SITEKI TOWN COUNCIL

S.T.C

"PLACE OF MARRIAGE"

ANNUAL PERFORMANCE REPORT

2024 - 2025

A Mountain Top of Endless Opportunities

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Mission statement and Values

VISION

"To be a people-centred and one-stop town that is ecofriendly and attractive to visitors and investors."

MISSION

" To be a people-centred and one-stop town that is ecofriendly and attractive to visitors and investors through;

- intensifying stakeholder engagements
- facilitating the establishment of new investments,
- effective waste management,
- maintaining a clean town,
- ensuring public safety and promoting crime prevention.

VALUES

Integrity	Upholding honesty, morality and ethical values
Professionalism	Displaying competency and politeness
Inclusivity and Teamwork	Working together more effectively with our stakeholders to achieve organisational goals
Accountability	Being responsible for everything that we do
Zero tolerance to corruption	Applying zero tolerance to bribery, fraud and corruption
Transparency	Maintaining openness and clarity in our dealings

Governance Structures

Administration

Departmental Functions and Staff Credentials

Town Clerk/CEO's Office

Responsible for providing direction and guidance as it carries out its governance functions as well as implementation of all decisions of the Council, leads STC's multidisciplinary management team and coordinates all the activities of STC in order to ensure achievement of strategic vision, mission and objectives in an efficient and effective manner in pursuit of excellent service delivery and benefits.

The Office is currently occupied by Ms. Sithembile Simelane, who has served the council for 9 years as the Town Clerk/CEO and 6 years the Town Clerk. In terms of qualifications, she possesses AAT Level 4, Bcom. Degree, PGDPM & MBA.

Supporting Officers

Human Resources Officer : Ms. Siphiwosami Simelane who has been newly engaged, holds a Diploma in Human Resource Management,BA Degree in Humanities and MBA

Executive Assistant : Xolani Khumalo who has been newly engaged , holds a BA Degree in Social Science and PGDPM

Town Treasurer's Office

Responsible for Performing accounting and financial management, budget preparation and control, inventory and expenditure control and ensuring accurate reporting to the CEO.

The Town Treasurer is currently Mr. Muzi Mkhonta, who has served in this position with the council for 3 years. He holds a Bcom. Degree, ACCA and Certification in Internal Control.

Supporting Officer's In Town Treasurer's Office

Expenditure Accountant – Ms Thulie Mahlalela who has a vast 23 years of experience with the council. She holds a Diploma in Business Studies and Bcom. Degree in Accounting.

Revenue Accountant – Ms Ncamsile Dlamini who has 12 years' experience and holds a Bcom. Degree In Accounting

Town Engineer's Office

Responsible for the preparation, enforcement and administration of the Town Planning Scheme and related legislation implementation of Community Development programmes in accordance with established policies, guidelines and legislation and provide advice to the local authority on the implications of decisions and investments in the short, medium and longer term.

The Town Engineer is Mr. Nsikelelo Dlamini who has been recently engaged holds a Diploma in Civil Engineering,Diploma in Project Management, Btech. In Civil Engineering (Structural).

Township Assistant – Mr Mhlonipheni Magongo who has 21 years of experience in Siteki Town Council , he holds a Diploma in Construction Management.

Community and Social Development Manager's Office (CSDM)

Stakeholder liaison and communication, environmental health in all communities, environment management, quality health services and other community services as well as economic services of the town.

Ms Tibuyile Dlamini is the current CSDM, she has 2 years of experience with the council. She holds a BA in Social Science

Environnmental and LED Officer – Mr. Siphesihle Magongo who has 5 years of experience. He holds a Bachelor's degree in Environmental Management and is a candidate for a Master's degree in Environmental Science

Mayors Foreword

"I would love commend all stakeholders for shaping the future of our town through constructive and futuristic inputs during our IDP preparation, indeed it reflects our shared vision of being a people-centred and one stop town that is eco-friendly and attractive to visitors and investors."

I am honored to present the 2024-2025 annual performance report for Siteki Town Council. This report reflects our achievements, work in progress, challenges and their proposed solutions for the reporting financial year.

First, I would love to thank the Council for their commitment in decision making toward the attainment of our Vision. I am also grateful to the office of the Town Clerk, Management and all staff for their continuous efforts for supporting the council to deliver on the citizens expectations.

I would love exceptionally to commend all stakeholders for shaping the future of our town through constructive and futuristic inputs during our Integrated Development Plan 2024-2029 preparation, indeed it reflects our shared vision of being a people-centred and one stop town that is eco-friendly and attractive to visitors and investors."

Our very first assignment was to develop an IDP 2024-2029 succeeding 2019-2024 IDP, we are pleased to report that we managed finish the IDP formulation with unwavering support in the process. Your support to the council has been evident in the previous IDP, which shows that it was successfully implemented as only a few objectives were not achieved. 75% achievement on CIP implementation was achieved regardless of Capital Funding Struggle by the Local Government. I would love to commit that council will pull all strings to ensure that current IDP /2024-2029 is fully implemented by 2029. Furthermore, we are happy to report that we finished our 2024-2025 audit and obtained an unqualified Audit report for the 2024-2025 financial year and we are committed in playing the proper oversight role in ensuring that the Council delivers services to the citizens as per the given mandate in terms of the municipal legislations.

Through our 2029 IDP, we commit to attain vision and the mission of the Council. We also committee to uphold to values as reflected in the IDP.

Finally, I would love to extend our sincere appreciation to the Ministry of Housing and Urban Development for the continued guidance and support as we conduct Council business. Your passion to develop citizens is notable. We also appreciated the office of the Regional Administrator and the entire Lugongolweni Inkhundla for the good working relationship. Your love and hunger for the development of this regional town is notable.

Best Regards,

His Worship the Mayor

Councillor Bongisipho Dlamini

Chief Executive Officer's Summary

It is an honour to have this opportunity to reflect on the annual performance for 2024-2025.

The annual report for 2024/2025 Financial Year (FY) provides a detailed performance report of Siteki Town Council during the period under review, in relation to Council's Annual Operation Plan (AOP) and Strategic Plan. Simply put this report states progress made on the implementation of capital projects and programs during 2024/2025 FY, challenges encountered and proposed way forward. The programs and projects undertaken, are in line with Siteki Town Council's mandate (general duties) as stipulated under Section 55 (1) of the Urban Government Act, 1969 which includes but not limited to the following; control, manage and administer the municipality, maintain and cleanse the streets, abate all nuisances, develop, control, and manage any land vested in, owned or leased by Council, safe guard public health, maintain law and order and etc. The report also details the organization's financial performance. The performance of the Town is cemented on the below eight main focus areas;

I. Resource Mobilisation and Financial Sustainability
II. Local Economic Development
III. Town Planning and Infrastructure
IV. Environment and Waste Management
V. Enterprise-Wide Risks and Disaster Risk Management
VI. Crime Prevention and Security
VII. Service Delivery
VIII. Institutional Capacity Building

This report will therefore give highlight of achievements for the year, detail implementation of major capital programme and projects, implementation of social and community development affairs, financial performance, performance assessment for previous year, major challenges and conclusion.

1.0 HIGHLIGHTS OF YEAR 2024 / 25 FY

In the year under review, the organization had planned to implement the following projects and programs

1.1 Installation of Mini Solar High mast Lights.

1.2 Upgrading of Siteki Park

1.3 Upgrading of Siteki New Market and Drainage

1.4 Purchase of TLB

1.5 Upgrading of Moyeni Township

1.6 Implementation of Maintenance Programs .

1.7 Policy Formulation

1.8 Branding Marketing Plan

1.9 Sister to Sister town Twinninng

2 .0 Implementation of planned major capital projects and programmes

In line with the five (5) year Integrated Development Plan (IDP) of 2024-2029 which identified Key strategic focus areas following stakeholder's consultation. Infrastructure development for stimulating economic growth and empowering Siteki Community were the main key focus areas hence the reason for prioritising the following projects.

2.1 ENGINEERING WORKS

2.1.1 Installation of Mini Solar High mast Lights .

This project was aimed at minimizing crime in eight (8) selected prone areas within all the six (6) wards in the urban boundary. The project was done by contractor Watts Up Solar Pty Ltd for a tender sum of E323,245.45.

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Fig 1. Crane truck lifting Steel post for the lights

2.1.2 Upgrading of Siteki Park

This project is aimed at upgrading Siteki Park as a key Recreational Centre in the CBD. Council allocated a budget of E100,000.

In consideration of the limited budget the project was planned for implementation on the following: the Running track, Outdoor Gym, Rehabilitation of the existing Children Play Area . Due to cash flow

challenges the project extended to the current financial year 2025-26 and currently in progress and anticipated for completion within the third quarter. The following pictures attest to the progress.

Fig 3. Earthworks for Outdoor Gym

Fig 4. Casting concrete foundation progress for Outdoor Gym

2.1.3 Upgrading of Siteki New Market and Drainage

This project was aimed at maintaining the existing Siteki market which is experiencing roof leakages and a decision was reached to replace with new roof sheets .. Budget allocation was E756,000 but however funds could not be raised and Council only managed to repair only the critical sections of the roof which has been showing the leakages over the past years.

2.1.4 Purchase of TLB Machine

Following the challenges experienced over the year mainly issues of road infrastructure maintenance, Council decided to purchase a TLB machine. A budget of E1,020,000 was made and procurement processes for the machinery were done, however the lowest bidder was E1,700,000 which deemed the procurement a failed tender. Council is now contemplating to purchase the plant in South Africa where the price is reasonable with an average of E1 , 000,000 .

2.1.5 Upgrading of Moyeni Township

This is an ongoing project which Council embarked on in 2019 in a bid to formalise the Farm 145 being a government land measuring 33.57 hectares which was infiltrated by informal settlement of 89 existing homesteads. The settlement had no infrastructure services and Council has undergone all the processes of formalising in establishing a township. The township has been named Moyeni Township having been accessed and approved by the Human Settlement Authority. One of the assignment for Council as key condition from the Human Settlement Authority is to provide the infrastructure thus Council is in a process to engage consultants to design the infrastructure in line with the approved township survey by the Surveyor General in February 2025 following completion of pegging the plots with a Supplementary General Plan comprising 439 Lots numbered 1004 to 1443 including two (2) Open Spaces numbering 1057, 1097 and Roads.

Attached is layout of the township.

Fig.5 Moyeni Township layout

2.1.6 Maintenance programs

These are routine activities done by the engineering department to ensure that the Town is investor friendly in terms of infrastructure and otherwise.

2.1.6.1 Re-gravelling of Urban Roads

Ministry of Public Works and Transport assisted with truck to haul material. However, the program could not be completed as the Mobile Unit plant had to attend to Royal duties. Attached is picture demonstrating part of the works done.

Fig.5 Grader shaping gravel material at Flame Tree Park roads

2.1.6.2 Landscaping

In an effort to beautify, keep the town investor friendly and safe, Council set Landscaping program which is not limited to the bush clearing , grass cutting road reserves , Open Spaces and Council facilities . This program was allocated a budget of E 39,500.

Fig.6 Grass cutting and bush clearing opposite Bus Rank

Fig.7 Overgrown Bush clearing along DaSilva road reserve

2.1.6.3 *General Road Maintenance and Marking*

Council managed to fix portholes on critical sections of surfaced roads within the urban boundary including road markings within the CBD

Fig. 8 *Road marking along MR7 road*

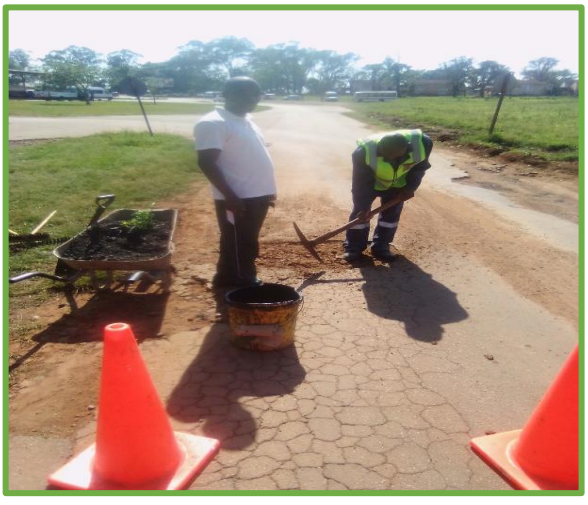


Fig. 9 Pothole patching along Bus Rank entrance road

Fig . 10 Maintenance of Streetlights with assistance of Fire Services Truck in progress

Fig 11. Filling potholes on Two Sticks Road

2.1.6.4 Ranger/Nuisance Abatement Services

Council engaged services of Intelligence Security Services for provision of Security and Ranger Services, and their key role was to monitor illegal activities and Nuisance abatement services within the Urban boundary. A total of 439 stray cattle were impounded within this financial year, and we also noted a substantially increase considering 207 recorded for last financial year. Illegal trading was recorded 236 indicating an increase when compared to 119 recorded the previous financial year while public indecency recorded 211 indicating an increase compared to 25 recorded the previous financial year records show that only 11 illegal parking vehicles were clamped within financial year.

2.1.6.5 Building Applications and Development

The development of structures (residential, commercial etc.) within the boundaries of Siteki is approved by the Municipality, where the foremost phase of the building process is the submission of building plans.

Summary development within the financial year is as follows:

10 x Residential development at E 6,958,600

1 x Church development at E1,378,000

1 x Hotel rooms at E15,000,000

1 x Classrooms extension at E2,000,000

1 x shops alterations and additions at E 30,600

Total development for financial year 2024-25 at E 25,366,600

2.1.6.6 External Major Development Projects

This section refers to privately owned projects which have an impact to the general public .

Motsa Shopping Complex on plot 10 /F182.

This double storey project is estimated at E40 Million and is substantially completed estimated at 99% for phase 1 while phase 2 comprising of Roofed parking and basement shops is in progress at 70 %.

See progress pictures

Fig. 12 Mvulane Complex phase 1 sustantially complete

Fig. 11 Mvulane Complex phase 2 in progress

3.0 COMMUNITY AND SOCIAL DEVELOPMENT

3.1 PUBLIC HEALTH AND ENVIRONMENTAL MANAGEMENT

Siteki Town Council, through its Community and Social Development Department, remained steadfast in its commitment to promoting public health and environmental safety throughout the 2024–2025 fiscal year. Council undertook a multifaceted approach to waste management, sanitation, nuisance abatement, and public health inspections, ensuring that the town maintained a clean, safe, and healthy environment for all residents.

3.1.1. Waste Management

a) Waste Collection

Waste collection and street cleaning services were consistently provided across the Central Business District and surrounding wards, despite mechanical challenges with the waste trucks. Council received valuable support from the Ministry in the form of a waste collection truck, which helped sustain operations during periods of breakdown. In a notable gesture of corporate social responsibility, Royal Eswatini Sugar Corporation donated twenty-five branded waste bins, which were strategically distributed to underserved areas and locations with deteriorated receptacles. This initiative significantly improved waste disposal practices and reinforced Council's commitment to environmental sustainability.

b) UNIDO BET/BAT Project

Solid Waste Management initiative under the UNIDO Project continued to thrive through a strong partnership with Eswatini Environment Authority. During the reporting period, the Authority formally handed over personal protective equipment and operational tools to waste reclaimers, followed by the signing of contracts that outlined their roles and responsibilities. This formal engagement empowered reclaimers and enhanced their commitment to the project's success. Waste collection from households was scheduled every Tuesday, with sorting activities conducted on Thursdays. Each participant received a monthly stipend of E720.00, which not only incentivized participation but also contributed to local economic empowerment. The Waste Buy Back Centre underwent significant upgrades, including fencing, yard levelling, and contract revisions aimed at improving operational efficiency and accountability.

c) Community sensitization on Waste Management

Council's inspections also uncovered challenges at the Police Camp mini dumpsite, which was under pressure due to high usage and poor disposal practices. An interactive session with police officers was

held to raise awareness and promote proper waste management. Similar engagements were extended to Siteki Nazarene High School, where littering along MR7 prompted a collaborative clean-up initiative. The school committed to maintaining cleanliness and requested support in the form of gloves and refuse bags, which Council promptly provided.


3.1.2 Drought Management Plan Development

Council also collaborated with the National Disaster Management Agency to develop a Drought Management Plan in response to climate change. A stakeholder feedback meeting was held to update partners on progress and gather input for final adoption. Representatives from Eswatini Water Services Corporation, Royal Eswatini Police, Fire and Emergency Services, EPTC, and other key stakeholders participated, demonstrating a unified commitment to climate resilience and disaster preparedness.

3.1.3 Public health Inspections

Public health inspections were a cornerstone of Council's environmental protection strategy. Inspections targeted public toilets, food outlets, and mini dumpsites, revealing critical issues such as expired goods, compromised hygiene, and inadequate facilities

3.1.4 Food Outlets Grading

A food grading exercise conducted with support from the Eswatini Environmental Health Department revealed that most outlets failed to meet required standards. Of the eleven shops inspected, only two attained Grade A, while others received lower grades due to deficiencies in sanitation and customer amenities. However, improvements were noted in outlets like Shoprite, which had enhanced cleanliness following Council-led training sessions.

3.1.5 Nuisance Abatement

Nuisance abatement activities addressed several pressing issues such as the following:

a) Sewer spillages and blocked drains

Fat deposits blocking drains at Futis Chicken Cottage were cleared, and sewer bursts in Ward 6 and the market were repaired. A particularly concerning case involved sewer spillage from Lubombo Referral Hospital into Mabodweni Dam. Council engaged hospital authorities and facilitated a link with Eswatini Water Services Corporation to expedite resolution.

b) Overgrowth Clearing

Bush clearing was conducted on over 35 plots identified as crime hotspots or aesthetic liabilities. Property owners were issued public notices and SMS alerts, urging them to clear their plots within seven days or face a 40% penalty surcharge. Council also initiated discussions with Lubombo Regional Police Headquarters to enlist detainees and community service workers for bush clearing efforts.

c) Illegal Dumping

Illegal dumping remained a challenge, particularly ash disposal by traditional kitchens near Hambakahle Street and littering behind Mpumalanga Supermarket. Council engaged business owners to rectify these practices and installed waste bins to support proper disposal. The town's dumpsite underwent partial rehabilitation through hired TLB services, although progress was delayed due to tyre damage from sharp debris. Council also responded to illegal dumping at JS Clothing Factory and continued monitoring overgrown properties, issuing compliance notices and clearing plots where necessary.

In a bid to enhance public safety, Council partnered with Royal Eswatini Police Services to eliminate stray dogs, which posed threats to residents and disrupted waste management. The initiative led to a noticeable reduction in stray dog sightings, indicating improved compliance among pet owners. Overall, the department's integrated approach to public health and safety demonstrated a strong commitment to environmental stewardship, stakeholder engagement, and community well-being.

d) Health and Safety training for Council Staff

Good Sheperd College assisted Council with conducting an Occupational Health and Safety training. Staff health and safety training is a cornerstone of responsible and resilient workplace management because it equips employees with the knowledge and skills to identify hazards, follow safe procedures, and respond effectively to emergencies. This not only protects individual workers but also contributes

to a safer, more productive organizational culture. This was beneficial for Council as it impacted on the elimination of hazards in the workplace.

Health and Safety Training session taking place at Siteki Town Hall.

3.2 Local Economic Development

During the 2024–2025 fiscal year, Siteki Town Council made significant strides in promoting inclusive local economic development. The initiatives focused on empowering waste reclaimers, supporting youth entrepreneurship, enhancing cooperative development, and improving market operations. These efforts were designed to stimulate grassroots economic activity, foster innovation, and create sustainable livelihoods for Siteki residents.

3.2.1 Waste Reclaimers 'Project

The Waste Reclaimers' Project, implemented under the UNIDO Solid Waste Management initiative, continued to demonstrate tangible economic impact. Waste reclaimers, formally engaged through contracts and equipped with personal protective equipment, collected and sorted recyclable materials on a weekly schedule. Their work contributed to both environmental sustainability and income generation. In the first quarter, reclaimers collected 12,045.3 kilograms of carton and 2,103.58 kilograms of plastic, earning E10,788.00 and E2,103.00 respectively. The second quarter saw a total income of E12,077.00, while the third quarter recorded 19,685 kilograms of mixed waste processed, including cardboard, white paper, plastic, and chewing gum wrappers. These figures reflect the growing efficiency and commitment of the reclaimers, whose efforts were supported by monthly stipends of E720.00 and ongoing technical guidance from the Eswatini Environment Authority.

3.2.2 Gwacatela Bokashi Cooperative

In a bid to diversify economic opportunities, the Council facilitated the launch of the Gwacatela Siteki Cooperative, focused on Bokashi compost production. The cooperative received support from the Department of Cooperatives and the Eswatini Environment Authority, including training and startup materials. Weekly meetings were held to build capacity and strengthen group cohesion. However, the cooperative faced operational challenges due to the absence of a dedicated processing facility, which limited its ability to scale production. Despite this, the group remained active and committed, with Council exploring options to secure a suitable site and additional resources to enhance productivity.

3.2.3 Youth and Women Empowerment

Youth empowerment was a central theme for the year. The Council hosted the International Youth Day celebration,which served as a platform for young entrepreneurs, artists, and innovators to showcase their talents.The event was supported by Georgetown University and the Young African Leaders Initiative (YALI),and featured exhibitions, performances, and networking opportunities. In addition, the Eswatini National Youth Council conducted a digital transformation workshop aimed at equipping youth with skills in technology, innovation, and online business development. These engagements were complemented by a dedicated Youth Empowerment Event, where Council identified promising youth candidates for business support and were guided through proposal development processes and connected with potential funders, laying the groundwork for future enterprise development.

3.2.4 Flea Market

To further promote local commerce, Council organized a flea market event that provided small businesses and informal traders with a platform to sell their goods and services. Although attendance was affected by poor weather conditions, the event highlighted the vibrancy and resilience of Siteki's entrepreneurial community. Council committed to hosting similar events in future quarters, with improved logistical planning and stakeholder coordination to ensure greater participation and impact.

Flea market held at the Siteki Old Bus rank

3.2.5 Market Operations

Market operations were also reviewed to enhance transparency and fairness. Council conducted a comprehensive assessment of stall allocation practices at the Siteki Market, uncovering irregularities such as subleasing and unauthorized occupation. Following stakeholder consultations, subleasing was abolished, and a new allocation framework was introduced to ensure equitable access for genuine traders. This reform was well received by market vendors and contributed to improved governance and accountability within the market system.

3.2.6 Siteki Information Centre Terms of Reference Development

In parallel, the Council initiated a review of the Terms of Reference for the Siteki Information Centre. The review aimed to reposition the Centre as a hub for employment promotion, skills development, and information dissemination. The process was guided by the Entity Tender Board and included consultations with youth representatives, business leaders, and development partners. Proposed changes included the introduction of digital job boards, entrepreneurship training modules, and a resource desk for accessing government and donor support programs. These enhancements are expected to improve the Centre's relevance and effectiveness in addressing unemployment and underemployment challenges in the town.

3.2.7 Stakeholder Engagement

Throughout the year, Council maintained a strong focus on stakeholder engagement, recognizing that sustainable economic development requires collaboration across sectors. Regular meetings were held with community leaders, business owners, and civil society organizations to gather feedback, share progress, and align priorities. The department also leveraged partnerships with national agencies and international organizations to access technical expertise, funding, and policy support.

In summary, the Community and Social Development Department's local economic development initiatives during 2024–2025 reflected a strategic and inclusive approach to building Siteki's economic resilience. By empowering reclaimers, supporting youth, reforming market systems, and enhancing institutional frameworks, the Council laid a solid foundation for sustainable growth and community prosperity. These efforts will continue to evolve in the coming year, guided by the principles of equity, innovation, and participatory development.

3.3 Urban Planning, Community and Social Development

3.3.1 Urban HIV/AIDS Response

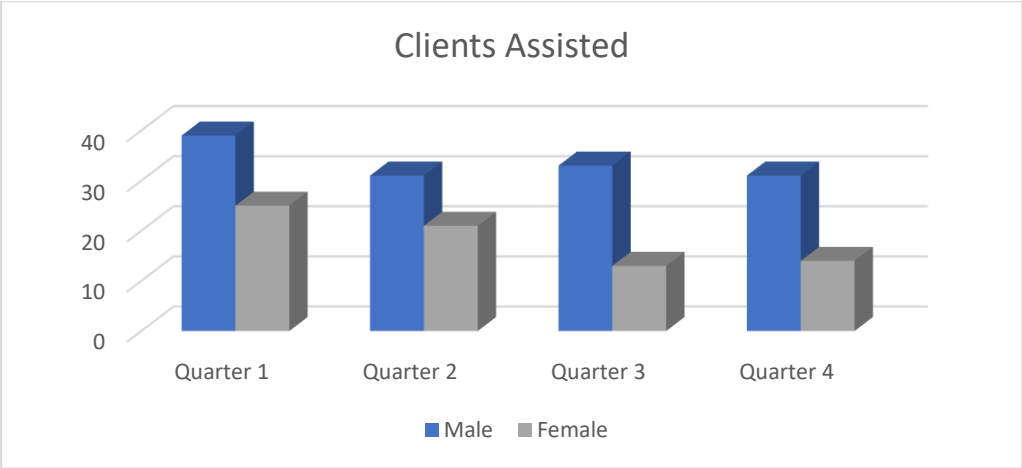
Throughout the 2024–2025 fiscal year, Siteki Town Council remained committed to advancing public health through its Urban HIV/AIDS Response program. This initiative, embedded within the broader framework of urban planning and social development, focused on prevention, testing, awareness, and impact mitigation. Council worked closely with national health agencies, civil society partners, and community stakeholders to ensure that HIV/AIDS interventions were accessible, inclusive, and responsive to local needs.

3.3.1.1 Condom Distribution

Condom distribution remained a cornerstone of the Council's prevention strategy. The department ensured consistent supply and wide distribution across the town, targeting high-traffic areas such as public toilets, bars, and community centers. A total of fifty-seven thousand seven hundred and two (57,702) pieces of condoms were distributed. The third quarter saw a further surge, with 30,816 condoms distributed, thanks to support from Population Services International (PSI) and the AIDS Healthcare Foundation (AHF). These figures reflect both the growing demand and the effectiveness of Council's outreach efforts. Distribution points were regularly monitored to ensure stock availability and proper usage, and community feedback was used to optimize placement and replenishment schedules.

3.3.1.2 HIV Testing and Counselling Services

HIV testing and counselling services were provided through mobile outreach and fixed-site interventions. The HIV Testing and Counselling centre assisted two hundred and seven (207) clients (134 male and 73 female) . These consistent testing figures underscore the department's commitment to early detection and linkage to care. Testing services were complemented by counselling sessions that emphasized confidentiality, stigma reduction, and behavioural change. The Centre has experienced assisting more males than females in all the quarters as illustrated in the following chart:



The department received essential supplies from the Central Medical Stores (CMS) to support its HIV/AIDS programming. These included sharps containers, bin liners, gloves, HIV self-testing kits, and hygiene products. Supplies were issued based on monthly CMIS reports, which tracked consumption rates and stock levels. This data-driven approach ensured that resources were allocated efficiently and that service delivery remained uninterrupted. Council staff were trained in inventory and logistics management through workshops hosted by the Ministry of Health, enhancing their capacity to manage medical supplies and maintain accurate records.

3.3.1.3 Community Mobilization Activities

Community mobilization and awareness campaigns played a vital role in reinforcing the Urban HIV/AIDS Response. The department organized and participated in several high-impact events, including Breast and Cervical Cancer Awareness campaigns, World AIDS Day commemorations, and the 16 Days of Activism against Gender-Based Violence. These events provided platforms for education, dialogue, and advocacy, reaching diverse segments of the population. Council also collaborated with the Lubombo Regional Health Promotion Unit to conduct crime prevention roadshows and health talks, further integrating HIV/AIDS messaging into broader public safety and wellness initiatives.

Breast and cervical Cancer Awareness and screening session held at the Siteki Old Bus rank

One of the most impactful activities was the behaviour change session conducted at Lubombo Central High School. This session reached 639 students and focused on sexual health, peer pressure, and responsible decision-making. Facilitated by trained health educators, the session used interactive methods such as role-playing, group discussions, and anonymous Q&A to engage learners and foster open dialogue. Feedback from students and teachers indicated that the session was both informative and empowering, prompting requests for follow-up engagements and expanded programming.

The department also worked to strengthen coordination with regional and national partners. Regular meetings were held with the Lubombo Regional Health Management Team, PSI, AHF, and other stakeholders to review progress, share data, and align strategies. These engagements ensured that Siteki's HIV/AIDS response remained integrated within the national framework and benefited from technical support and resource mobilization. Council also explored opportunities to expand its outreach to underserved populations, including rural communities and informal settlements, through mobile clinics and peer educator networks.

3.3.2 Impact Mitigation

3.3.2.1 Social Centre Program

Moyeni Social Centre continued to operate successfully during the reporting period, demonstrating resilience and community impact. Following the copper theft incident, electricity wiring was fully restored, allowing uninterrupted service delivery. The centre provided psychosocial support to an average of 24 beneficiaries, comprising 15 males and 9 females, with services tailored to emotional and developmental needs. Additionally, Council maintained its commitment to early childhood development, supporting children aged 3–6 years with structured education and daily nutritious

meals. Preparations for the 2024 school calendar were actively underway in the beginning of the year, including enrolment campaigns and readiness for the January 23rd school opening. A school tracksuit was introduced as part of the uniform following a consultative meeting with parents and guardians, reflecting collaborative planning.

The centre also participated in a Fun and Education Fair at Lukhula Area, organized by SOS Children's Village. This event offered recreational and learning opportunities, with financial contributions from parents and guardians ensuring successful attendance. Plans are in progress for another school trip in August, reinforcing the centre's holistic approach to child development.

Overall, Moyeni Social Centre remains a vital hub for psychosocial care, early learning, and family engagement. Its activities reflect Council's broader goals of inclusive development, child welfare, and community empowerment through sustained partnerships and parental involvement.

4.0 Treasury Department

4.1 Approval of Budget Estimates for the 2024/25 Financial Year

The approval of the 2024/25 budget estimates **(January 2024)** by the Honorable Minister which is linked to the five-year Integrated Development Plan (IDP), remains a tool that gives direction to service delivery annually, this was made possible through consultations with our residents, stakeholders and property owners. The estimates incorporate a three (3) year rolling plan for projects as identified in the consultation process and also gives development priorities.

4.2 Revenue collection platforms introduced

Council uses a number of platforms to enhance collection of rates and other user fees. Available platforms include speed point in addition to existing Eswatini MTN Mobile Money and various bank accounts, at Eswatini Bank, First National Bank and Swaziland Building Society.

The finance performance for FY 2024/25 was as follows:

SITEKI TOWN COUNCIL ANNUAL FINANCIAL REPORT EXTRACT FOR 2024/2025 FINANCIAL YEAR

PART 1- OPERATIONAL REPORT

ITEM	NOTES	2023/2024	2024/2025	2024/2025	Variance 2024 (Actual)	Variance 2025 Budg.	2025 Var. In %
		Actual	*Budget*	*Actual*			
Revenue:							
Rates	1	10,889,491	11,680,687	11,810,203	920,712	129,516	1.11%
User Fees and charges	2	360,943	410,691	559,643	198,700	148,952	36.27%
Government Subvention	3	630,000	630,000	630,000	0	0	0.00%
Sundry income	4	2,517,396	2,454,155	2,246,387	-271,009	-207,768	-8.47%
Grant Amortisation Income	5	2,293,287	2000000	2,063,959	-229,328	63,959	3.20%
Total Revenue		16,691,117	17,175,533	17,310,192	619,075	134,659	0.78%
Less operational and administrative expenses:		11,906,198	13,292,868	14,396,194	-2,489,996	-1,103,326	-8.30%
Surplus/deficit		4,784,919	3,882,665	2,913,998	1,870,921	-968,667	-24.95%

Note 1

Rates charges income increased by 8.4% compared to previous year. The increase is due to changes property improvement and adjustment of rates from Government to Individual property rates tariffs.

Note 2

User fees increased by 55% compared to previous year. This increase is equivalent to E198,700.00 is caused by high utilization of council facilities compared to previous year.

Note 3

There was no increase or decrease of Government subvention compared to prior year.

Note 4

Sundry income which includes 15% penalties for non-payment of property rates, interest from bank, rentals, sale of tenders, decreased by 10.7% compared to prior year. This is primarily caused by a decrease in penalty charge compared to a charge from previous year.

Note 5

Other Income arises from amortisation of prior year balance of capital reserve at 10%.

PART 2 CAPITAL EXPENDITURE REPORT					
	NOTE 5	**2023/2024**	**2024/2025**	**2024/2025**	**Variance on 2024 (Actual)**
		Actual	*Budget*	*Actual*	
Income:					
Own source funding		68,348	819,305	405,068	336,720
Government Grant		0	2,000,000	0	0
Total		**68,348**	**2,819,305**	**405,068**	**336,720**
Expenditure:					
Approved Capital Expenditure		1,307,307	2,054,919	6,915,649	-5,608,342
Approved Assets		68,348	819,305	405,068	-336,720
TOTAL		**2,682,962**	**2,874,224**	**7,320,717**	**-5,945,062**
Surplus/ (deficit)		**-2,614,614**	**-54,919**	**-6,915,649**	**-4,301,035**

The capital expenditure report shows the level of implementation of budgeted programmes by Council. The Government grant budgeted to implement planned projects was not received during the year. However, Council was able to implement and complete rehabilitation of Mawala Hall, construction of market handcraft stalls, completion of vendor cooking stalls, and development of Farm 145, from funds which remained from previous year. Council received COVID relief funds amounting to 5,714,286 in year 2021 and Government grant amounting to E2,000 ,000 in January 2022. These funds also assisted in the completion of the construction of a 1.2km Cemetery Road and First Avenue Road.

The own source funding arose from interest earned from CIP investment account and Council funds used to purchase approved assets.

The E6,915,649 deficit was financed by project funds which remined unused in previous financial year as the funds were already committed to complete the approved projects.

PART 3 : STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 31 MARCH 2025

DESCRIPTION		2025	2024	% Change
ASSETS:				
Property Plant and Equipment	6	55,307,086	56,814,427	2.65%
Trade and other receivables	7	30,421,481	28,942,314	5.11%
Cash and cash equivalents	8	1,969,219	446,361	341.17%
		87,697,786	**86,203,102**	1.73%
EQUITY:				
CAPITAL RESERVES	9	18,918,488	20,639,589	8.34%
DESIGNATED FUNDS	10	71,626	275,909	74.04%
ACCUMULATED FUNDS	11	32,824,559	29,910,560	9.74%
REVALUATION RESERVES		32,089,995	32,089,995	0.00%
CURRENT LIABILITIES				
PAYABLES AND ACCRUALS		944,758	1,615,443	41.52%
PROVISIONS		2,848,360	1,671,606	70.40%
		87,697,786	**86,203,102**	

Note 6: The decrease in PPE is as a result of depreciation of infrastructure and Council assets.

Note 7: Increase in Debtors is attributed to Government rates quarterly payments which did not increase proportionately as per accumulated annual billing. Owners of a majority of undeveloped properties are still not traceable and invoices are returned from the post office.

Note 8: Increase in cash is as a result of increased collections during the year by 70%.

Note 9: Decrease in capital reserves is as a result of annual amortization of capital grant.

Note 10: Decrease in designated funds resulted from the utilisation project funds on approved capital projects.

Note11 : Increase in accumulated funds is as a result of surplus for the year.

PART 4: RATES COLLECTION REPORT

DESCRIPTION	**2025**	**2024**	***Incr/ (Decrease)***	***Incr/(Decr) in %***
Rates outstanding at the beginning of the year	27,145,396	21,641,767	5,503,629	25%
Rates Billed during the year	11,810,203	10,889,491	920,712	8%
Total rates to be collected	**38,955,599**	**32,531,258**	**6,424,341**	20%
Rates Collected at year end	9,177,178	5,385,862	3,791,316	70%
Rates outstanding at year end	29,778,421	27,145,396	2,633,025	10%

PART 5 - BASIC RATIOS	**Note**	2025	2024
Liquidity Ratios			
Current Ratio	12	8.5	8.9

Note 12 – Ratio shows council's ability to meet its current liabilities

5. Institutional Capacity Building

The Council conducts periodic training for the different staff with an aim of enhancing competency amongst staff for service delivery. The Council also send their staff to different value adding conferences for the different professionals in the Council.

5.1 Councillor Training

During the reporting financial year councillors, were trained on their fiduciary duties, leadership and effective communication and emotional intelligence. They further received capacity building on financial management and reporting requirements.

5.2 Executive master's in African city management

Siteki Town Council benefited from the scholarship by the kingdom of Morocco, Sidi Ifin Provincial Council FACDI through United Cities in Local Government . This was a south-south cooperation between the Kingdom of Morocco and the Kingdom of Eswatini through the Eswatini Local Government Association. The scholarship was meant for building capacity to the Town Clerk and the environmental officer to undertake their Executive master's in city management, a three-month programme (June 2024- August 2024). The scholarship was worth 30 600 Euros, equivalent to E618 000 and it covered Tuition fees, accommodation and meals.

5.3 Finance Management, Accurate Billing and Risk Management

The Finance Officers were also trained on Finance Management, Accurate Billings and Risk Management. This training was done in order to build more capacity for the finance team for better execution of their duties.

6.0 Performance Management

The Conducted performance assessments for the reporting year and also conducted organisational performance assessment as well as Governance Assessment for the financial year 2023-2024.

Organisational Performance Management Report

The Siteki Town Council's overall rating on organizational performance for the 2023/2024 municipal year is **83%.** Detailed below are the specific scores per the Key Performance Areas:

Assessed Scores by Key Performance Area

KEY PERFOMANCE INDICATOR	MAXIMUM SCORE ATTAINABLE	AGGREGATE SCORE	PERCENTAGE
Mandatory Minimum Criteria	MET	MET	N/A
Financial Stability and Good Governance	25	20	80,00%
Administrative Efficiency	30	25	83,33%
Project Execution and Service Delivery	15	15	100,00%
Participation, Transparency and Accountability	30	23	76,67%
POINTS SCORED	**100**	**83**	
PERCENTAGE SCORE		**83%**	

Mandatory Minimum Criteria

The Town Council **met** most of the mandatory requirements, in terms of the following criteria:

a. Council-approved annual budget;
b. Capital expenditure performance;
c. Unqualified or disclaimed external audit report for the preceding financial year;
d. Key participation/ consultation and accountability procedures undertaken;
e. Evidence of compliance with permitted use of funds in compliance with procurement legislation;

This indicates that there are effective administrative arrangements and systems and processes in place with regards to compliance, statutory requirements, reporting requirement and judicious exercise of power by those charged with governance oversight.

Governance Assessment Report

Under Governance Assessment, Council was assessed under the different key indicators below and managed to obtain as core of 95.11%. A room for improvement was noted under relationships management as well as Performance Management System.

KEY PERFOMANCE AREAS	MAXIMUM SCORE	SCORE ACHIEVED	PERCENTAGE
Effective Political Leadership	70	70	100%
Conflict Management	25	25	100%
Appropriate Image Promoted	15	15	100%
Relationship Management	30	21	70%
Compliance with Standing Orders/ UGA/ Circulars	25	25	100%
Procurement Management	10	10	100%
Performance Management Systems	15	13	87%
Competency Based Recruitment	20	20	100%
Land and Human Settlements Management	15	15	100%
TOTAL POINTS	**225**	**214**	
SCORE ACHIEVED		**95.11%**	

7.0 Service Delivery

7.1 Policy Formulation

The Council has started the process of reviewing and preparing Council policies to ensure that the environment is well managed and control. At by the end of the reporting period there policies were at procurement stage, and by the time of compiling this report, the project was at 90% completion, however the completion date is realised in the financial year 2025-2026.

7.2 Branding and Marketing Plan

Siteki Town Council, in line with the her 2024-25 budget programmes has called for qualified consultants to assist with the preparation of marketing and branding of Siteki Town. This follows the plan lapse of the 2019-2024 plan which has been implemented for a period of 5 years. Brand marketing strategy is a long-term plan whose purpose is to increase a brand's position and positive perception in the market. The strategy can include several media channels, campaign types, and a variety of tactics to reach its goals. Likewise, the municipality would love to improve its footprint in the market in terms of branding, interactions and perception. The project was at procurement at the end of the reporting financial year, and by the time of compiling this report it was at 90%. This plan is anticipating to assist the town address gaps that makes the town unattractive to all citizens regardless of their gender, age, purpose of being in town etc.

7.3 Formulation of Integrated Development Plan

The Council was due for preparation of her 5 year after approval of the Town Planning Scheme. Siteki Intergrated Development Plan 2025-29 formulaton commenced in November 2023 and was awarded to SAMKHO Consultants . The project went through drafting and validation by stakeholders in the Month of 2024 . After successful validations the IDP was approved by Council for implementation and submission to the Ministry. It is worth noting that all development in Siteki shall be be in line with the IDP.

7.4 Twinning

Siteki Town Council took a strategic decision to partner with Vuvulane Town. The two towns signed an MOU to this effect. The main aim of this twinning is to Facilitate reliable service delivery by both parties through sound infrastructure, protection of the environment, promoting health and safety, and the promotion of sustainable economic growth, inclusive of social development. The two towns collaborated in the following areas:

- Information Sharing
- Human Capital Sharing
- Sharing Plant and Equipment
- Sharing Professionals/consultants' engagement where possible
- Sharing of Wellness Activities
- All other Special contracts that will be needed by either party

Mayor Vuvulane and Mayor Siteki Signing and MOU while Siteki CEO and Acting CEO Vuvulane witnesses

7.5 Customer Service

Siteki Town Council was nominated in customer service award for 2024. Council manager to get an award for being the Municipality of the year 2024. This came as a challenge for the local authority to keep up to the expectations of the citizens as per their voting for the town. The Council have other programme that seeks to improve customer service, this includes introduction of digital based application forms within our newly developed website.

8.0 Major Challenges

8.1 Financial Constraints

Rate payers continue to struggle to afford property rates. A lot of properties have issues which are still being finalized by the Master of High Court following the demise of property owners. Most vacant property owners are not traceable, and their registered post office box numbers are non-functional, leading to issued invoices and statements being rejected back to the office from the post office.

Rate payers are reluctant to pay their property rate due to lack of knowledge about importance of paying rates. Property owners want Council to provide services first. However, lack of Council own plant makes some maintenances, such as road maintenance to be costly.

Council has continued to have financial constraints which has a negative impact in terms of implementing some programs and projects as budgeted for in year 2024/2025. This was due to a lack of CIP grant in 2024/2025 financial year, and council had to compromise implementation of planned programs during the year.

8.2 The shortage of heavy plant such as TLB, grader and dozer continue to be a challenge for Siteki urban as we are unable to timeously do road related infrastructure repairs. This challenge is also compounded by the fact that machinery from the Ministry is not readily available to assist and when available, it also suffers from frequent breakdowns as some of the machinery has exceeded its life span.