



Emanti Management Solutions

Municipal Strategic Self-Assessment (MuSSA)

Supporting Improved Municipal Service Delivery

The Water Business is an essential service to support quality of life, health, social & economic development and environmental sustainability. The Water Business is one of manufacturing and supplying a product (Water and Sanitation Services) 24/7 365 days per year. Its success relies on infrastructure as well as operations and maintenance.

Although there has been significant progress achieved by local government in providing this service there are, however, challenges which affect the reliable delivery of safe water and sanitation services to consumers. They include;

- Poor water services planning & prioritization
- Aging water infrastructure; increasing investment needs
- Changing workforce with rising lack of technical skills
- Poor economic conditions, with water services provision often at risk of being a “bankrupt business”
- Adequacy of water resources; climate change impact
- Shifting patterns in water demand; rising energy costs
- Competing political priorities (eg. LG elections)
- High risk of consumer frustration
- Water comes at a cost: viability & affordability challenges

Both Water Service Authorities (WSAs) and the Department of Water and Sanitation (DWS) seek to understand their water services business vulnerabilities, in order to prioritize actions required to ensure sustainable provision of reliable and safe services to consumers.

DWS and the South African Local Government Association (SALGA) have overseen, since 2006, the annual MuSSA to determine and guide the overall “business health” of municipalities in terms of fulfilling their water services function.

The MuSSA determines the business health status of 18 key Water Services Business Attributes via 5 essence questions

per attribute. These questions have been developed through guidance of sector partners, including National Treasury.



The MuSSA objectives can be summarized as follows;

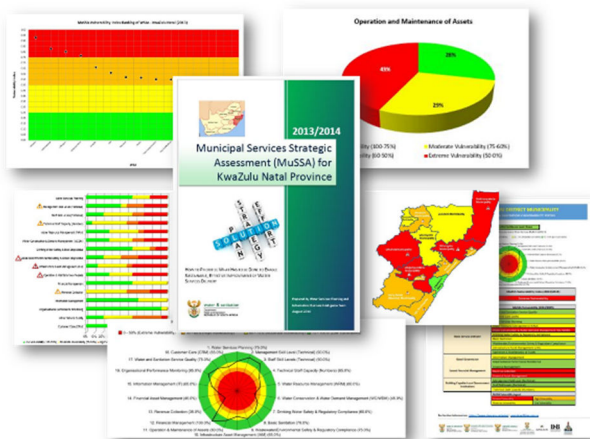
- To support a municipalities self-determination of its water services Business Health Vulnerability with a standard and universal rating
- To provide a clear, common language communicating water services Business Health Vulnerability to all key municipal parties (Technical, Financial, HR; elected & appointed officials)
- To timeously identify critical areas requiring support and/or intervention

- To support municipal access to financial and capacity development resources from sector partners
- To drive increased municipal water services efficiency, sustainability and reliability
- To compliment regulatory (e.g. Blue/Green/No Drop) and planning (e.g. WSDP) processes

Emanti plays a leading role in annually securing the information for the MuSSA from all 144 WSAs and supports the alignment with key sector partners.

The data received from the 144 WSAs is analysed and incorporated into the following outputs:

- Municipal Water Services Business Health/Vulnerability per WSA
- Regional and National Reports
- Topic Specific Reports, eg. Skills Development
- Regional and National Vulnerability Indices and Maps
- Regional Strengths and Weaknesses
- Detailed analysis of key Vulnerable Business Attributes
- MuSSA/Department of Cooperative Governance and Traditional Affairs Back to Basics (CoGTA B2B) One Pager Analysis



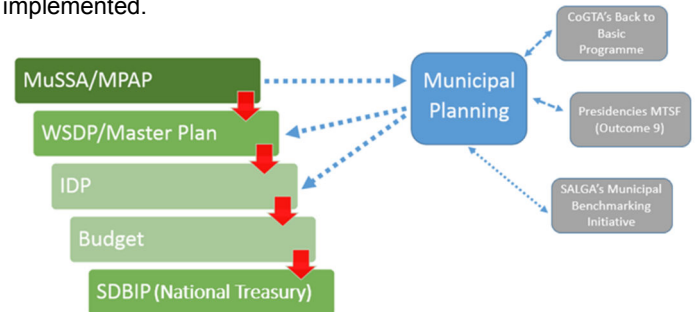
Once the vulnerabilities are identified it is essential that a complimentary facilitated “priority planning process” with agreed actions be undertaken.

The Municipal Priority Action Plan (MPAP)

The MPAP is arrived at via an “organizational renewal” exercise involving all key municipal departments and key stakeholders co-creating solutions for reliable water and sanitation services



The MPAP should seek to align to municipal planning processes to ensure that actions are budgeted for and implemented.



Presently Emanti, together with associates, are assisting DWS with the role out of the MPAP process throughout South Africa, thereby contributing to the improvement of Business Health Attributes for reliable and safe water and sanitation services.

The “5 Year Reliable Water and Sanitation Services Delivery Implementation Plans” (5YRWSSDIP).

During 2015, the requirements of the sector to meet the Medium Term Strategic Framework targets of 2019, and the second phase of the Back 2 Basics programme, led to the development of the “5 Year Reliable Water and Sanitation Services Delivery Implementation Plans” (5YRWSSDIP), which seeks to create a comprehensive base line assessment where problems are identified, project driven solutions are determined and associated monitoring and evaluation procedures and structures are implemented for water and sanitation services delivery at WSA level. The aim of the process is to develop a document per WSA that integrates all problems, streamlines solutions and monitors progress on service delivery. The 5YRWSSDIP is closely linked to the WSDP. The MuSSA/MPAP process has been identified as a key component of the Strategic and Institutional Planning Solution component of the 5YRWSSDIP.

Contact us for further information on the MuSSA and MPAP process or go to www.riskq.co.za.

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