



DEPARTMENT OF TOURISM: RESPONSES TO THE RECOMMENDATIONS OF THE PORTFOLIO COMMITTEE ON TOURISM (as well as the Select Committee on Trade and Industry, Economic Development, Small Business Development, Tourism and Employment and Labour) AS PER THE REPORT ON OBSERVING THE TOURISM DAY CELEBRATIONS AND OVERSIGHT WORK AT HOWICK IN KWAZULU-NATAL SEPTEMBER 2019

RECOMMENDATIONS TOURIST SAFETY AND SECURITY	RESPONSIBLE	RESPONSES
<p>The Minister of Tourism is requested to give feedback to the committee on the recommendations by no later than 31 March.</p> <p><i>It is recommended that the Minister of Tourism engages the MEC for Economic Development, Tourism and Environmental Affairs in Kwazulu-Natal to engage UMngeni Local Municipality to: (page 30 of ATC no 94 dated 4 November 2019)</i></p> <p><i>The Provincial Department of Economy Development, Tourism and Environmental Affairs was consulted</i></p>	<p>Co-ordinated by the uMngeni Local Municipality</p> <p>Province- Department of Economic Development, Tourism and Environmental Affairs. (EDTEA)</p> <p>Department of Tourism: Destination Development. (DD)</p>	<p>uMngeni Local Municipality has developed a proposal for the appointment of a service provider to develop Howick Precinct Plan.</p> <p>The department (Branch: Destination Development) has furnished the municipality with a copy of guidelines on the development of precinct plans. In addition, a workshop on the guidelines or precinct methodology will be conducted. The Peer Learning Network workshop for KZN was held on the 14-15 August 2019 at SALGA House, Durban. Unfortunately, the uMngeni Local Municipality was not represented.</p>
<p>9.1 Develop the Howick Falls Precinct Development Plan, and provide the feedback report on the execution of the Plan, and report to Parliament on quarterly basis.</p> <p>See no 5 page 16</p>		

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<p>9.2 Provide monthly progress reports to all affected tourism stakeholders, including Parliament.</p>	<p>Co-ordinated by the uMngeni Local Municipality (Mayor)</p>	<p>UMgungundlovu Economic Development Agency (Entity of UMgungundlovu District Municipality) has submitted a proposal to the Provincial Department and in response; the provincial department has set aside a budget of R 5 million for the regeneration of the precinct during the 2020/21 financial year. The project will be implemented through the District Municipality and one of the key deliverables will be to conduct needs analysis following the appointment of the Professional team of experts.</p> <p>The process that followed the engagement of the Portfolio Committee on September 26, 2019 was as follows:</p> <p>The provincial department submitted the report of the deliberations from the stakeholder engagement with a recommendation to establish IGR Task Team and such approval was obtained from the MEC for Economic Development, Tourism and Environmental Affairs to establish the Howick Falls Precinct Intergovernmental Task Team.</p> <p>Subsequently a letter was sent to all stakeholders to nominate their representatives who would then serve in the Task Team. This process was only completed by beginning of March 2020.</p> <p>This platform will be utilized to provide feedback. The Task Team will meet quarterly during the planning process and once the development commences, it will meet on a monthly basis.</p> <p>The first meeting was scheduled for 20 March 2020 but due to the COVID-19 interventions, it was postponed.</p>

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		<p>The IGR Task Team meeting was rescheduled and subsequently convened on 02nd September 2020. At the meeting UMgungundlovu Economic Development Agency (UMEDA) shared a presentation on Howick Falls Precinct Development Plan and Surroundings including Mpophomeni. Similarly uMngeni Local Municipality provided a verbal update on progress regarding interventions by the Municipality to improve infrastructure, safety and security and address issues of resettlement of local residents amongst others.</p>
<p>9.3 Develop the Transformation Oversight Intensification Action Plan.</p>	<ul style="list-style-type: none"> • District and uMngeni Municipality • Provincial Department of Economic Development, Tourism and Environmental Affairs 	<p>While appreciating that the matter is not within the Department's direct responsibility, an offer was made to the municipality for support in setting up such a structure through the department's Directorate: Tourism B-BBEE Transformation. Department awaits the municipality's formal initiation of the process in this regard.</p>
<p>9.4 Provide feedback on the plan to declare Howick Falls as National Heritage Site.</p>	<p>uMngeni Local Municipality</p>	<p>It has been established that, the site was never nominated for declaration; however, the department has provided the assistance to the municipality through provision of guidelines on the declaration of heritage sites.</p> <p>The uMngeni Local Municipality as the custodian of Howick Falls needs to initiate the application, with SAHRA, for grading and declaration for heritage status of the site.</p> <p>The Department has provided the National Heritage Resources Act (1999) (guidelines for grading and declaration of heritage resources) and contacts</p>

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9.5 Identify all pieces of Legislation that prohibit / hinder growth of tourism businesses in South Africa.	Portfolio Committee on Tourism	of the South African Heritage Resources Agency (SAHRA) to uMngeni Local Municipality. Not for the Department
9.6 Avail RDP houses for the resettlement of the informal community currently residing in the Howick Falls precinct.	Coordinated by uMngeni Local Municipality	Housing is not the mandate of the Department of Tourism. The Department of Human Settlement has allocated funding for stage 1 & 2 of Khayelisha Housing Project and internal processes have been finalised. The sewer pump station has been completed and handed over the uMgungundlovu District Municipality and that; UDM will provide water to the communities. Approval of storm water upgrade has been attained from KZN Department of Transport.
9.7 Provide seed capital for development of tourism in Villages, Townships and Small Towns (dorpies).	Facilitated by the three spheres of government led by the Department of Tourism -	There are no specific seed capital set aside for Villages, Townships and Small Towns. These areas can access all current funding mechanisms e.g. Tourism Incentives and SMME funds. Applications to the Tourism Transformation Fund of the department can be made by individual businesses as per the criteria applicable to the fund. To date, no applications were received from this area. Although not specific to seed capital, the KZN EDTEA has established the Operation Vula Fund where businesses from Villages, Townships and Small Towns can apply for funding. The Adjudication process is in final

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<p>9.8. Set aside a budget of R5 million for the Gorge Walk Restaurant and make qualification criteria easy for local participation.</p>	<p>Coordinated by the uMngeni Local Municipality</p>	<p>Please also refer to response in 9.1</p> <p>EDTEA has set aside a budget of R 5 million for the 2020/21 financial year for the development of the entire precinct including Mphohomeni Tourism Experience and Gorge Walk Restaurant.</p> <p>uMngeni Local Municipality has developed the Terms of Reference that outlines the scope of work to be undertaken.</p> <p>The implementation will be done through UMEDA as an implementing agent and one of the conditions will be to utilize local businesses.</p> <p>Due to COVID -19 all capital work will be suspended.</p>
<p>9.9 Ensure that the Municipality makes the Gorge Walk Restaurant a viable entrepreneurial venture based on a sound business model, based on a Public Private Partnership model instead of a volunteer model, and</p>	<ul style="list-style-type: none"> • Coordinated by the uMngeni Local Municipality • KZN Department of Economic development, Tourism and Environmental Affairs. 	<p>The Department's Enterprise Development Programme has four (4) incubators, none of which is in the KZN Province.</p> <p>Support provided on request to "Women In Tourism" members in the area. Individuals are also encouraged to apply to the Tourism Transformation Fund as per applicable criteria.</p>

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<p>provide support and assistance to the appointed business operator for the Gorge Walk Restaurant to ensure sustainability</p>		<p>During 2019 financial year, EDTEA in collaboration with SEDA has supported sic (6) Homestays owners from Mphophomeni Township with training on business management, marketing and general operations. The homestays owners were also exposed to benchmarking exercise, which enabled them to interact with homestays owners from Limpopo and Eastern Cape where they learnt best practices.</p> <p>Should the municipality like to pursue the Public Private Partnership (PPP) route they are advised to contact the Provincial department for guidance.</p> <p>Upon the completion of the entire precinct development plan, various business opportunities will be identified. The municipality through their internal SCM processes will identify suitable business operator's taking into cognizance the need for transformation. If there is a need for a PPP the provincial treasury will be engaged.</p>
<p>9.10 Mobilise volunteers to clean the Howick Falls precinct.</p>	<p>Coordinated by uMngeni Local Municipality Department of Tourism</p>	<p>A clean-up campaign led by uMngeni Municipality Mayor and Deputy Mayor was conducted. A permanent team to clean Howick Waterfalls Falls on regular basis has been deployed to the site.</p> <p>A clean up campaign was also launched on 6 December 2019 by the Deputy Minister of Tourism and the Deputy Minister of Environmental Affairs, Forestry and Fisheries</p> <p>The Good Green Deeds Campaign is relevant to tourism in that it is vital to keep tourism attractions clean and attractive. The Women in Tourism (WIT) KZN Chapter committed to partake in the clean-up in and around the</p>

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<p>9.11 Interact with the Department of Basic Education to develop a schedule for school tours to Howick Falls to boost domestic tourism and improve statistics</p>	<p>Coordinated by District / Municipality KZN Provincial Department of Education Department of Tourism</p>	<p>Presently there is a partnership between EDTEA and the Department Basic of Education whereby educators and learners are exposed to various tourism attractions, which include Howick Falls Precinct. On completion of the development, educators and learners within ulMgungundlovu district will be exposed to the programme with the view to promote a culture of travel. The department (Domestic Tourism Facilitation) will in the 2020/21 financial year partner/meet with the Department of Basic Education to encourage school tours to local tourist attractions. The department would have covered this under the Youth Initiative to promote Domestic Tourism but due to COVID-19 this is unlikely to happen.</p>
<p>9.12 Establish Howick Non-racialism Action Plan for tourism growth and development for the benefit of all stakeholders.</p>	<p>The mayor of uMngeni Local Municipality</p>	<p>The Howick Precinct Intergovernmental Task Team will also look at this matter working with the mayor and management of uMngeni Municipality.</p>

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<p>9.13 Establish an Intergovernmental Relations (IGR) forum to meet quarterly to discuss tourism issues and development.</p>	<p>Coordinated by Provincial Department of Economic Development, Tourism and Environmental Affairs</p>	<p>In this regard the department did receive a letter (Dated 19 November 2019), from the Acting HOD of the Department of Economic Development, Tourism and Environmental Affairs (EDTEA) from the KZN Province stating that the MEC for Economic Development Tourism and Environment Affairs has approved the establishment of an Intergovernmental Task team to consider the issues and develop an action plan for implementation. Subsequently Chief Director: Tourism Integration at the National Department was nominated to serve as a member on this committee.</p> <p>EDTEA has received all the nominations by end of February 2020 and established an Intergovernmental Task Team. The first meeting was scheduled for the 20 March 2020. The meeting was postponed due to COVID- 19. A new date will be determined and communicated to key stakeholders.</p> <p>In essence, there are two separate committees – the Forum which falls under uMngeni LM and the EDTEA established IGR Task team which is meant to oversee the regeneration of Howick Falls development.</p> <p>The IGR Task Team Meeting was convened on 02/09/2020</p>
<p>9.14 Erect an interim steel barrier on the edge of the Howick Falls to protect the life and limb of vulnerable communities from falling in the Falls (while resettlement programme is still under way).</p>	<p>uMngeni Local Municipality</p>	<p>The Municipality has not budgeted for steel fencing, however, the request for inclusion on the re-adjustment processes in January 2020 will be proposed to the Council.</p> <p>The Municipality has since mobilised funding to erect a fence around the tourism office and it is in the process of procurement of a service provider to erect a steel barrier on the edge of the falls.</p>

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<p>9.16 Engage the Provincial Police Commissioner to provide visible policing in the Howick Falls precinct whilst planning a comprehensive tourist safety strategy (Roll-out of tourism safety initiatives).</p>	<p>Coordinated by South African Police Service (SAPS) Department of Tourism (Safety Monitors)</p>	<p>The SAPS together with uMngeni Municipality Traffic Unit conduct regular patrols at the Falls. With the establishment of the envisaged Howick Falls Forum, regular reports on safety incidents will be tabled for monitoring and inputs.</p> <p>Four Tourism Safety Monitors were placed at Howick Waterfalls and four were placed at the Madiba Capture Site (See also 9.19)</p> <p>In the week of the 12th Dec there was a joint statement from the Minister of Tourism and Minister of Police to collaborate on safety issues. The Tourism Monitors will in future undergo training through SAPS.</p> <p>In the current financial year uMngeni LM has extended the contracts of the safety monitors to reinforce safety and security at the sites.</p>
<p>9.17 Provide names of the Villages, Townships and Small Towns (Dorries) available in KwaZulu-Natal Province to get information such as the digital footprint of history of rural areas.</p>	<p>Coordinated by the Portfolio Committee on Tourism, KwaZulu-Natal Legislature</p>	<p>The Department of Tourism does not have access to information on all village, Townships and Small Towns</p> <p>This information should be available from COGTA and the Demarcation Board, department of Health, Basic Education and SASSA and the IEC and most possible the Department of Rural Development and Land Reform. The Portfolio Committee (NA) also requested the NHTL to assist in this regard.</p>

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9.18 Ensure that the hospitality industry prioritises South Africans in the tourism job opportunities. (Howick)	To be facilitated by the local tourism businesses led by the Howick UMngeni Community Tourism Organisation (HUCTO) and the Howick Falls Forum	One of the key functions of Howick Falls Forum is to ensure that there is transformation and locals are prioritised for employment and business opportunities. The Intergovernmental Task Team will engage with local businesses, the Department of Labour as well as the Department of Home Affairs in this regard.
9.19 Deploy the EPWP recruits as Tourist Safety Monitors.	To be facilitated by UMngeni Local Municipality in consultation with the Department of Tourism	Refer to 9.16 As of October 2019, Tourism Monitors have been deployed to four (4) tourist attraction sites in KZN That includes Howick Waterfall and the Mandela Capture Site.
9.20 Improve the Mpophomeni Tourism Centre by completing the construction of the Amphitheatre, providing office equipment, and paving.	To be facilitated by UMngeni Local Municipality and the provincial Department of Economic Development, Tourism and Environment.(EDTEA)	In order to ascertain the needs of the Mpophomeni Tourism Centre, the Municipality will engage relevant stakeholders. Based on the needs analysis report, a proposal for consideration during re-adjustment budget processes of the Municipality was to be tabled between December 2019 and January 2020. Furthermore, the Mpophomeni precinct will be considered during the development of Howick Falls Precinct. However, the budget set aside might not be adequate. The operators on Mpophomeni were encouraged to apply to Operation Vula. The Department of Tourism does not have a budget to contribute to this.

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9.21 Provide proper signage for the Mpophomeni Tourism Centre.	To be facilitated by uMngeni Local Municipality and the Provincial Department of Economic Development, Tourism and Environmental Affairs (EDTEA).	The Municipality is currently facing financial constraints, the matter was not included in the initial budget, and however, it will be proposed for inclusion in the re-adjustment budget process. The installation of signage will be considered by EDTEA to form part of the precinct development when the project commences with implementation.
9.22 Engage the Department of Public Works to avail the adjacent land to the Mpophomeni Tourism Centre for the establishment of the Agripark with a weekly farmers' market and related activities.	<ul style="list-style-type: none"> • To be facilitated by uMngeni Local Municipality and the Provincial Department of Economic Development • UMgungundlovu Economic Development Agency • Department of Agriculture and Rural Development • Ingonyama Trust • Intergovernmental Task Team 	It still has to be been established to whom the land belongs. The Municipality to engage the owner with the possibility of availing land for an Airpark. Progress on engagements will be reported and communicated.
9.23 Develop a long-term Mpophomeni Tourism Business Plan.	<ul style="list-style-type: none"> • To be facilitated by UMngeni Local Municipality and • To be facilitated by Zulu Mpophomeni Tourism Experience supported by Umngeni Municipality 	The Municipality has no funds available for the development of the Mpophomeni Tourism Business Plan. Thus the EDTEA should make sure it is part of the bigger plan of the regeneration of Howick Falls district. Mpophomeni will have to be considered during the needs analysis process prior the appointment of the Professional Team to undertake the actual development.
9.24 Provide access control measures at the Howick Falls precinct gate to monitor access to the attraction site.	To be facilitated by UMngeni Local Municipality and SAPS	Municipality to consider the proposal and its practicality

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<p>9.25 Appoint full-time tourist guide who will provide site guiding at the Howick Falls precinct</p>	<p>UMngeni Local Municipality</p>	<p>EDTEA: The issue of hiring a full time tourist guide should be considered after the completion of the precinct development taking into cognizance the issue of demand. The appointment of a full time Guide /s will not be a problem if there is a need for such an opportunity however that will need engagements between the CTO and Local municipality.</p> <p>The Department of Tourism does provide training for Tourist Guides and it will assist working with key stakeholders</p>
<p>9.26 Develop proper and dedicated recreational facilities such as a circuit for spinning cars or drifting to take away such activities from the Howick Falls precinct</p>	<ul style="list-style-type: none"> • uMngeni Local Municipality • Department of Economic Development, Tourism and Environmental Affairs 	<p>To be considered during the planning phase</p> <p>The Department of Tourism (Destination Development) is not responsible for Precinct or Masterplan processes, the department will simply support the work being done by local government and the Province.</p>
<p>9.27 Provide capacity building/training programmes for Mophomeni tourism service providers to modernize their business in order to provide high quality tourism products</p>	<ul style="list-style-type: none"> • uMngeni Local Municipality; • Provincial Department of Economic Development, Tourism and Environmental Affairs • Department of Tourism. (TSSSS) 	<p>The service providers in the area will be encouraged to access capacity building programmes through the Departmental of Tourism website. www.tourism.gov.za</p> <p>Hospitality Youth Training Programme (24 for KZN) However, no applicants applied from the uMngeni Local Municipality area.</p> <p>In addition, they should contact the Provincial Department to access various other opportunities like Operation Vula,</p> <p>Operation Vula Fund is a grant funding initiated by EDTEA with a view to assisting SMMEs with funding for initiatives within the department's priority</p>

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		<p>sectors as well as initiatives which promote innovation, value addition and beneficiation. These sectors include but are not limited to manufacturing, agro-processing; renewable energy; tourism; clothing and textiles; wood and wood products; arts, crafts, cultural and creative industries; information and communications technology; maritime; transport and logistics. The policy will also promote a fair spread of projects in the province and support economic development initiatives which are part of municipal IDP/LED plans and national and provincial strategies. Applications are open in each FY and it is published and the MEC also conducts community engagements to spread to word and also encourage communities to apply.</p>
<p>ADDITIONAL INFORMATION</p>		
<p>Other initiatives initiated by the Department for KZN</p>	<p>CAPACITY BUILDING PROGRAMMES in KZN – All youth from KZN could apply</p> <ul style="list-style-type: none"> • NYCTP: 56 youth ending December 2020 • HYTP: 575 completed in March 2020 • Sommelier: 68 ending June 2020 <p><u>Tourism Monitors 2020/21 (EPWP)</u></p> <ul style="list-style-type: none"> • Howick Waterfall and Nelson Mandela Capture Site. • 8 (4 each site) Tourist Monitors are placed. <p><u>Women in Tourism (WIT)</u></p> <ul style="list-style-type: none"> • This was in preparation for the clean-up campaign. 	

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<p>6 December 2019 Howick Good Green Deeds awareness campaign and Izimbizo Programme</p>		<p>The Department of Tourism through the WIT Programme identified an opportunity to collaborate with the Department of Environment, Forestry and Fisheries. To drive the implementation of the Thuma Mina Good Green Deeds Awareness campaign in areas close to tourism attractions in all provinces.</p> <p>The Good Green Deeds Campaign is relevant to tourism in that it is vital to keep tourism attractions clean and attractive. The Women in Tourism (WIT) KZN Chapter committed to partake in the clean-up in around the Howick Waterfalls.</p> <p>This is also aligned with the outcomes of the PC on Tourism Oversight visit to the Howick Waterfalls and Masimpulelo and attendance of the International Tourism Day celebrations at Mandela- Capture site on 27 September 2019.</p> <p>It was then proposed to host an Izimbizo with the Department of Environment, Forestry and Fisheries. Deputy Ministers Fish Mahalela of Tourism and Deputy Minister Makhotso Soyu of Environment, Forestry and Fisheries addressed the community on 6 December 2019.</p> <p>There was again a commitment from the Mayor of uMngeni Local Municipality that the Tourism Master Plan will be availed to the Tourism Ministry not later than January 2020. (Don't know if it was submitted)</p> <p>The Women in Tourism KZN Chapter, Tourism Safety Monitors and the Thuma Mina Brigade and Working on Fire Team (Good Green Deeds Programme) cleaned the area around the Howick Waterfalls. Deputy Minister Mahalela emphasized the importance of keeping Howick Waterfalls and all other tourism attractions in the area clean and free from litter.</p> <p><u>The community raised the following issues:</u> Skills development, high unemployment rate of the youth, lack of safety and crime in Howick and surrounding areas and illegal dumping. It was also requested that the statue of the a memorial stone of Nokulunga Gumede near Mpophomeni should be renovated, a Community hall and music studio and theater for art performances – Deputy Minister said he will refer it to the Minister of Sports and Arts and Culture (It can also be part of the Masterplan)</p>