

## Western Cape CMAP Basic Services Report

March 2012 – July 2012



*The Black Sash - in partnership with the Social Change Assistance Trust or SCAT - launched the national Community Monitoring and Advocacy Project or CMAP in 2010 in a bid to help **improve government service delivery**, with a particular focus on poor and vulnerable communities in South Africa.*



*\* "This document has been produced with the financial assistance of the European Union. The contents of this document are the sole responsibility of the Black Sash and can under no circumstances be regarded as reflecting the position of the European Union."*

## Acknowledgements

The Black Sash would hereby wish to thank the following community monitors and their respective organisations who volunteered their time to monitor COGTA and various municipalities in the Western Cape.

<ul style="list-style-type: none"> <li>• Athlone District Advice Office</li> <li>• Community in Action (CIA)</li> <li>• George Advice Office</li> <li>• Heideveld Advice Office</li> <li>• Sandveld Local Development (SALDA)</li> <li>• Theewaterkloof Agency for Social Transformation and Economic Development (TASTED) – Riviersonderend Advice Office</li> </ul>	<ul style="list-style-type: none"> <li>• Botrivier Advice and Development</li> <li>• Daric Advice Office Mossel Bay</li> <li>• Gugulethu Paralegal Advice Office</li> <li>• Paarl Advice Office</li> <li>• Saron Community Advice Office</li> <li>• Ubuntu Advice Office - Oudtshoorn</li> </ul>
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Map of areas monitored March – July 2012 (stars):

In addition we also wish to thank the COGTA and various municipalities for their collaboration and openness to facilitate our monitors' access. The Black Sash wishes to thank the following organisation for their financial commitment to the Community Monitoring and Advocacy Project.



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## Introduction

The Black Sash, a human rights organisation active for the past 56 years in South Africa, works to alleviate poverty and inequality; and is committed to building a culture of rights-with-responsibilities in South Africa. We focus specifically on the socio-economic rights guaranteed by our Constitution to all living in South Africa. In this report, we particularly focus on the rights entrenched in Section 27 thereof. For more information see [www.blacksash.org.za](http://www.blacksash.org.za)

The Social Change Assistance Trust (Scat) is a veteran independent fund-raising and grant-making development agency based in Cape Town. Scat was established in 1984 to channel resources to rural communities. Scat works in partnership to support local non-profit community-based-organisations in their human rights work. Scat's focus is on capacity development, human rights, gender equity, HIV and AIDS awareness and local economic development. For more information see [www.scat.org.za](http://www.scat.org.za).

Our premise is that quality service is a critical factor that our society should be able to tackle even at a time of economic recession and that we, as civil society, should hold our government responsible for fulfilling its mandate and promise, that includes providing affordable, appropriate, effective services, with dignity as is promised in policy frameworks, legislation, party manifestos and service delivery norms and standards. We argue that active citizens will be able to monitor service delivery as it is experienced by people receiving these services, and by constructively engaging with government at all levels to improve these services.

It is in this context, that the Black Sash's Community Monitoring and Advocacy Project (CMAP) was conceptualised and implemented, in collaboration with other civil society organisations and networks.

The objectives of the project are two-fold:

- To assess and report on the quality of service delivery in specified government departments and municipalities across South Africa as experienced by beneficiaries; and
- To develop a system for civil society organisations and community members to hold government accountable for the principles of Batho Pele (People First) as well as specific norms and standards that govern service delivery and promise excellence.

Working closely with our partners, the Black Sash:

- Ensures widespread, visible, standardised and regular monitoring of service delivery points by Community Monitors that are selected by civil society organisation (CSO)/community based organisation (CBO) networks;
- Co-ordinates the development of the monitoring instruments and the databases; collates and analyses the monitoring information; produces and distributes regular reports to our partners and the public;
- Presents reports to the appropriate government officials in order to affirm good practice and to work together to make improvements where required.

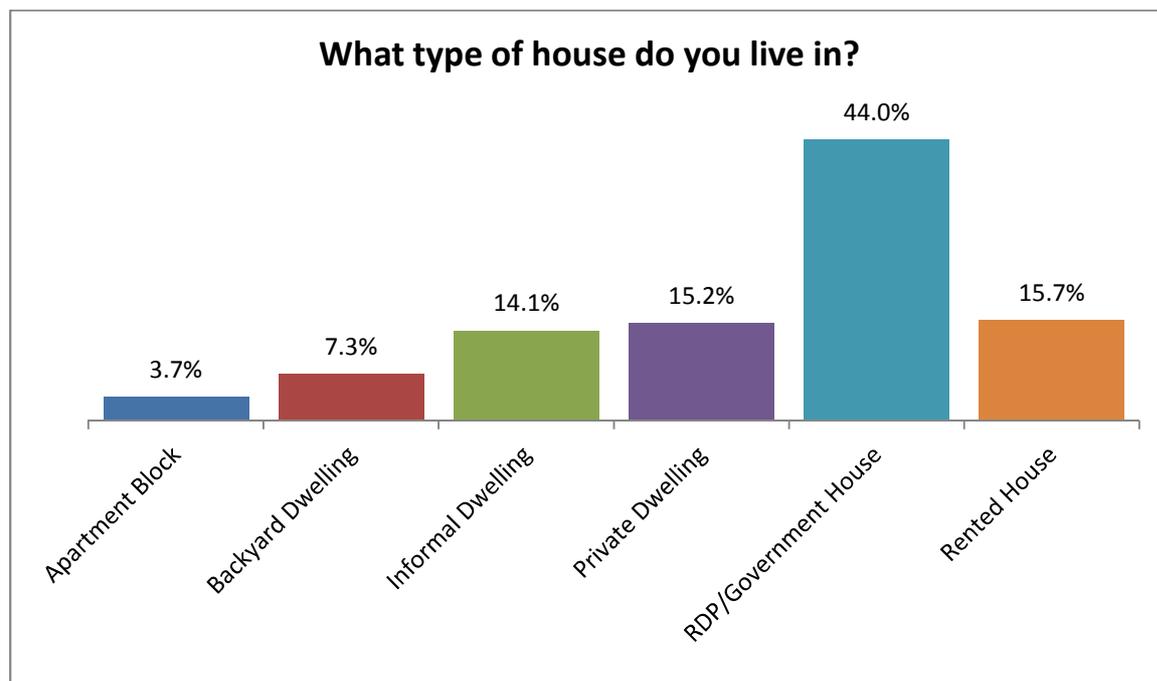
Monitors are selected by civil society networks, community based organisations and faith-based organisations and then trained to monitor selected public services using the monitoring tools. Each

of these organisations have a CMAP memorandum of understanding with Black Sash to ensure mutual accountability and to ensure that a normative framework of values and principles underpin this monitoring project. Prior to monitoring, they are also asked to sign a code of conduct. Each monitor identifies the day(s), within a specified timeframe, that they will monitor selected sites in the communities where they live or work. Once the site has been visited and assessed, the completed questionnaires are forwarded to the Black Sash for capturing and analysis. The reports developed as a result of this analysis are forwarded to the relevant government department for response within an agreed period, after which they are made available to the public.

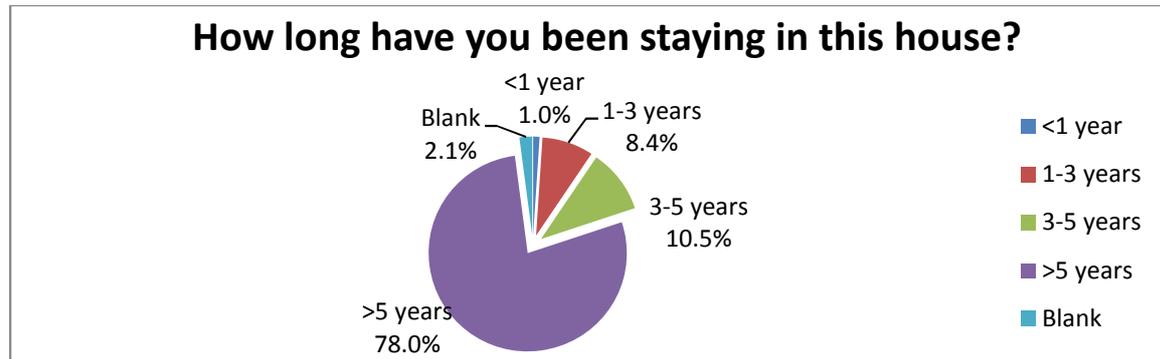
It is important to note that CMAP monitors undertake the monitoring in the areas where they live or work and that the selection of sites to monitor, depends either on where the monitoring organisation is located or where the monitor resides. No scientific formulation is used to select the geographic spread; however, we do encourage organisations that have a diverse presence to participate in the project. However, the monitoring data analysed here is real, and a reflection and perspective of the beneficiaries interviewed at the service site on the particular date of the interview. We also try to ensure the data generated through CMAP does not reflect an urban bias.

## Findings

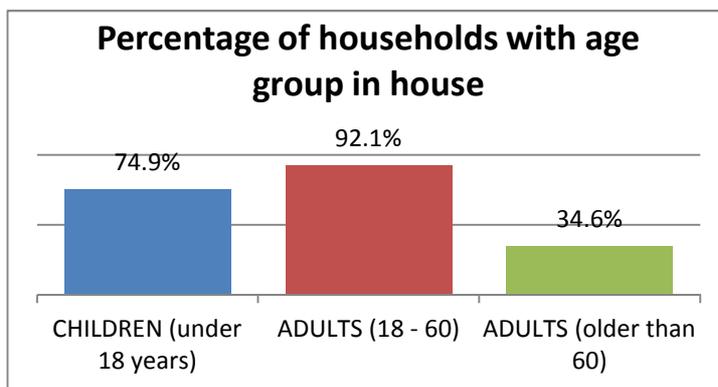
The efficiency and quality of the service provided by the **various municipalities, municipal service entities, and public entities** (or private sector entities rendering a public service) in **the Western Cape** has been monitored according to the following standardised questionnaire enquiring about access to, and the quality of **water, electricity, sanitation** and, **refuse collection**. The monitoring took place during the period of **26 March to 15 July 2012**. The findings presented in this report takes into account the experiences and opinions of **191 respondents** from **10 towns** across **the Western Cape**. Please note that the percentages provided here are rounded off to the first decimal point.



The top three types of housing in which respondents live are as follows; RDP/Government Houses (44.0%), Private Dwellings (15.2%) and Informal Dwellings (14.1%).

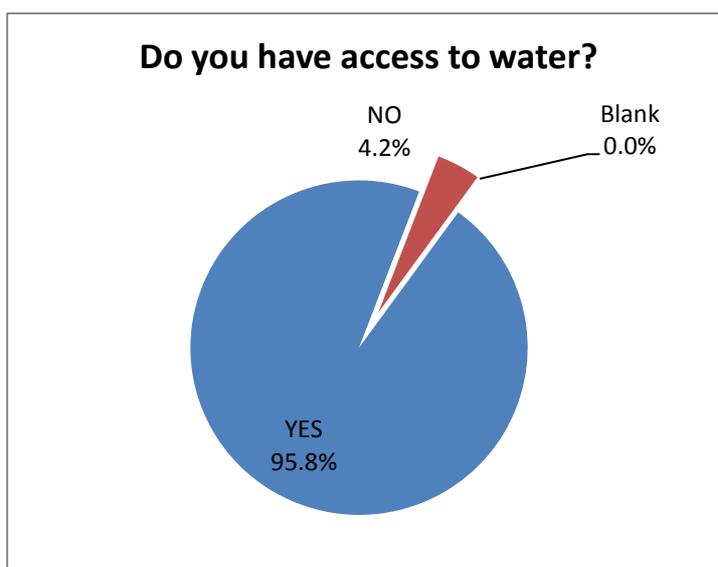


Most of the respondents lived in their homes for more than 5 years (78.0%). The respondents were also asked how many people live in the house. The minimum was one person, the maximum was eighteen. The latter was a respondent in Wellington. They lived in an RDP/Government house and there are 9 adults, 7 children and 20 elderly persons living in the home.



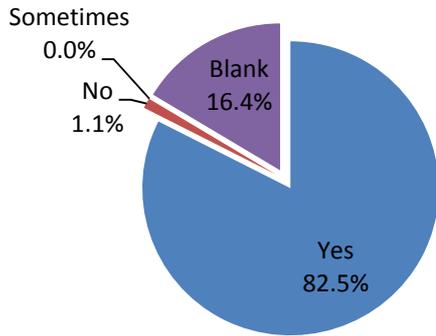
Respondents were also asked to list the age groups of the members of the household. A few of these households had all the age groups present in the home. Respondents also stated how many members of each age group were present in the house. For the 191 respondents interviewed, there were 357 children, 527 adults and 103 elderly in total living in the homes.

## Water



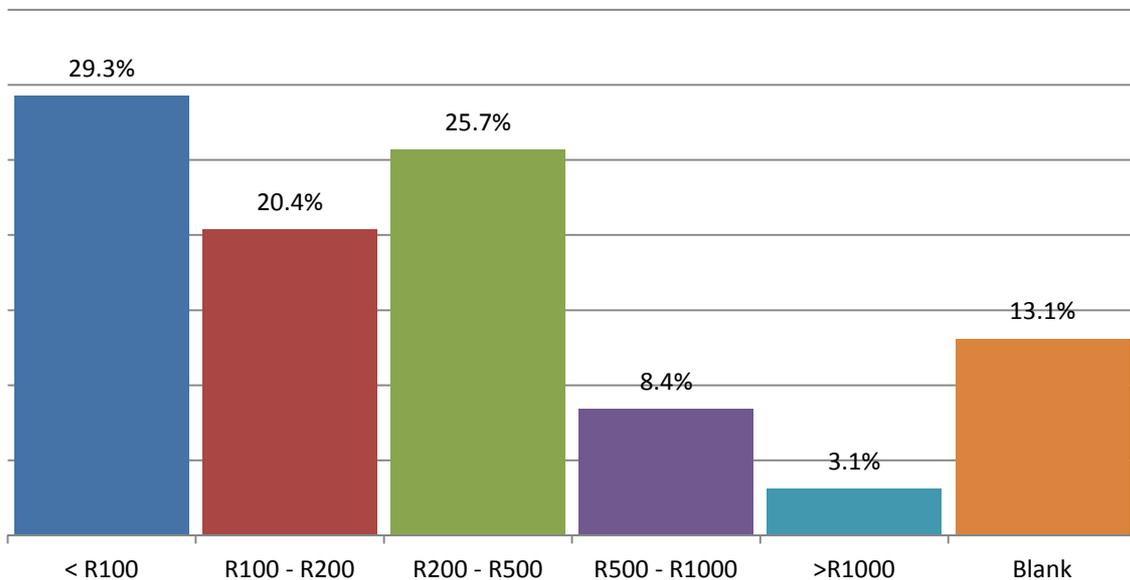
In answer to the question “Do you have access to water?” the Yes/No responses were broken down into further categories. Of those who said that they did have access to water, 72.3% had access in their homes, 12.6% in their yards, 6.8% within 200m standpipe, and 4.2% more than 200m away from their home.

### Is the water drinkable?



The respondents who did not have access to water stated that the reasons for this were: because water was cut off due to a bill (1.6%); and because water is on a drip (2.6%). The minimum quantity that a respondent received was 3 kilolitres, the maximum was no limit. It should be noted that the respondents interviewed in the Western Cape had a larger percentage of respondents with running water in their homes

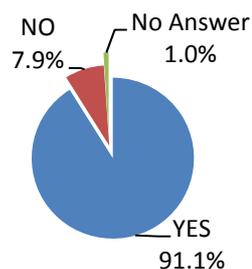
### Do you know the cost of your last municipal bill?



A large percentage of the respondents (75.4%) in the Western Cape paid less than R500.00 for their last municipal bill. 29.3% of all the respondents said that their last municipal was less than R100.00.

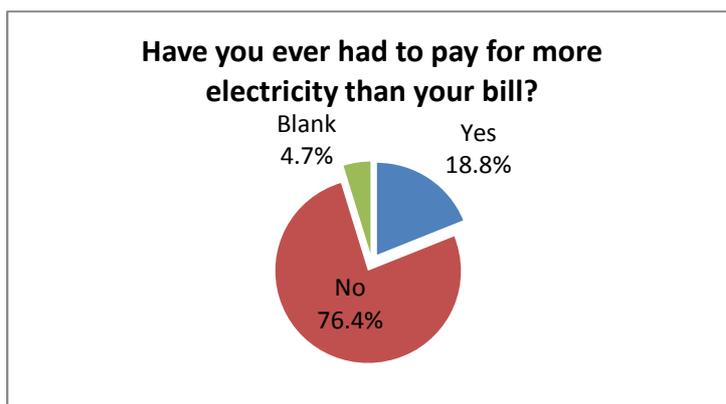
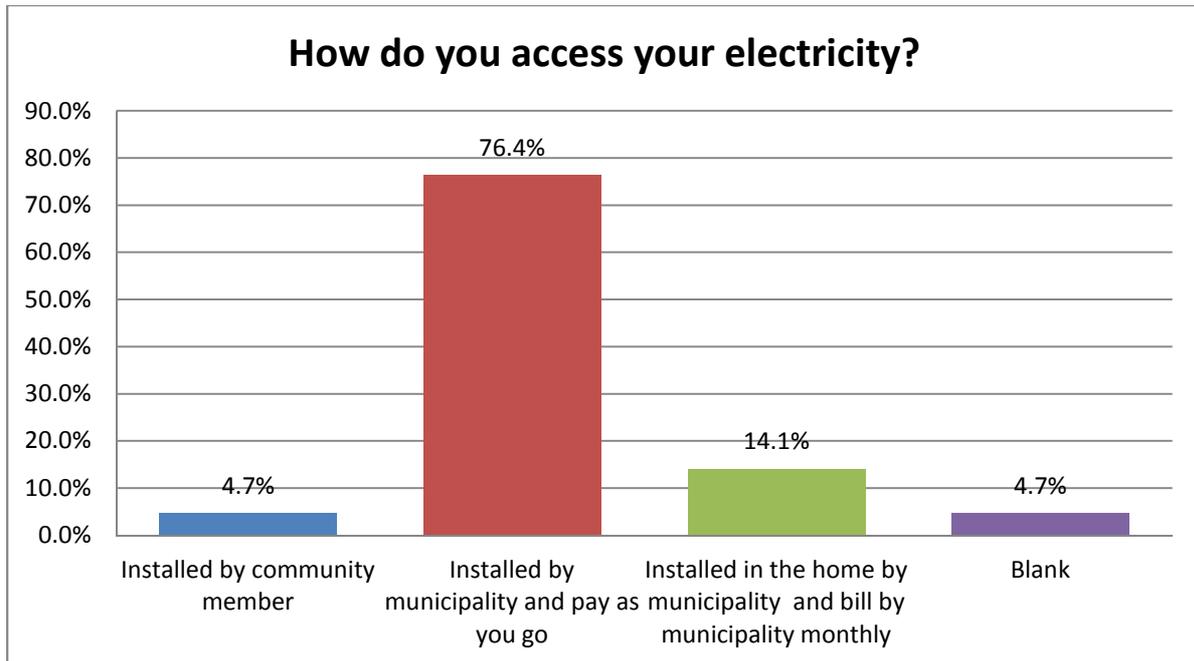
### Electricity

#### Do you have access to electricity?

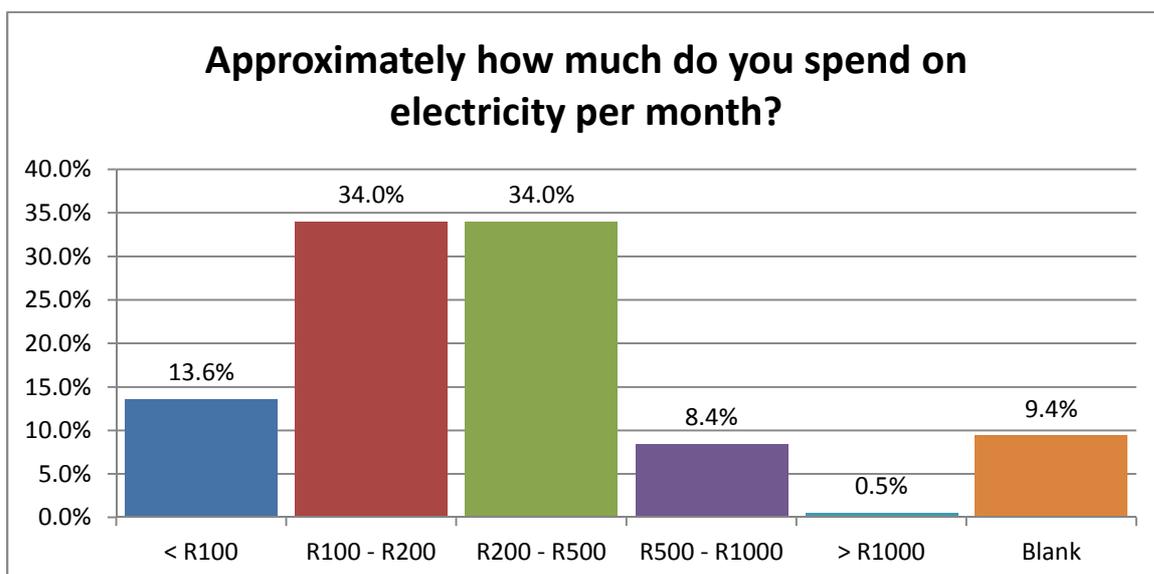


In the question “Do you have access to electricity?” the Yes/No responses were broken down into further categories. For 5.2% of the respondents the electricity was cut off due to a bill. For another 2.6% there was no infrastructure to get them access to electricity. The ‘yes’ categories were divided and answered as follows: 1.6% had enough electricity

for cooking; 0.5% had enough electricity for lighting; 27.7% had enough electricity for cooking and lighting; the majority, 61.3%, had enough for cooking, lighting, and other.

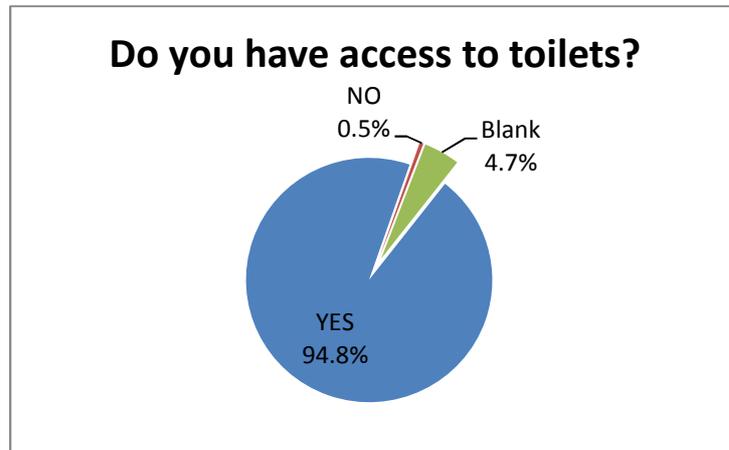


The respondents that had to pay for more electricity than their bill were asked by how much they were overcharged. The maximum was R500.00, with the minimum being R50.00. The former was a respondent from Paarl who lives in a rented house. There were six people living in the house, four adults, one child and one elderly person.

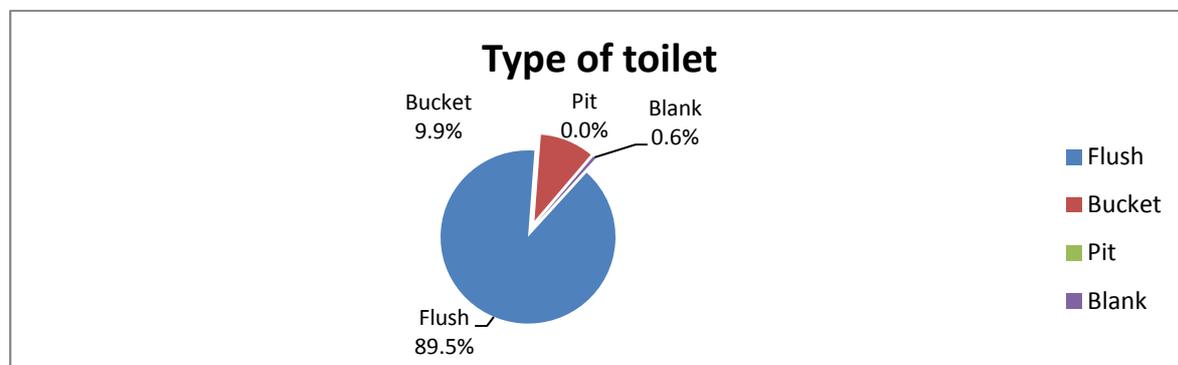


The majority of respondents (68.0%) spent approximately R100 – R500 on electricity per month. For 26.6% of the respondents, the cost of electricity per month was less than R 100.00.

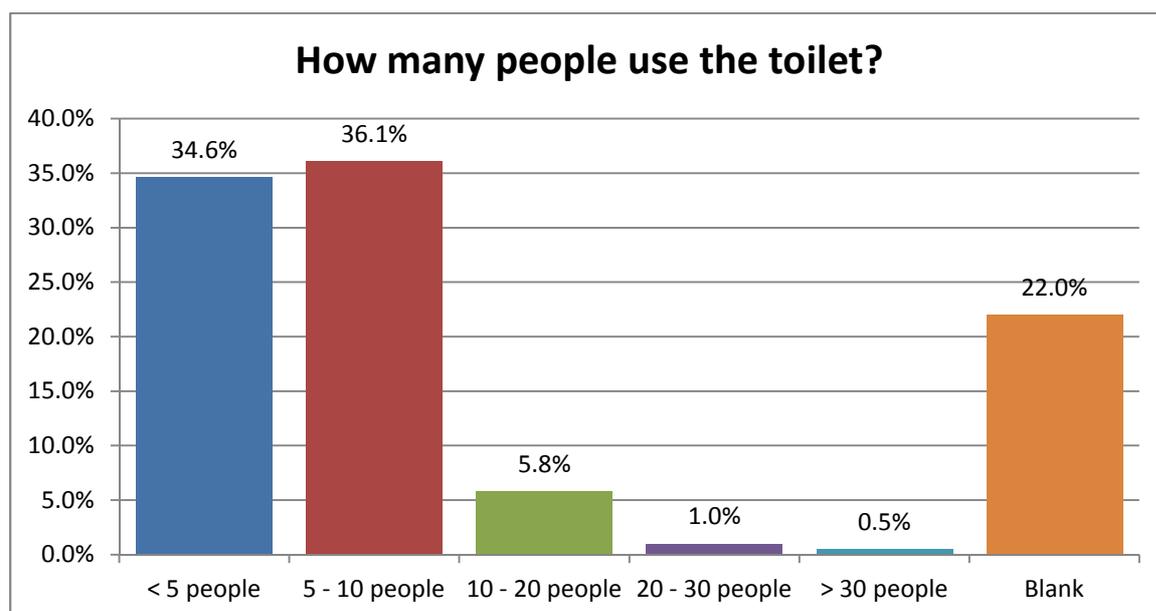
## Sanitation



The Yes/No question “Do you have access to toilets?” was further broken down. They had to specify where the toilet was situated. For 35.6% of the respondents the toilet was located in the yard, 53.9% had a toilet in the house, and for 5.2% the toilet was less than 200m away. The respondent who did not have toilet lived in a backyard dwelling in Athlone, Cape Town with four other people.



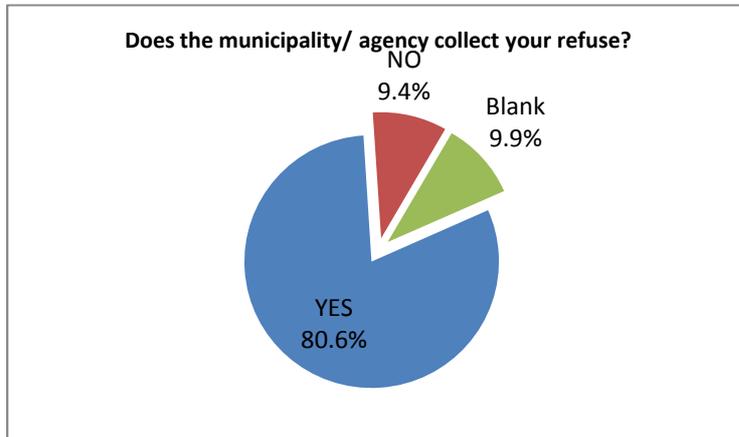
The majority of the respondents (89.5%) used a flush toilet, with only 9.9% using a bucket. The respondents who used a bucket were asked how often the municipality removed or replaced them. 5.6% if these said never, 11.1% said every day, and 72.2% every week.



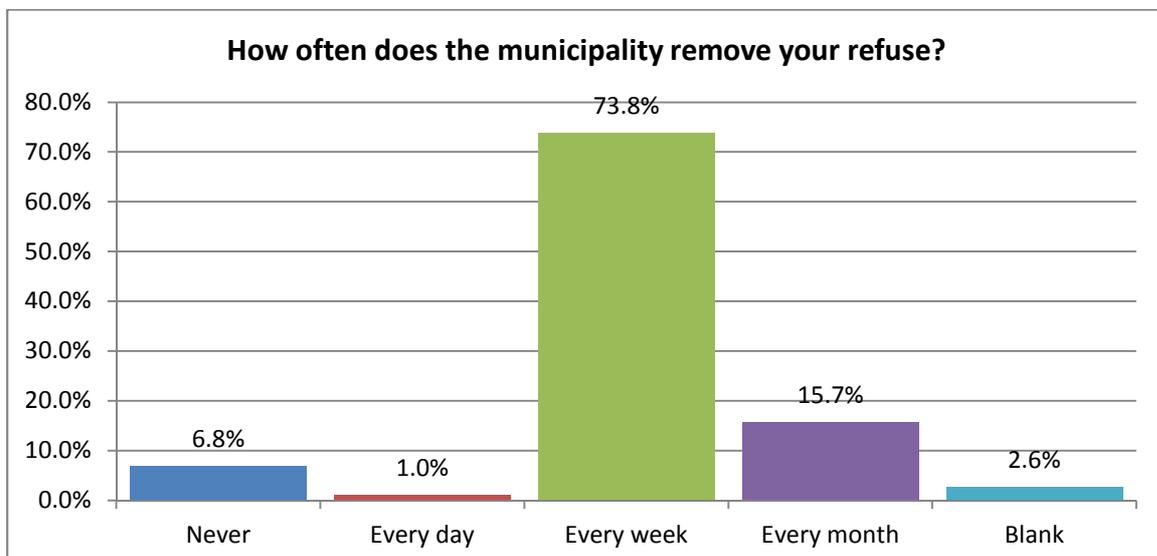
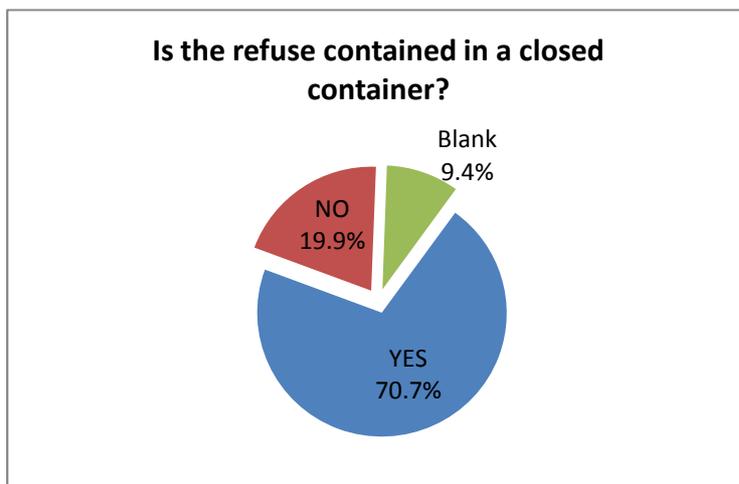
There was one respondent who stated that more than 30 people shared one toilet. They all had to share a bucket and were from Asazani, Mossel Bay.

16.2% of the respondents had to pay to access a privately owned toilet and another 2.1% had to pay to use a community toilet.

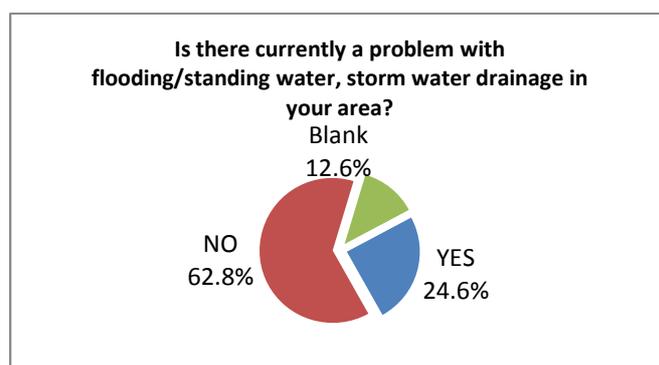
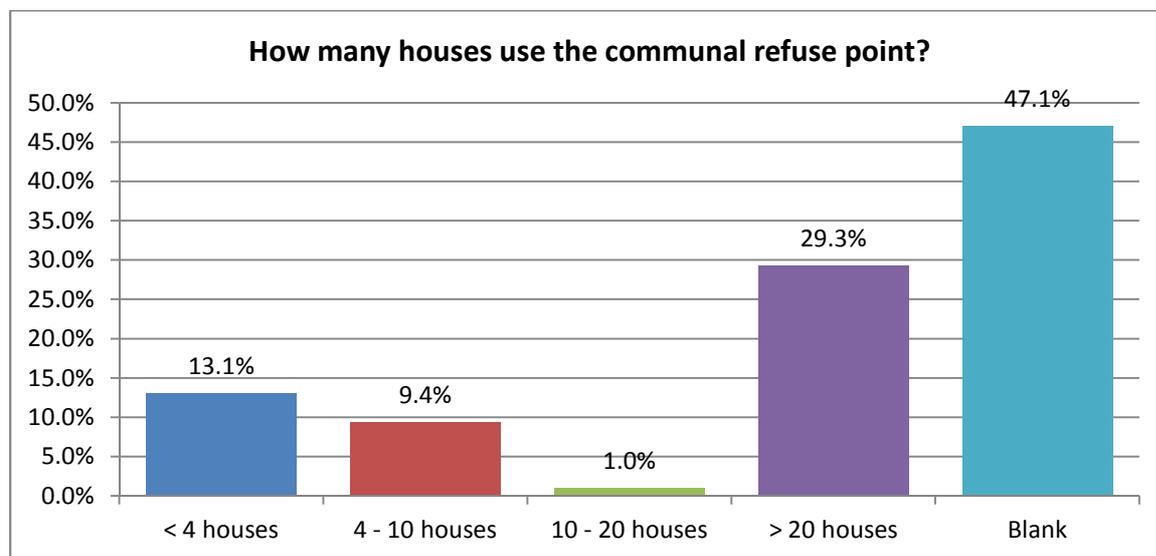
## Refuse Collection



The question regarding whether or not the municipality/agency collects the refuse was further broken down to specify where the refuse removal took place. For 73.3% of the respondents the refuse removal took place at their homes, 3.7% at a communal point less than 50 metres from the house, 1.6% at a communal point 50 – 100m from the house and 2.1% more than 200m away. The respondents who did not have their refuse collected by the municipality or an agency were asked how they disposed of their refuse. Some of the respondents disposed of the refuse in their backyard, with most placing it in a container. Of the respondents interviewed, 19.9% stated that their refuse was not contained in a closed container. 70.7% of the respondents had a closed container for their refuse.



Most of the respondents (73.8%) in the Western Cape stated that the municipality removed their refuse every week. Of the respondents who only had their refuse removed every month 96.7% had their refuse removed once a month and 3.3% 2 – 5 times a month.



The respondents that said that there was currently a problem with flooding/standing water, or storm water drainage in their area were asked how long the problem had existed. The shortest period was two weeks. One respondent in Oudtshoorn said that the problem had existed for seven years.

## Monitors' Observations

Besides interviewing beneficiaries and monitoring service sites, the monitors recorded their own observations. Some of these are listed below.

- “Have to pay weekly for drainage, no sanitation system at our specific stop three streets away and the area starts in our white area. Already talked to municipality- no money for that. Unfair to other people who don't pay for that. We are all rate payers. Electricity - person was overcharged by more than R200. After all they saw it was a late payment and the money they overcharged was already paid but late, made the payment at the Botrivier Post Office and when they came at Caledon, they showed them on the computer.” – Caledon
- “If you have garden refuse, you must pay separately which is unfair because there is a special bag for garden refuse.” – Wellington
- “Municipality do nothing to that problem. Speak to ward councillor, make promises, nothing happens so far. Problem for years already. Drainage so full, problem to neighbours to- run into their yards.” – Caledon
- “Our electricity we get from the municipality is for R10 you get 2 units because our rent is not up to date. Now you must buy daily R10.” – Wellington

- “Our rent, refuse is behind is why we cannot get our full total of units (electricity). Our water was also cut off but the people cut the pipe now the water float in the street for a whole three weeks. Now it is better again because the municipality people service the pipe.” – Wellington
- “Sometimes the refuse is collected the following week when it is holiday and if they strike it is on-going.” – Wellington
- “The water was cut off because of a broken pipe in the street. Now the municipality wants the house owners to pay.” - Wellington

## Recommendations from the Black Sash

### General

Since many of the monitoring observations and findings have taken place in rural areas of South Africa, we are aware that infrastructure challenges will take longer than in areas where this exists. A lot of work is also required to help inform residents of their rights in these areas.

However, many of the reports record blatant violations of rights and non-compliance with Batho Pele principles, regulations, norms and standards that are implemented and upheld in other areas.

Of the 6 provinces where monitoring took place, including the Western Cape, municipalities are also struggling to comply with basic service delivery, fiscal, and financial requirements. It is unacceptable that the poor and most vulnerable so often suffer the brunt of these shortcomings.

### Water

- Of the areas monitored in the Western Cape, the quality of water was not raised as an issue in this province, although a limited group of people had water cut-offs, or were on the drip-system. Nationally, the initial findings (regarding the drinkability of water) require further scrutiny and comparisons. It is important to note however that averages provided by government reports, whilst more accurate, often does not highlight the much skewed levels of access by indigent and poorer households.
- We would recommend that the concerned Chapter 9 Institutions, such as the SAHRC, and Parliament establish further mechanisms where frameworks for future statistical analyses highlight such important considerations and that civil society lobbies strongly to have progressive recommendations to access to water become a reality.
- Given that we are the 30th most water scarce country in the world, we agree with government that water status needs to be elevated as THE critical resource and primary element of decision making – and that water resources planning and management must be integrated and aligned with all growth and development, as well as social and government outcome strategies. It remains unacceptable that clinics, hospitals and places of care, as well as schools have no water at times in some parts of South Africa.

### Electricity

- Disaggregation of costs require further scrutiny, but points to electricity not being the most expensive basic service paid for by the respondents.

- The year on year increases by Eskom follows a cost recovery model that again has disproportionately affected lower income earners to the extent that an increasing number of days per month require families to use other sources of fuel for heat and cooking in particular.
- We recommend that Cabinet and the Treasury find ways to subsidise lower income earners to prevent the above phenomenon from taking root.

## Sanitation

Shortly after this cycle of monitoring took place, the report on the status of sanitation services was published – in March 2012 by the Department of Human Settlements and the DPME in the Presidency.<sup>1</sup>

The findings and recommendations in this government published document draws attention to the dire status of sanitation services in South Africa that, according to the report, requires an additional R50.3 billion in funds to correct. The report states that:

The sanitation need in South Africa may be defined as a combination of:

- service delivery backlogs (people who have never been served);
- refurbishment backlogs (sanitation infrastructure that has deteriorated beyond regular maintenance requirements);
- extension backlogs (existing infrastructure that needs to be extended to provide the service to new households in the communities)
- upgrade needs (infrastructure that does not meet the minimum standards)
- Operation and maintenance (O&M) backlogs (infrastructure that has not been properly operated and maintained, but can be adequate if funds are allocated to ensure proper operation and maintenance)

The overall conclusion of the study is that nationally, approximately 11% of households (Formal – no services and Informal – no services) still have to be provided with sanitation services (these households have never had a government supported sanitation intervention).

Additionally at least 26% (rounded) of households within formal areas disturbingly have sanitation services which do not meet the standards due to the deterioration of infrastructure caused by a lack of technical capacity to ensure effective operation, timely maintenance, refurbishment and/or upgrading, pit emptying services and/or insufficient water resources.

The startling finding is that while access to sanitation is increasing (albeit at less than an optimal pace) from a functionality and adequacy point of view, as many as 26% (or about 3.2 million households) are at risk of service failure and/or are experiencing service delivery breakdowns. Add to this the 9% (or 1.4 million households) in formal settlements that have no services and the 584 378 households or 64% of households in informal settlements making use of interim services and we get a picture of service delivery failure on a massive scale”.

<sup>1</sup> For more – see [www.sahrc.org.za/home/21/files/Quality%20of%20sanitation%20-%20Exec%20Summary%20Mar12%20\(Fin\).pdf](http://www.sahrc.org.za/home/21/files/Quality%20of%20sanitation%20-%20Exec%20Summary%20Mar12%20(Fin).pdf)

## Refuse Collection

- Every municipality should have a waste management strategy in place. Yet, many rural areas and outlying wards within municipalities – the implementation of policies should be challenged in terms of the Constitution.
- From the monitoring reports, there are nationally, high levels of non-compliance related to waste management. We strongly urge compliance of all municipalities to the National Domestic Waste Collection Standards. These are critical to reduce illnesses acquired by children playing in areas where there are unhealthy conditions.