

ANNUAL REVIEW DISASTER MANAGEMENT PLAN – 2024/25 17/16/2 (DIRECTOR: COMMUNITY SERVICES)

PURPOSE

Council to consider reviewed disaster management plan for approval

BACKGROUND

- (2) A disaster management plan for a municipal area must –
- (a) form an integral part of the municipality's integrated development plan;
 - (b) anticipate the types of disaster that are likely to occur in the municipal area and their possible effects;
 - (c) place emphasis on measures that reduce the vulnerability of disaster-prone areas, communities and households;
 - (d) seek to develop a system of incentives that will promote disaster management in the municipality;
 - (e) identify the area, communities or households at risk;
 - (f) take into account indigenous knowledge relating to disaster management;
 - (g) promote disaster management research;
 - (h) identify and address weaknesses in capacity to deal with possible disasters;
 - (i) provide for appropriate prevention and mitigation strategies;
 - (j) facilitate maximum emergency preparedness; and
 - (k) contain contingency plans and emergency procedures in the event of a disaster, providing for –
 - (i) the allocation of responsibilities to the various role-players and co-ordination in the carrying out of those responsibilities;
 - (ii) prompt disaster response and relief;
 - (iii) the procurement of essential goods and services;
 - (iv) the establishment of strategic communication links;
 - (v) the dissemination of information; and
 - (vi) other matters that may be prescribed.
- (3) A district municipality and the local municipalities within the area of the district municipality must prepare their disaster management plan after consulting each other.
- (4) A municipality must submit a copy of its disaster management plan, and any amendment to the plan, to the National Centre, the disaster management centre of the relevant province, and, if it is a district municipality or a local municipality, to every municipal disaster management centre within the area of the district municipality concerned.

An advert for public comments to review disaster management plan were placed on municipal website on the 2nd of February 2024 and closes on the 29th of February 2024.

The following comments were received:

Comments from email address: michaels@rcnw.co.za

1. I see people shooting flares at night (since Thursday last week) and what worries me most is that the flares are aimed at the Muisboskraal hill, the one that house most of our communication towers. Subsequently I also notice flares been aimed at the mountain range behind Droee Heuwel. I've been living in Robertson for 21 years now and based on my knowledge we always had communication via fixed Telkom lines and various mobile service

providers. Not the most reliable at times as the cellular network gets overloaded during peak season.

Departmental Comments: It is the valid concern but can only be addressed through bylaws of the municipality by prohibiting flares etc. in certain areas and allowing them in certain areas with control measures in place or prohibiting them completely.

2. Recently, September 2023 we saw McGregor completely cutoff from the rest of the towns. My daughter was stuck there, unexpectedly, for four days. She did not take her medication with and struggled to operate in less than 24 hours from not taking her medicine. Luckily I was able to make use of my drone to fly some medicine across the Breederiver. This made me think, what if someone was in urgent need of insulin? Or maybe anti venom? How do we stock important medicine in McGregor for disaster cases?

Departmental Comments: During disasters, things are abnormal. However the issue needs to be escalated to the Department of Health as a primary role player. The helicopter is available for life threatening medical emergencies from the department of health Emergency Medical Services section and is activated in accordance with already established protocols.

3. Your plan proposes to be that of the 2023/2024 year, yet most of the statistical data used is based on stats from 2021 and some even as far back as 2016. How relevant are these stats currently? The last disaster recorded dates back to 2021 (flooding) and since then we have faced several other incidents that could have been included in this plan. Most recent floods of September 2023 had a severe impact on not only residents of the Langeberg but also visitors passing by.

Departmental Comments: Statistical data is based on the sources that are accredited, and can only be updated once the accredited institutions have released the data. Highlights of incidents are included in the plan even though it was incidents that were not declared as a disaster incidents, and the plan is completed before the beginning of the new municipal financial year. Therefore there will be some of the incidents that might occur in the same year in which the plan was finalised but which may not appear in the plan as they would have occurred after the completion of the plan. The September 2023 floods are now appearing in the reviewed disaster management plan as Province in collaboration with National government declared the period as fitting to be classified as a disaster for the Western Cape Province

4. The DM plan further refers to the completion of a JOC at 6 Church Street, Robertson. Who will have access to the JOC? In the event of a disaster, do each representative know where to go? Do we have secure communications at the JOC for each department? Do we have backup power capabilities to run the JOC and if we rely on fuel to run the generators, where will we secure fuel if it is necessary to run the JOC for more than 8 hours? This might be detail of the bigger DM plan that will be covered somewhere else in the master plan, but we need to highlight this.

Departmental Comments: Access to the JOC is for all the relevant stakeholders that will have a positive input to the JOC, they are activated based on the incident at hand and according to necessity. The relevant stakeholders know where the JOC is, and new members are added as identified. The JOC is linked to the commando building generator. The fuel issue is addressed in the contingency plan that is being finalised by Langeberg Municipality

5. God forbid that we will ever have to face a disaster that require of us to be independent from the rest of the Western Cape, but in the event where we cant get out of the Langeberg or a spesific town, does the DM plan make provision for cash? Transportation of cash and replenishment of ATM's? same goes for food security. Your plan refers to just over 115 000 residents. Again, not all will be equally affected at the same time, but what do we do if our retailers run out of fresh water and food?

Departmental Comments: The function of Disaster Management is to coordinate the stakeholders that are trained and capable to deal with a certain disaster incident. The cash issues will need to be escalated to the banking industry as it poses financial and safety risk for their comments, if there is anything that can be done when disaster related incidents strike. With regards to food security, the matter needs to be escalated to the retail industry for their comments. Population stats are based on the stats as released by stats SA

6. I further suggest that the Langeberg identify at least one fuel station that will be allocated for the sole use of emergency vehicles. We may have more than enough vehicles but without fuel they mean nothing. Reference to the floods of September 2023. Citizens and visitors alike rushed to all fuel stations to fill up their vehicles and containers to run generators. If we had to be stuck for just one more day, we would have run out of fuel. In this example we had a long weekend and garage owners where prepared in terms of available fuel, what if when this happened in the middle of the month where fuel levels were much lower?

Departmental Comments: This needs to be investigated to see if there is a potential service provider who is willing to reserve fuel for emergency vehicles and other needs as a result of a disaster related emergency or if there is any other alternative to have fuel available to be used during disaster related incidents. Further investigation to be done on the sources of funding for the reservation of fuel at the fuel station that will be reserved solely for the use of emergency vehicles.

NOTES: A formal letter was sent to respond to the comments of Mr. Michael Scheepers

Response received back from Mr. Michael Scheepers: None

Response letter on disaster management review comments 2.pdf



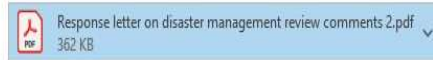
Marile van Schalkwyk

To: MichaelS@rcnw.co.za

Cc: Nkosinathi Mdluli; Fernando Hoofd; Mike Mgajo



Tue 2024/04/30 08:07



Action Items

Dear Mr. Michaels,

Please see attached letter for your attention.

Vriendelik Groete/Kind Regards

Marile Van Schalkwyk

Personal Assistant Director Community Services

Langeberg Municipality

023 626 8200 (Office)

mvanschalkwyk@langeberg.gov.za

www.langeberg.gov.za



"People at the centre of Development"

From: Zouwe Lesia <zouwe@oudtmun.gov.za>

Sent: Tuesday, February 13, 2024 12:35 PM

To: Nkosinathi Mdluli <nmdluli@langeberg.gov.za>

Subject: DISASTER MANAGEMENT PLAN INPUT

Good day Sir

1. I trust this finds you well. Herewith my input in the plan, please note I am residing in Zolani, mine goes about the "New" Cemetery in Zolani. I have noted that you have mentioned critical facilities in the plan and in my opinion we should include the Cemeteries therein. I am requesting that for a specific reason, we have a challenge of flooding in that cemetery as a result I think it's a disaster waiting to happen. I have loved ones in that Cemetery and unfortunately for me they are on the lower part of the cemetery which means after every rain I have to repair the 2 graves, I was home again last week and had to repeat the exercise. The grave next to the one I repaired last week was completely flooded and tombstone base fell into the grave. Parks officials' argument is that the graves are not built up to the top but have shown them that's not the case as some are even way above the ground level

Parks Dept can provide you with the background of the space, something needs to be done because other graves do not get the attention and what we will see when disaster strike we will get bones lying all over the place. In my opinion council should consider bringing in formal drainage solutions to address the issue of water attacking our graves. I hope this will make its way to get council attention.

Also, there are graves dug upper in the cemetery and not in the area we are burying on now, those graves are wide open which is risky for people who (not really a disaster point but needs to be attended). Please advise if

Departmental Comments: The matter should be dealt with by Parks and Amenities in conjunction with Civil Engineering for possible establishment of drainage systems that can mitigate the challenge.

NOTES: A formal letter was sent to respond to the comments of Ms. Zouwe Lesia

Response received back from Ms. Zouwe Lesia:

RE: Response letter on disaster management review comments.pdf



Zouwe Lesia <zouwe@oudtmun.gov.za>
To: Marile van Schalkwyk
Cc: Nkosinathi Mdluli; Fernando Hoofd; Mike Mgajo



Tue 2024/04/30 08:43

Action Items

Good morning Marile

Thank you I have noted the response and will follow up with the mentioned departments. Please share contact details of officials that will be dealing with the issue in both departments so I can have an idea as to how we proceed with this.

Regards

Zouwe Lesia

From: Marile van Schalkwyk <mvanschalkwyk@langeberg.gov.za>
Sent: Tuesday, April 30, 2024 8:04 AM
To: Zouwe Lesia <zouwe@oudtmun.gov.za>
Cc: Nkosinathi Mdluli <nmdluli@langeberg.gov.za>; Fernando Hoofd <fhoofd@langeberg.gov.za>; Mike Mgajo <mmgajo@langeberg.gov.za>
Subject: Response letter on disaster management review comments.pdf

Dear Mr Lesia,

Please see attached letter for your attention.

Vriendelik Groete/Kind Regards

Marile Van Schalkwyk
Personal Assistant Director Community Services
Langeberg Municipality
023 626 8200 (Office)
mvanschalkwyk@langeberg.gov.za
www.langeberg.gov.za



Activate Windows
Go to Settings to activate Windows

From Ms. Melissa Jones

Good day Mr Mdluli,

As my inputs toward the disaster management plan – the Contact List of internal role-players need to be updated and as a Manager Communication has been appointed, could this position be included on a JOC platform? As communication to the community as well as internal staff, during crises, is of utmost importance.

1. I then refer to an extraction (below in blue) from the approved Communication Strategy that also speak to Communications role in time of Crises/Disaster to see that these plans speak to each other and that Comms should be included to the JOC/Internal Contact List.

Departmental Comments: Manager: IDP, Performance and Communication Department of Strategy and Social Development will be added to the Disaster Management Contact List and the JOC

2. The external contact list could include GCIS (Peter Titus), and the Cape Winelands District Communication Manager (Jo-Anne Otto) and Head of Communication at Local Government (Rowena Van Wyk).

Departmental Comments: GCIS -Peter Titus, the website indicates that he is in Robertson, therefore communication will be made with him to find out if he will be able to play an active role in our JOC. Head of Communications and CWDM communications manager-they will only get involved when the issues are escalated to the district and the department of local government, therefore, they cannot be a direct part of the local JOC. Langeberg Municipality Disaster Plan makes Provision to escalate disaster management issues to the district, province and national in line with the disaster act.

3. I am also reminding you about a Disaster Management for prolonged power interruptions plan as part of a business continuity management process that could be considered to be linked or mentioned in this Disaster Management Plan if there was an approved version and have relevance.

Departmental Comments: Internal Audit have indicated that they are still busy finalising the plan.

NOTES: A formal letter was sent to respond to the comments of Ms. Melissa Jones

Response received back from Ms. Melissa Jones:

RE: Response letter on disaster management review comments 3.pdf



Melissa Jones

To: Marile van Schalkwyk

Cc: Nkosinathi Mdluli; Fernando Hoofd; Mike Mgajo



Tue 2024/04/30 08

Good day Marile,

This feedback is much appreciated! Thank you and well done in providing a response to those that give inputs.

Kind regards,

MELISSA JONES PIETERSE

Senior Communication Officer

Department of Strategy and Social Development



023 626 8274

mjones@langeberg.gov.za

04 Church Street, Robertson, 6705



Disclaimer: This message contains information which is confidential, legally privileged, and protected by law. It is intended only for the use of the intended recipient. Interception thereof is therefore illegal. If you are not the intended recipient, you may not peruse, use, disseminate, distribute or copy this message or any file attached to this message. Should you have received this message in error, please notify us immediately by return e-mail. Views and opinions expressed in this e-mail are those of the sender, unless clearly stated as being that of the Langeberg Municipality.

Extraction of Langeberg Municipality Communication Strategy:

8. CRISIS/DISASTER MANAGEMENT

A crisis is an unforeseen or unexpected event that threatens institutional operations and can have extreme negative consequences. A crisis can be man-made and can impact public safety, lead to financial loss or even reputational damage for the institution. If it is not effectively managed, a crisis can lead to an emergency.

To deal with crisis situations effective and efficiently, the Langeberg Municipality Crisis Communication procedure provides key officials, role players and departments within the municipality with a procedure for the expected initial response to a crisis and an overview of their responsibilities during a crisis or disaster.

Communicators should be made aware of any potential crisis and should manage communication activities to avert or limit a potential crisis. Any crisis – be this an emergency and/or a disaster – requires immediate communication intervention. Effective communication management in a time of crisis and/or emergency provides an opportunity for government to show leadership and for the institution to maintain or restore the public's confidence.

Key communication actions and processes that should follow in the event of a crisis:

This process should complement the relevant national/provincial disaster management strategies and the Langeberg Municipality Disaster Management Plan.

8.1 Crises is declared by

- the Mayor and/or through a decision of Council

- a decision of Rapid Response
- a War Room
- a Disaster Management Committee
- a Joint Operations Centre

8.2 Once a crisis has been identified,

- establish a Communication Crisis Committee to manage communication collectively,
- formulate a crisis management plan and a communication strategy that is aligned to this. This crisis communication plan must be attached to the national, provincial or local disaster management plan so that there is a clear understanding of what should happen when there is a natural or man-made disaster.
- A comprehensive set of crisis communication resources that can be used at the discretion of communicators to build, manage and maintain an effective crisis management capability must be available.
- Assign communication leadership to a specific department in the case of a cluster response, with the GCIS playing a supporting role.

8.3 Crisis Protocol

The Head of Communication must:

1. be notified immediately of any crisis that is emerging or breaking.
2. gather and verify information about the crisis, assess its severity and consider whether it should be escalated to the GCIS for leadership (emergency/controversial issues) or managed at an institutional level.
3. given the need for urgent communication, be given the authority to take action immediately under guidance, until a broader decision can be made about how the institution must proceed.
4. form part of the Crisis Committee, Crisis Command Centre and establish permanent representation.
5. be responsible for developing the strategy and tactics on how information is to be released, who must speak for the department on the issue, and the audiences with whom will be communicated.
6. identify the target audience, the multiple communication platforms, appoint a spokesperson and draft a holding statement.
7. communicate facts quickly, accurately and be open and accessible to all audiences, although mindful of confidentiality, and legal and privacy considerations.

8.4 Crisis Spokespersons:

The political principal are the official spokespersons during a crisis. At local government level this would be Executive Mayor.

The political principals as well as the Municipal Manager in consultation with the Head of Communications must identify departmental managers or staff with the knowledge and/or technical expertise to provide specialist input to media responses or to speak as official representatives of the department.

Designated spokespersons must make themselves available to:

- participate in communication planning and the preparation of key messages relating to the crisis.
- respond to media enquiries in a prompt and professional manner, using all possible communication tools, including the Crisis Command Centre.

When communicating during a crisis, there is a need to strike a balance between presenting the relevant facts in the public domain without causing unnecessary panic.

No spokesperson or employee will divulge to the media any findings or determinations in relation to organisational internal enquiries, reviews or investigations, irrespective as to whether such processes are ongoing or considered concluded, unless there is a specific approval by the Municipal Manager.

8.5 Working with the media:

- In instances where a crisis is transversal, no government institution should issue media statements in the public domain that contradict what other departments are saying.

- All media enquiries must be directed to the Municipal Manager.
- The receipt of all media enquiries must be acknowledged.
- A formal response on a letterhead that is signed off by the Municipal Manager must be provided as soon as possible, ideally within 24 hours.
- Media releases and other written media interventions should be produced and distributed in English.
- Communication issued to the media should be presented in plain language, without detracting from the accuracy of the message, and should be presented in a way that is understood by the target audience.
- All requests received by an organisation employee for a media interview must be referred to the Municipal Manager.
- Submission times for actual provision of content to address a media enquiry should be mutually agreed with the reporter concerned but with due regard for the guiding principles of transparency, accuracy and efficiency of the organisation's response.

In any crisis, regular media briefings are strongly recommended, accompanied by regular interviews. Depending on the severity of the crisis, the Crisis Committee must decide on the frequency of the media briefings, whether hourly, daily, weekly or monthly.

After releasing information, the Head of Communications or an appointed external service provider must monitor the news coverage and respond appropriately, where necessary. The procurement and appointment of service providers will be done in accordance with the organisation's procurement processes. The Head of Communication must monitor and evaluate the quantitative and qualitative performance of media coverage achieved at least every six months, using the coverage and data received from the media-monitoring supplier.

8.6 Inappropriate Media Engagement:

It is regarded irresponsible of staff members to engage with the media in any activity or comment, which is designed to:

- Bring the organisation, constituencies or stakeholders into disrepute;
- Undermine the integrity and reputation of the organisation, its leadership or stakeholders;
- Present a personal viewpoint as a position which is held by the organization;
- Disclose organisational information without proper authority;
- Comment on pending or current legal issues relating to the organization.
- No employee of the organisation will speak to the media "off the record".

8.7 Communication approval processes:

The Head of Communications and Crisis Command Centre should establish an approval process that will fast-track decision-making during a crisis. All approvals should adhere to a strictly agreed turnaround time, bearing in mind the quality and accuracy of information that must be made available.

8.8 Televised or in-person speaking engagements by employees:

Any employee who accepts a public speaking engagement representing the organisation will notify the office of the Head of Communication. The HoC will provide guidance on the approach and whether the platform will be beneficial.

8.9 Employee Communication:

The accounting officer/ Head of Communications, working with Human Resources, must inform departmental employees of the issues relating to the crisis using established internal communication channels. This should happen before or at the same time as details are being released to external audiences.

8.10 Informing other government stakeholders:

The Head of Communication will arrange a stakeholder forum to keep all abreast of the crisis and the way it is being managed.

RECOMMENDATION

1. Council takes cognisance of reviewed disaster management plan for inclusion as part of sector plans during IDP process for 2024/25.
2. A copy of approved disaster management plan be submitted to the district (End March 2024) as per section 56 (2) and (3) of the disaster management Act No 57 of 2002 and regulations.