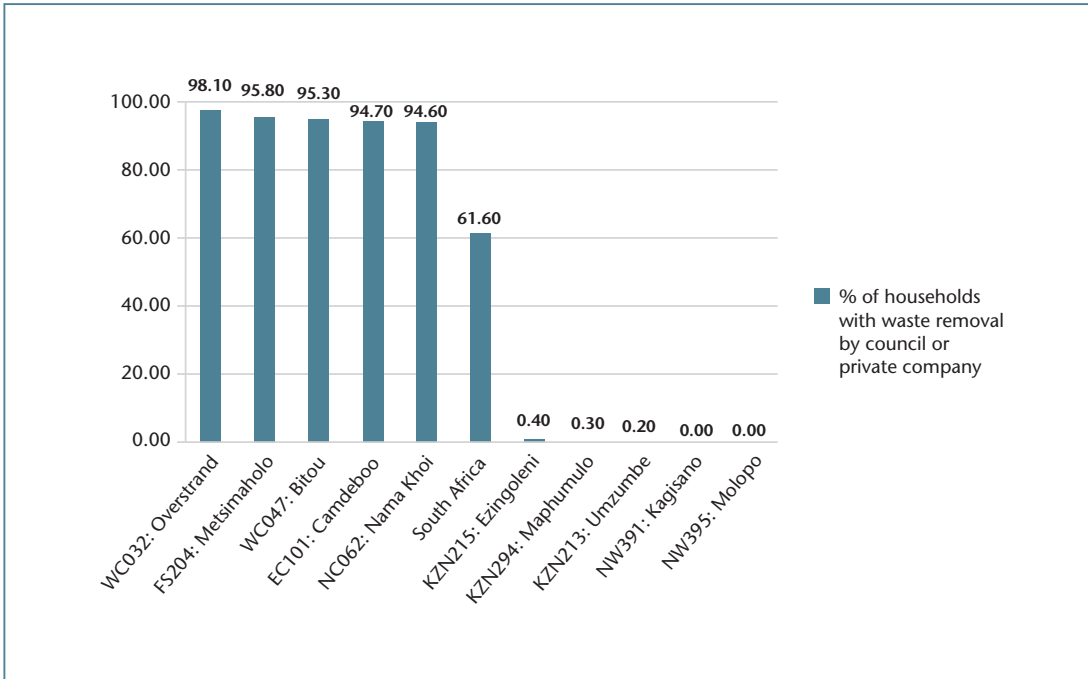
WASTE REMOVAL

Waste removal by the municipality or a private company is included in this assessment. Overstrand in the Western Cape provides waste removal services to 98.1% of households, while Kagisano and Molopo (both NW) have no waste removal.

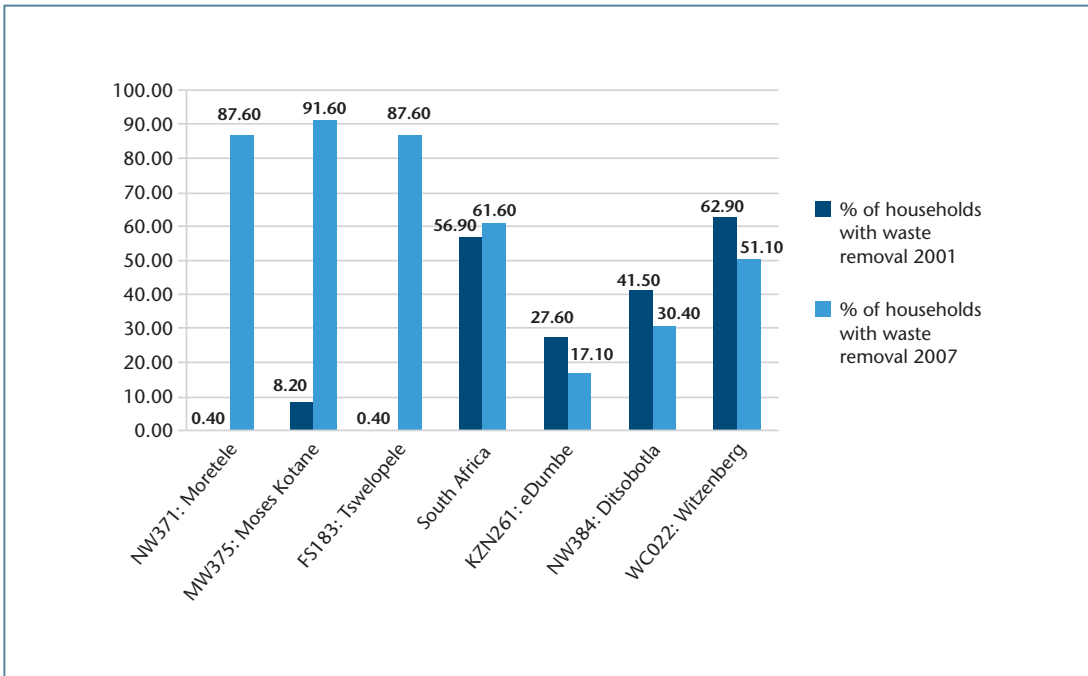
Two municipalities in the North West Province showed increases of over 80% in this category. Their model for service delivery in this category should be examined and rolled out in other local municipalities.

	% of households with waste removal		% increase in households with waste removal	
1	WC032: Overstrand	98.10	NW371: Moretele	87.20
2	FS204: Metsimaholo	95.80	NW375: Moses Kotane	83.40
3	WC047: Bitou	95.30	FS183: Tswelopele	47.70
4	EC101: Camdeboo	94.70	GT421: Emfuleni	37.50
5	NC062: Nama Khoi	94.60	EC106: Sunday's River Valley	38.10
227	KZN215: Ezingoleni	0.40	MP312: Emalahleni	-9.30
228	KZN294: Maphumulo	0.30	NW405: Merafong City	-10.20
229	KZN213: Umzumbe	0.20	KZN261: eDumbe	-10.50
230	NW391: Kagisano	0.00	NW384: Ditsobotla	-11.10
231	NW395: Molopo	0.00	WC022: Witzenberg	-11.80

Status index – Waste removal



Improvement index – Waste removal



ELECTRICITY

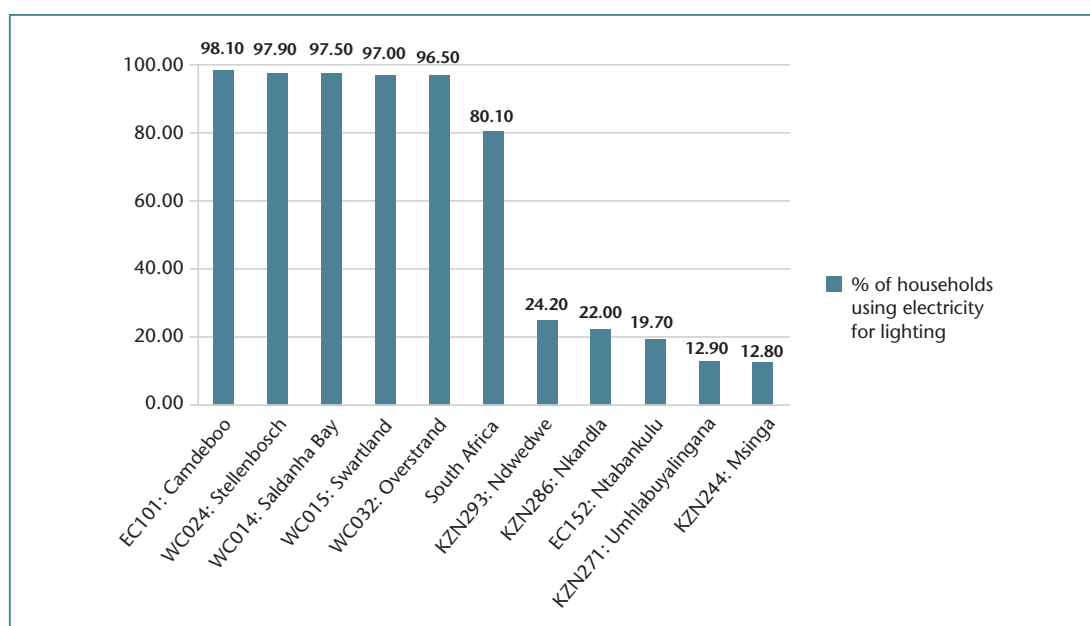
This category is divided into three subcategories and measures the percentage of households using electricity for lighting, cooking and heating. Overall, it was found that more households use electricity for lighting than cooking or heating.

Camdeboo (EC), Saldanha Bay (WC) and Stellenbosch (WC) are ranked in the top five in all three subcategories. The bottom five is dominated by municipalities from the Eastern Cape and KwaZulu-Natal. Msinga (KZN) is the only local municipality to appear in the bottom five of all three subcategories.

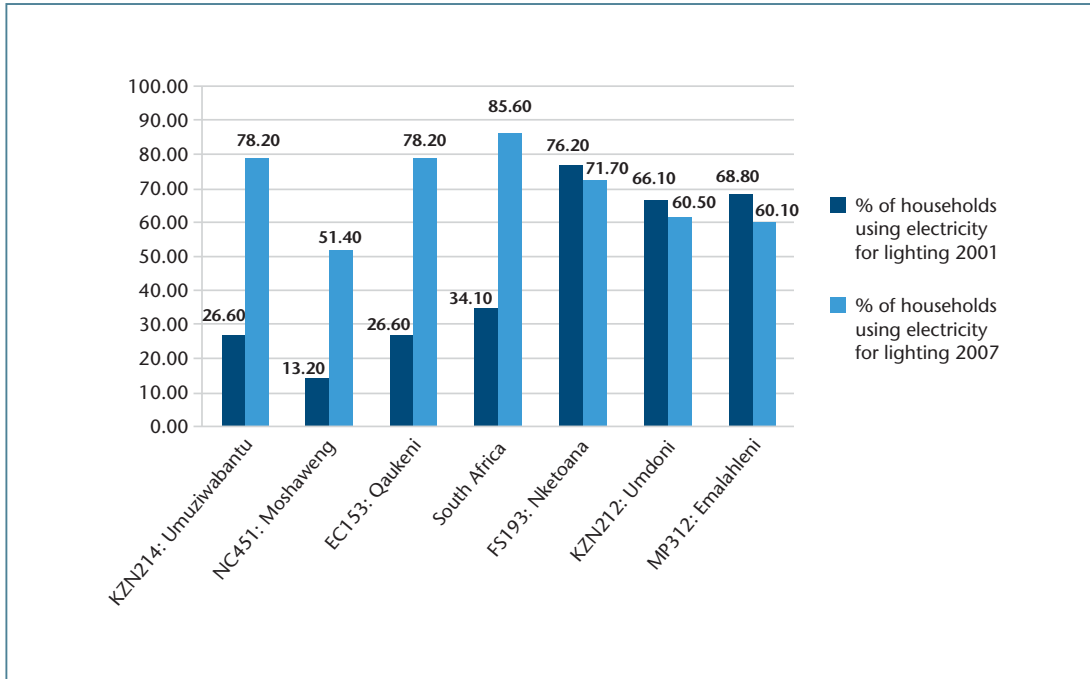
Most municipalities showed increases in the supply of electricity although it remains a concern that municipalities show a decrease in the number of households using electricity.

	% of households using electricity for lighting		% increase in households using electricity for lighting	
1	EC101: Camdeboo	98.10	KZN214: UMuziwabantu	51.60
2	WC024: Stellenbosch	97.90	NC451: Moshaweng	51.50
3	WC014: Saldanha Bay	97.50	EC153: Qaukeni	38.20
4	WC015: Swartland	97.00	KZN254: Dannhauser	38.10
5	WC032: Overstrand	96.50	NC064: Kamiesberg	37.00
227	KZN293: Ndwedwe	24.20	KZN252: Newcastle	-2.60
228	KZN286: Nkandla	22.00	KZN236: Imbabazane	-4.20
229	EC152: Ntabankulu	19.70	FS193: Nketoana	-4.50
230	KZN271: Umhlabuyalingana	12.90	KZN212: Umdoni	-5.60
231	KZN244: Msinga	12.80	MP312: Emalaheni	-8.70

Status index – Electricity for lighting



Improvement index – Electricity for lighting

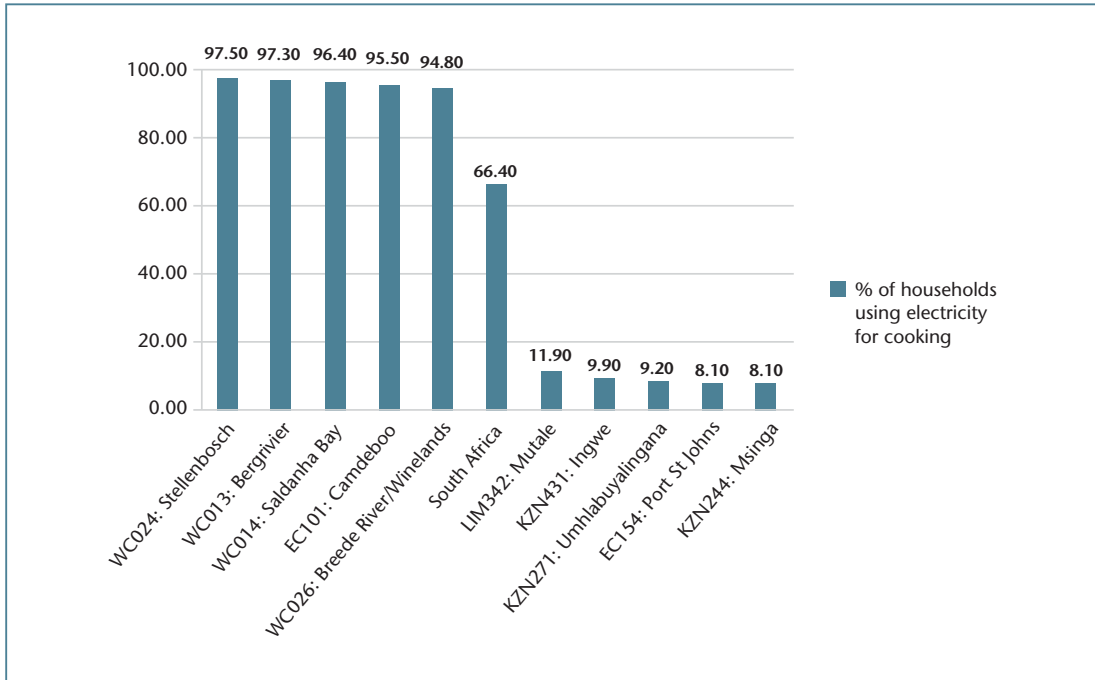


	% of households using electricity for cooking		% increase in households using electricity for cooking	
1	WC024: Stellenbosch	97.50	NC064: Kamiesberg	49.10
2	WC013: Bergrivier	97.30	FS181: Masilonyana	48.10
3	WC014: Saldanha Bay	96.40	FS205: Mafube	45.60
4	EC101: Camdeboo	95.50	FS203: Ngwathe	42.10
5	WC026: Breede River/Winlands	94.80	EC126: Ngqushwa	40.00
227	LIM342: Mutale	11.90	NW401: Ventersdorp	-3.10
228	KZN431: Ingwe	9.90	MP307: Govan Mbeki	-3.40
229	KZN271: Umhlabuyalingana	9.20	MP312: Emalahleni	-3.60
230	EC154: Port St Johns	8.10	MP305: Lekwa	-4.30
231	KZN244: Msinga	8.10	KZN212: Umdoni	-7.50

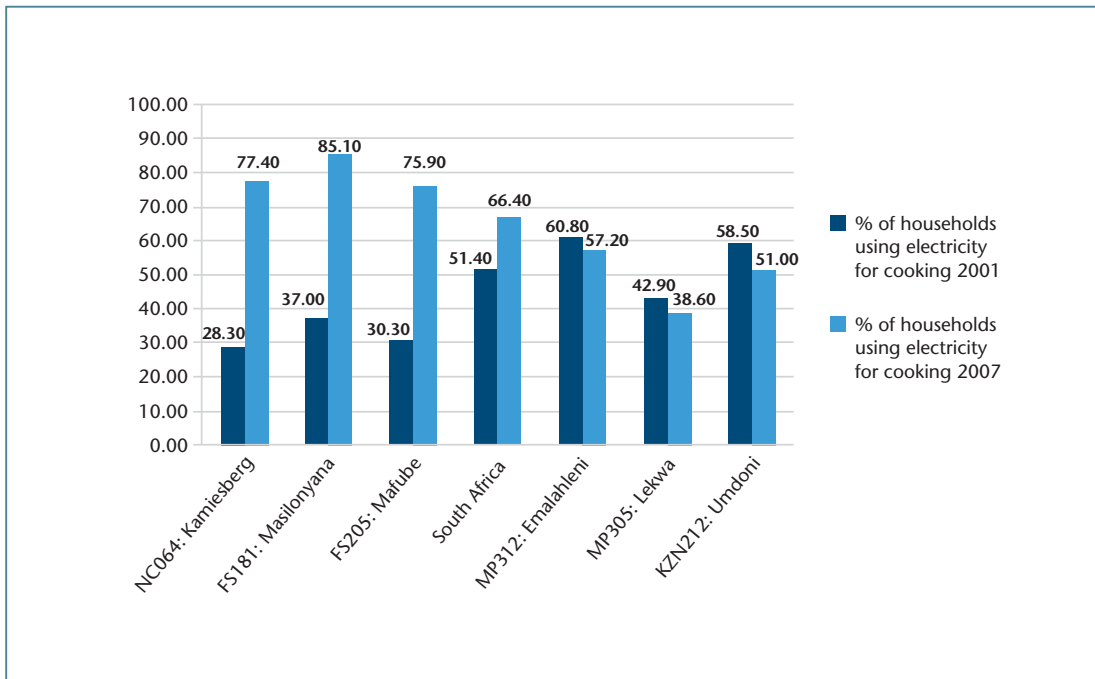


Government’s Renewable Energy White Paper, published in 2003, set a target to produce 4% of electricity demand from wind, solar, biomass and small-scale hydro by 2013. This is enough power to supply electricity to two million households.

Status index – Electricity for cooking



Improvement index – Electricity for cooking

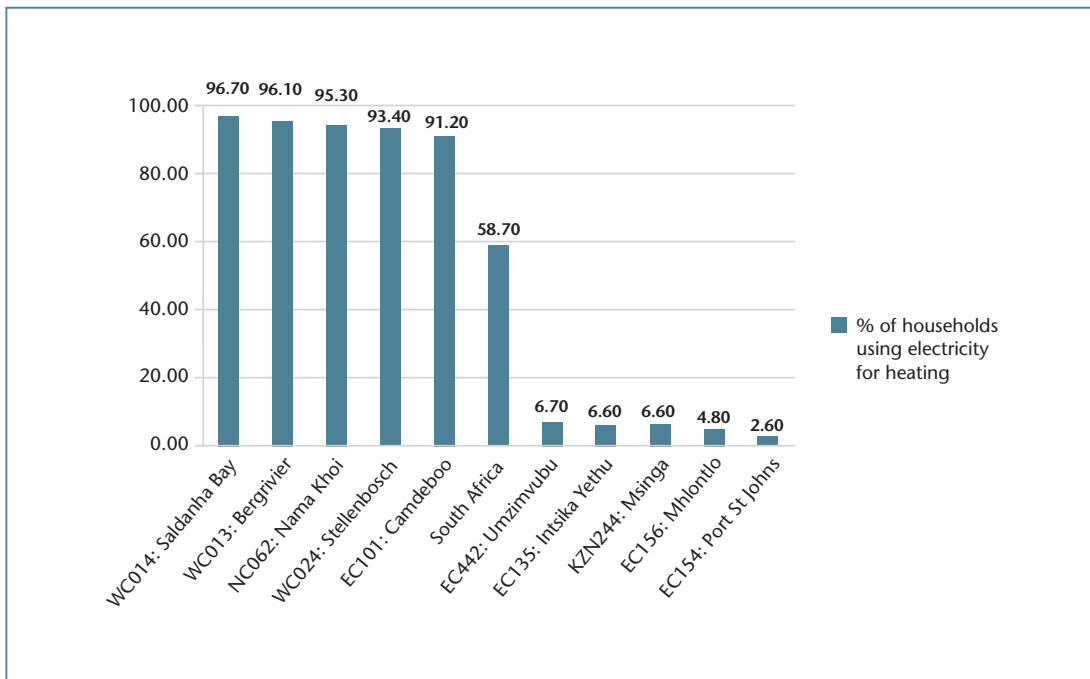




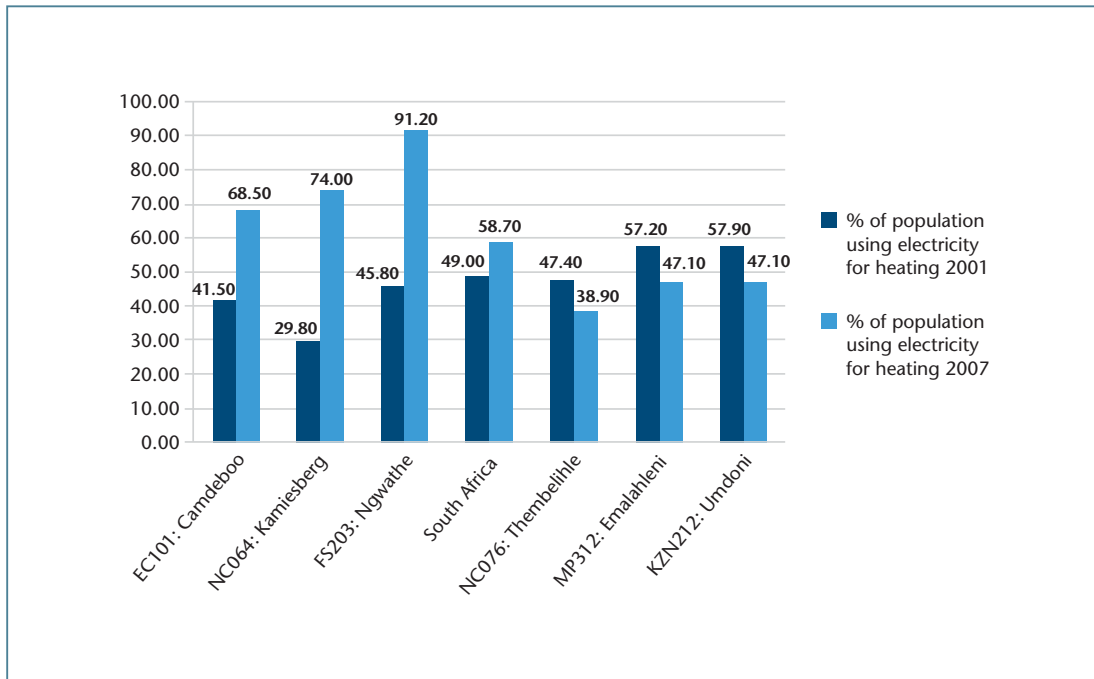
In 2008, the largest commercial zinc air fuel cell project for basic electricity was launched in Guyuni, in Limpopo. The village comprises over 300 houses, all of which have been installed with lights operated by the fuel cells. The operating cost to the individual household by using this form of energy is less than using candles and paraffin.

	% of households using electricity for heating		% increase in households using electricity for heating	
1	WC014: Saldanha Bay	96.70	EC101: Camdeboo	45.40
2	WC013: Bergrivier	96.10	NC064: Kamiesberg	44.20
3	NC062: Nama Khoi	95.30	FS203: Ngwathe	41.20
4	WC024: Stellenbosch	93.40	EC103: Ikwezi	37.10
5	EC101: Camdeboo	91.20	FS201: Moqhaka	35.70
227	EC442: Umzimvubu	6.70	EC127: Nkonkobe	-6.50
228	EC135: Intsika Yethu	6.60	EC128: Nxuba	-7.40
229	KZN244: Msinga	6.60	NC076: Thembelihle	-8.50
230	EC156: Mhlontlo	4.80	MP312: Emalahleni	-10.10
231	EC154: Port St Johns	2.60	KZN212: Umdoni	-10.80

Status index – Electricity for heating



Improvement index – Electricity for heating



DISTRICT MUNICIPALITIES

Overall final scores

Namakwa in the Northern Cape (82.9 points) was the only district to score above 80 points (weighted) for the overall delivery of all five essential services. As with the local municipalities, the bottom five performing districts were from the Eastern Cape and Kwazulu-Natal.

OVERALL FINAL SCORES (weighted for increase/decrease in households)		
1	DC6: Namakwa (NC)	82.90
2	DC20: Fezile Dabi (FS)	76.80
3	DC4: Eden (WC)	72.20
4	DC2: Cape Winelands (WC)	70.30
5	DC48: West Rand (GT)	69.10
42	DC43: Sisonke (KZN)	38.00
43	DC15: O.R.Tambo (EC)	35.80
44	DC44: Alfred Nzo (EC)	36.90
45	DC21: Ugu (KZN)	40.60
46	DC26: Zululand (KZN)	36.60

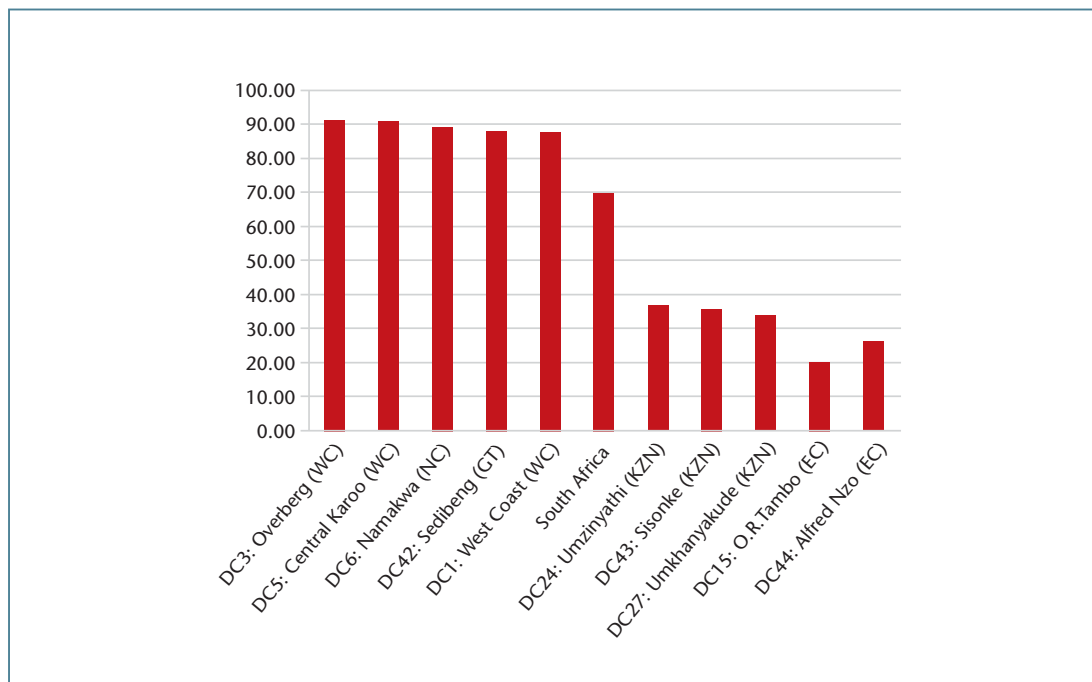
Overall status and improvement indices

Three of the five best performing districts, based on actual delivery, are located in the Western Cape. The bottom five are from KwaZulu-Natal and Eastern Cape. Of particular concern is Sisonke (KZN), which features in the bottom five of both the status and improvement indices.

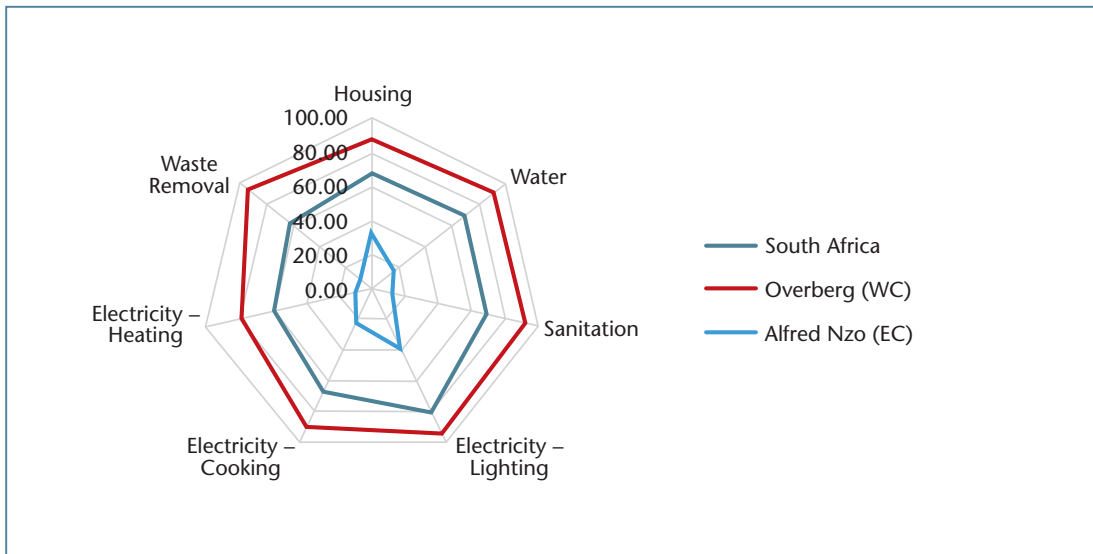
An interesting note is that Gert Sibande district in Mpumalanga, which has experienced protests and strikes due to poor service delivery, is ranked 4th in the improvement index.

	Status Index		Improvement Index	
1	DC3: Overberg (WC)	91.20	DC18: Lejweleputswa (FS)	53.74
2	DC5: Central Karoo (WC)	91.00	DC10: Cacadu (EC)	53.56
3	DC6: Namakwa (NC)	89.30	DC45: Kgalagadi (NC)	53.47
4	DC42: Sedibeng (GT)	88.10	DC30: Gert Sibande (MP)	52.53
5	DC1: West Coast (WC)	87.90	DC37: Bojanala (NW)	52.39
42	DC24: Umzinyathi (KZN)	36.60	DC21: Ugu (KZN)	48.10
43	DC43: Sisonke (KZN)	35.50	DC4: Eden (WC)	48.10
44	DC27: Umkhanyakude (KZN)	33.70	DC43: Sisonke (KZN)	47.30
45	DC15: O.R.Tambo (EC)	20.70	DC40: Southern (NW)	47.21
46	DC44: Alfred Nzo (EC)	26.10	DC38: Central (NW)	46.65

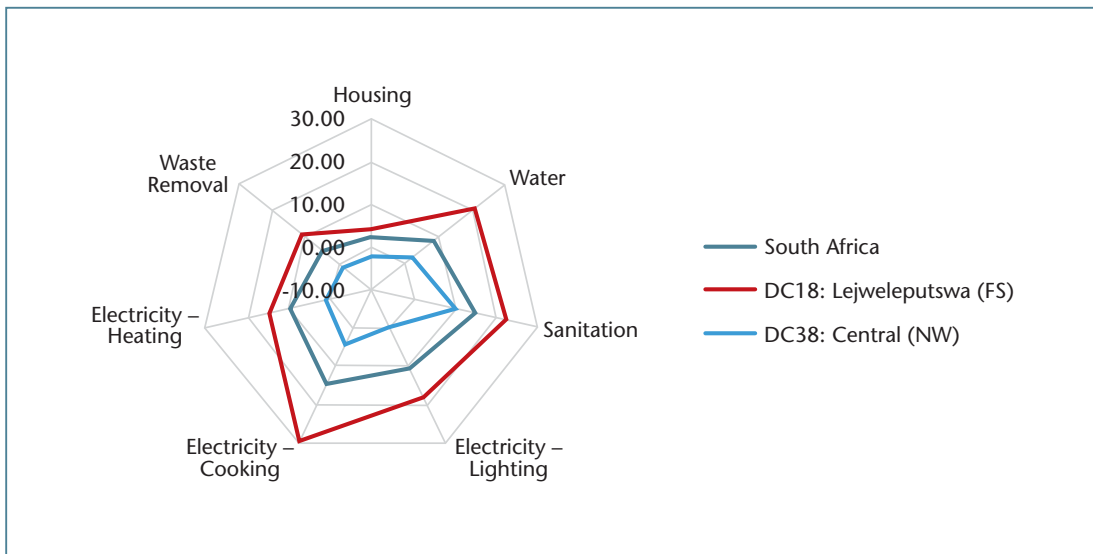
Overall status index – district municipalities



Status index – best & worst performing districts



Improvement index – best and worst improved district



It is worth noting that despite the fact that Lejweleputswa district in the Free State experienced a 10% increase in total households, it was still able to improve delivery of all five elements.

METROPOLITAN MUNICIPALITIES

The City of Cape Town is clearly the best city in the country for service delivery, followed by Johannesburg.

An interesting point is that Nelson Mandela, despite ranking 3rd on the status index and 1st on the improvement index is only ranked 5th on the overall final score. This is due to its increase in households which was significantly lower than the national average.

Tshwane was the lowest scorer in both the status and improvement indices but is ranked 3rd overall due to a 22% increase in households. This is particularly interesting in light of the financial crisis currently being experienced by the city.

OVERALL FINAL SCORE (weighted for increase/decrease in households)		
1	Cape Town	73.40
2	Johannesburg	70.80
3	Nelson Mandela	69.10
4	Tshwane	66.80
5	Ekhurhuleni	66.40
6	eThekwini	62.16

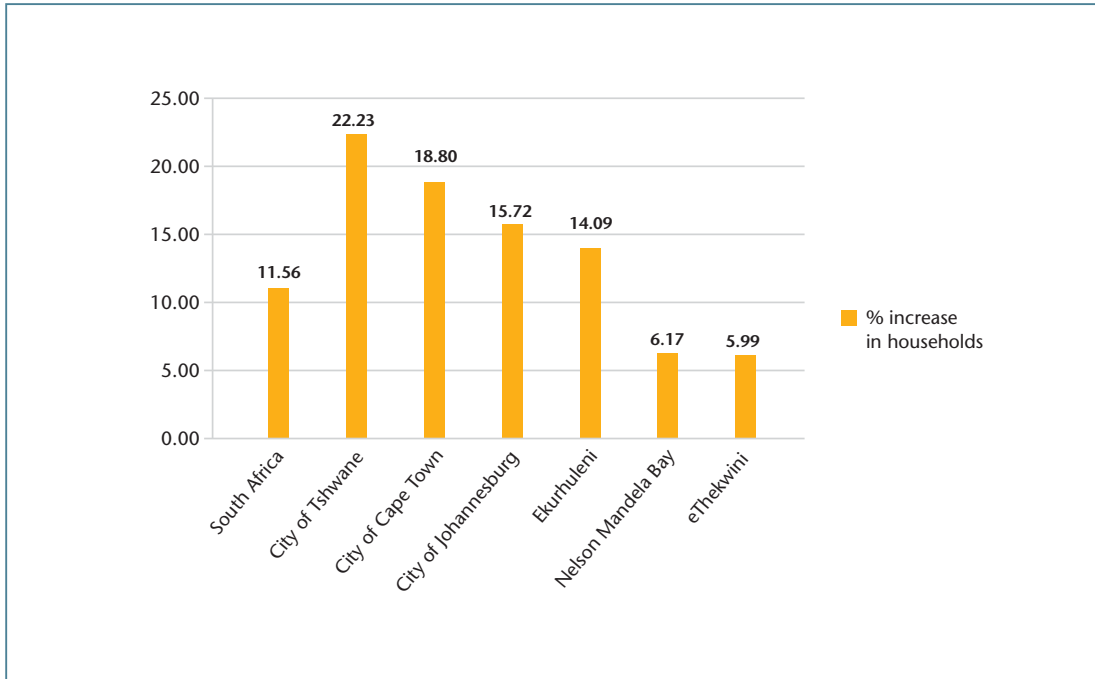
	Status Index	Improvement Index
1	Cape Town 89.50	Nelson Mandela 50.00
2	Johannesburg 88.50	eThekwini 49.10
3	Nelson Mandela 86.90	Cape Town 48.40
4	Ekhurhuleni 82.10	Johannesburg 47.90
5	eThekwini 81.75	Ekhurhuleni 47.80
6	Tshwane 76.20	Tshwane 45.90



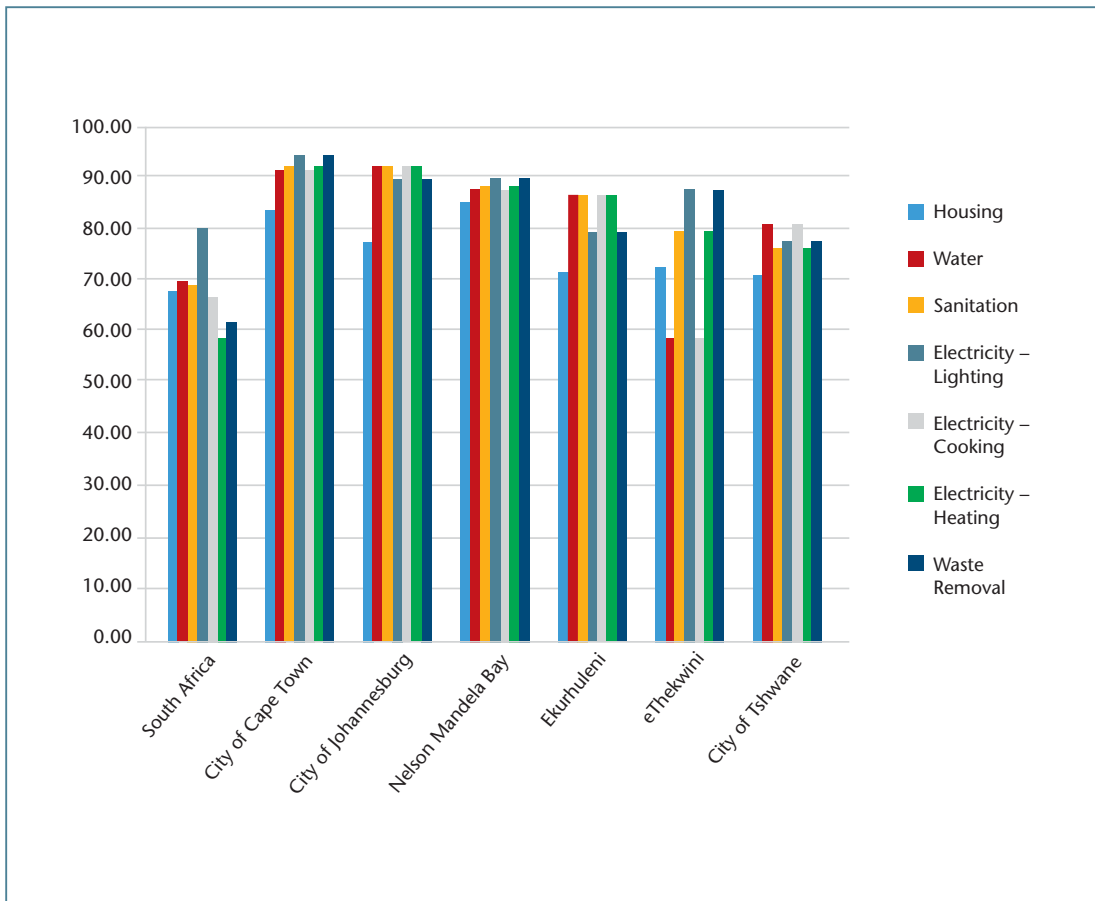
A bit about eThekwini

Headquartered in Durban, the eThekwini metro is an amalgamation of seven council areas and some tribal land into one metropolitan area. This area stretches from Umkomaas in the south, including some tribal area in Umbumbulu, to Tongaat in the north, moving inland to some tribal area in Ndwedwe, and ends at Cato Ridge in the west. In 2005, the newly demarcated boundary increased the size of the metro by 68% but the population by only 9%. The majority of this area is very rural in nature with poor infrastructure. Providing services to these areas is a major challenge.

% increase in households across the metros



Overview of current service delivery across the metros



PROVINCIAL OVERVIEW

Overall, the Western Cape and Gauteng offer the best service delivery. Both provinces scored low on the improvement index because they were measured off a high base.

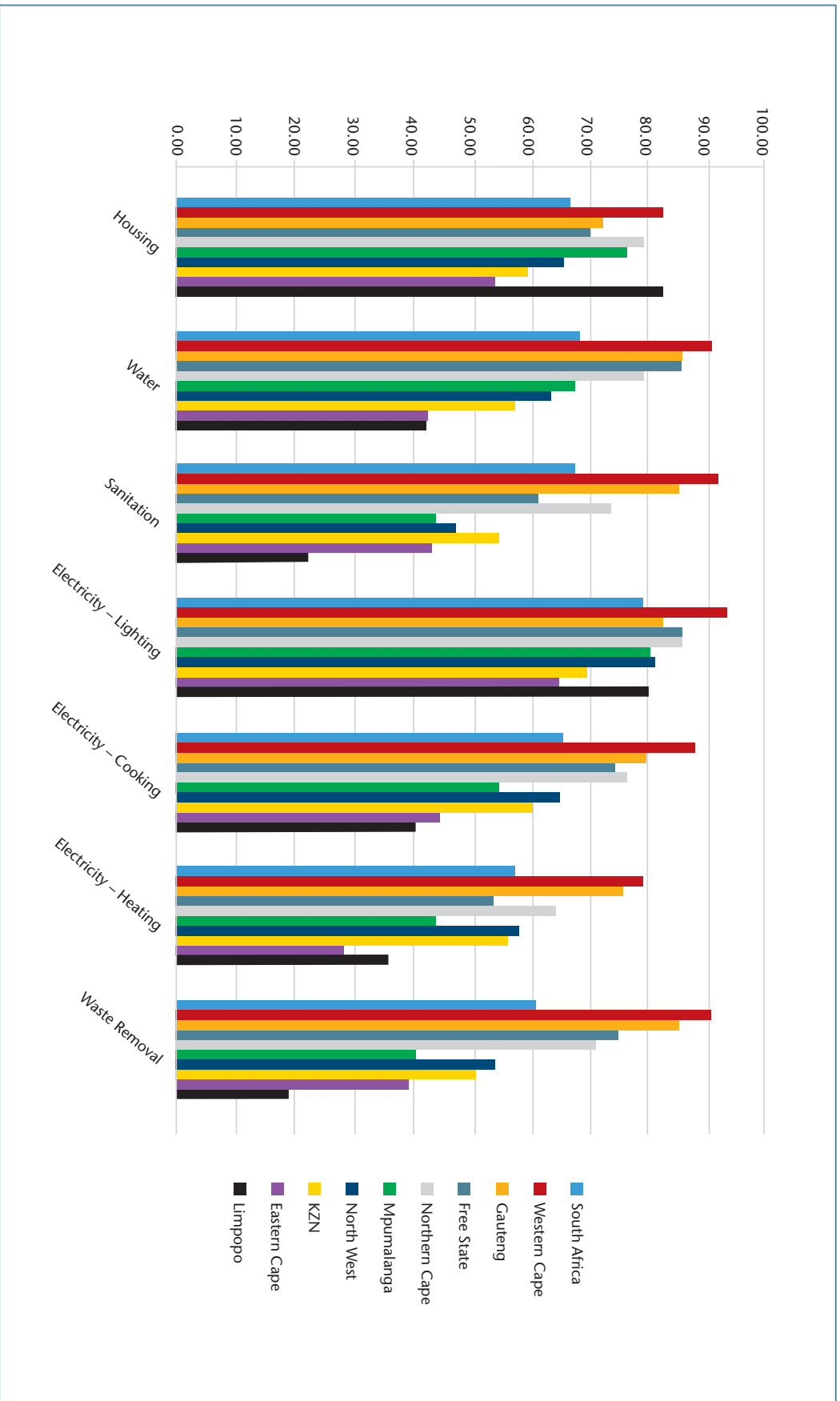
Limpopo is the province with the worst service delivery, both in terms of the current status index and the weighted score.

When assessing the improvement index, there was no major difference in improvements made to service delivery across the provinces.

OVERALL FINAL SCORES (weighted for increase/decrease in households)		
1	Western Cape	68.50
2	Gauteng	68.10
3	Free State	62.80
4	Northern Cape	62.40
5	Mpumalanga	59.40
6	North West	56.40
7	Kwazulu-Natal	52.50
8	Eastern Cape	47.90
9	Limpopo	46.90

	Status Index		Improvement Index	
1	Gauteng	83.10	Free State	52.30
2	Western Cape	82.60	Northern Cape	50.80
3	Northern Cape	78.10	North West	50.50
4	Free State	75.40	Mpumalanga	50.00
5	Mpumalanga	60.70	Kwazulu-Natal	49.50
6	North West	62.20	Limpopo	49.40
7	Kwazulu-Natal	61.40	Eastern Cape	49.20
8	Eastern Cape	50.60	Western Cape	48.40
9	Limpopo	46.80	Gauteng	47.40

Overview of current service delivery across the provinces



Why the Service Delivery Index?

Basic services are the fundamental building blocks to economic empowerment in South Africa. There is a perception that the benefits of Black Economic Empowerment have not reached all levels of our society. Redistribution of wealth and empowerment of the masses remains one of the greatest challenges facing the government.

As an industry leader in the field of Broad-Based Black Economic Empowerment, Empowerdex has been instrumental in assisting government to implement empowerment through the B-BBEE Codes. This Service Delivery Index is the next step to bringing about change in South Africa. We hope that the insights presented in this report will be used by government to identify those communities who fall behind the curve and implement the necessary improvements to service delivery, thereby providing opportunities for enhanced economic empowerment.

In addition to providing guidance to national, provincial and local government, we hope that political parties, rate-payers' associations and community action groups will find the information valuable as a benchmark to assess their current situation and determine a forward-looking plan to further empower themselves. Finally, financial institutions and investment and development agencies should find the Service Delivery Index a stimulating source of information on where infrastructure development is most needed in this country.

How can we help?

We understand economic empowerment at all levels, so can assist policy-makers in determining which areas require the most urgent attention. We can advise government structures and the private sector on ways to effectively and efficiently achieving their service delivery goals. This includes assessing the service delivery models of the more successful municipalities or even other countries, advising on budget allocations and also creating partnerships between municipalities and other relevant parties capable of providing the service required.

By assisting government to provide basic services, we are able to distribute the country's wealth to its poorest citizens. The spin-offs of improved service delivery would be real economic empowerment at all levels.



EMPOWERDEX



Economic Empowerment Rating Agency

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