

## Eastern Cape CMAP Basic Services Report

June 2011 – March 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.*



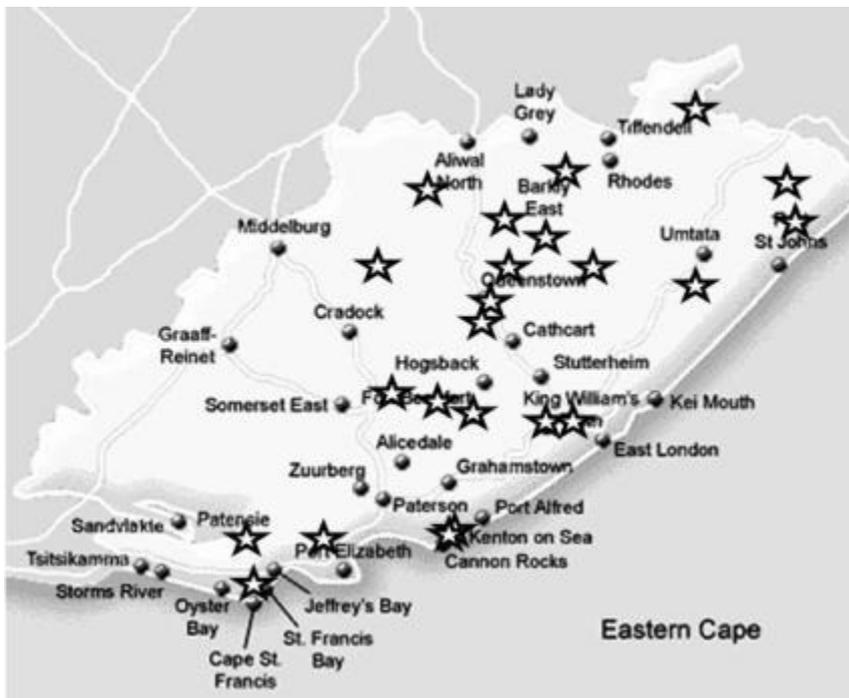
Open Society Foundation of  
South Africa

*\* "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 various municipalities in the Eastern Cape.

<ul style="list-style-type: none"> <li>• Adelaide Advice Office</li> <li>• Bedford Advice Centre</li> <li>• Burgersdorp Community Resource and Legal Advice Centre</li> <li>• Engcobo Community Legal Advice Centre</li> <li>• Hofmeyr Advice Centre</li> <li>• Interchurch Local Development Agency</li> <li>• Marselle/Bushmans Advice Office</li> <li>• Matatiele Advice Centre</li> <li>• Patensie Advice Office</li> </ul>	<ul style="list-style-type: none"> <li>• Barkly East Community Advice Office</li> <li>• Berlin Advice Centre</li> <li>• Dordrecht Advice Office</li> <li>• Fort Beaufort Advice Office</li> <li>• Indwe Legal Advice Centre</li> <li>• Lusikisiki Advice Centre</li> <li>• Masiphakameni Advice Office</li> <li>• Nonesi Advice Office</li> <li>• Qunu Community Advice Office</li> <li>• Tshatshu Advice Office</li> <li>• and others</li> </ul>
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Map of areas monitored  
June 2011 - March 2012  
(stars):

In addition we also wish to thank the Department Cooperative Governance and Traditional Affairs (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.

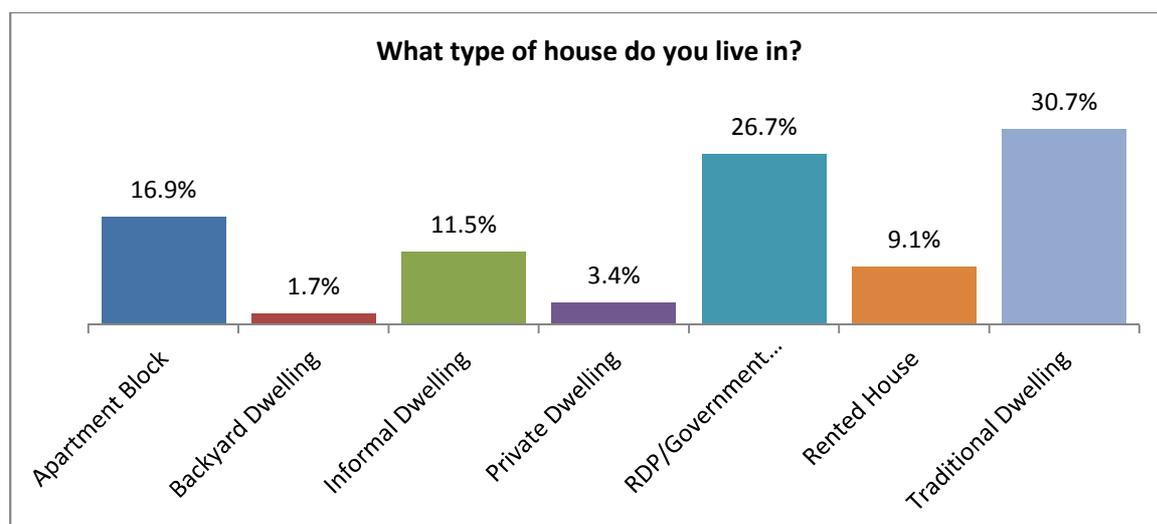
Monitors are selected by civil society networks, community based organisations and faith-based organisations and then trained to monitor selected public services using the monitoring tools. Each

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.

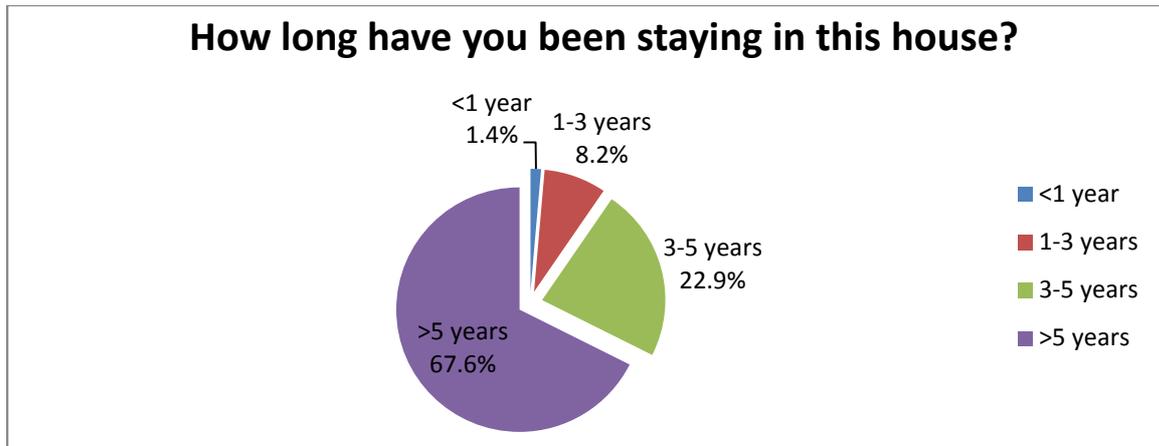
It is important to note that CMAP monitors undertake the monitoring in the areas where they live or work and that the selection of sites to monitor, depends either on where the monitoring organisation is located or where the monitor resides. No scientific formulation is used to select the geographic 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

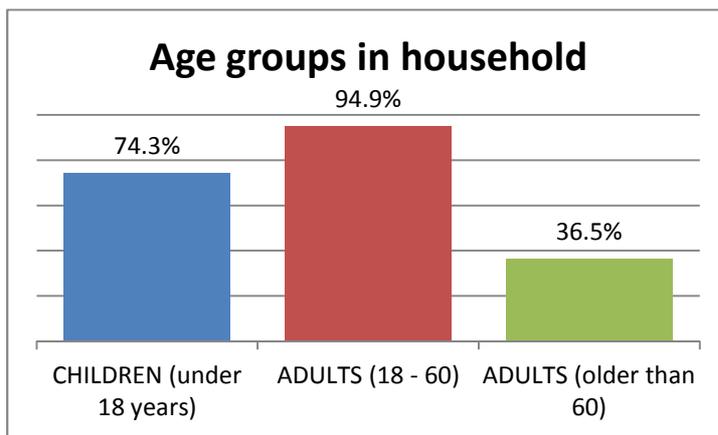
The efficiency and quality of the service provided by the **various municipalities, municipal service entities, and public entities** (or private sector entities rendering a public service) in the Eastern Cape has been monitored according to the following standardised questionnaire enquiring about access to, and the quality of **water, electricity, sanitation and refuse collection**. The monitoring took place during the period of **17 June 2011 to 6 March 2012**. Please note that the percentages provided here are rounded off to the first decimal point. The findings presented in this report takes into account the experiences and opinions of **296 respondents** from **23 towns** across **the Eastern Cape**. The towns in which monitoring took place were: Adelaide, Barkly East, Bedford, Berlin, Burgersdorp, Bushmans River, Engcobo, Fairview, Flagstaff, Fort Beaufort, Hofmeyr, Humansdorp, Indwe, Kenton on Sea, King William’s Town, Lady Frere, Lusikisiki, Matatiele, Mqanduli, Patensie, Queenstown, Uitenhage, and Whittlesea.



The top three types of housing in which respondents live are as follows; Traditional Dwellings (30.7%), RDP/Government Houses (26.7%) and Apartment Blocks (16.9%).

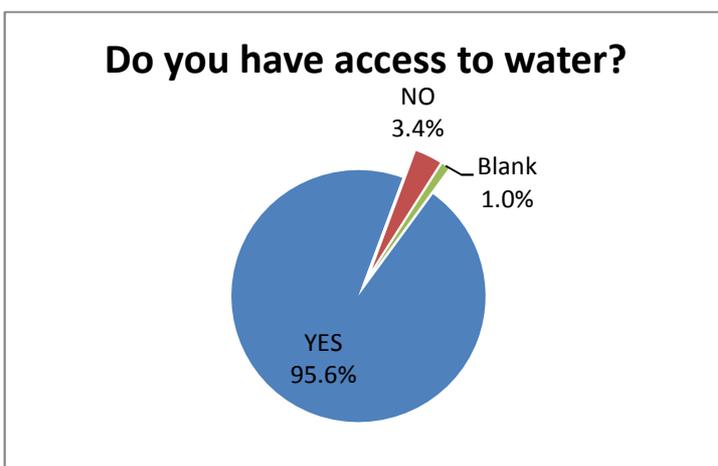


Most of the respondents lived in their homes for over 5 years, with just under a quarter living there for 3 – 5 years. The respondents were also asked how many people live in the house. The minimum was one person, the maximum was twenty. The latter was a respondent who lives in a rented house in the town of Lusikisiki. The household consists of 16 adults aged between 18 and 60 years, 3 children under the age of 18 and 1 adult older than 60.



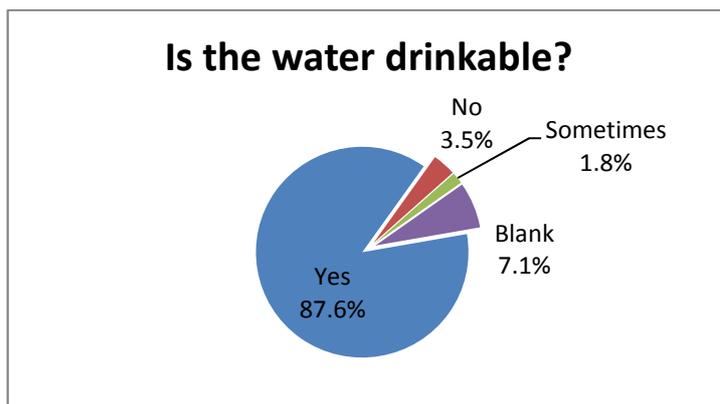
Respondents were also asked to list the age groups of the members of the household. Many of these households had all the age groups present in the home. Respondents also stated how many members of each age group were present in the house. For the 296 respondents interviewed, there were 628 children, 745 adults and 163 elderly in total living in the homes.

## Water



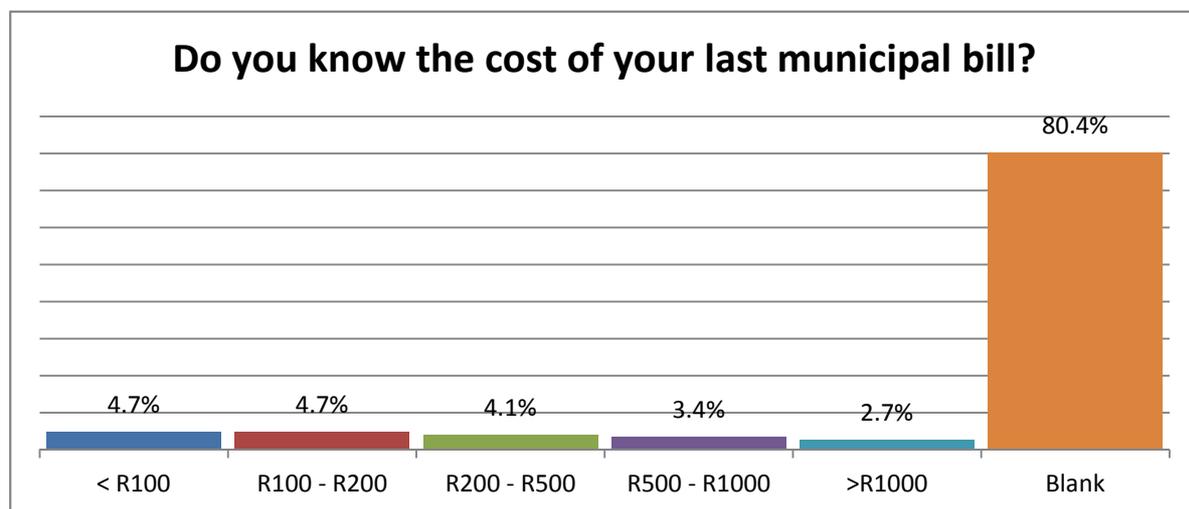
In answer to the question “Do you have access to water?” the Yes/No responses were broken down into further categories. Of those who said that they did have access to water, 13.5% had access in their homes, 15.2% in their yards, 22.3% within 200m standpipe, 39.5% more than 200m away from their home, 3.7% in a river or well which was a distance away and 1.4% had access by way of

water-trucks.



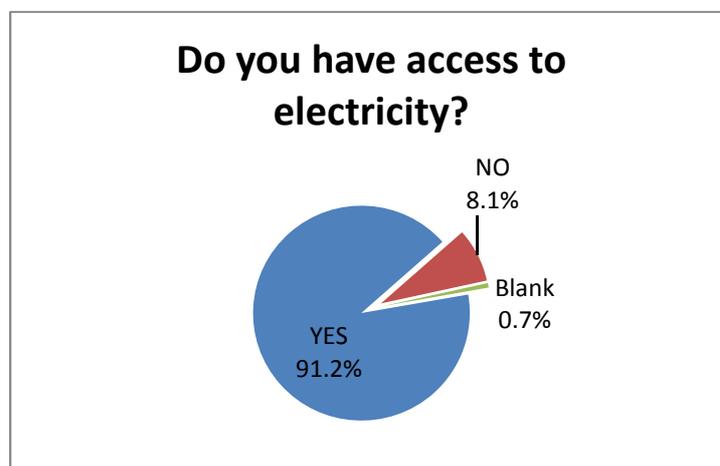
The respondents who did not have access to water stated that the reasons for this were: because their water was cut off due to a non-payment of a bill (0.3%); because water is on a drip (1%); because there are no pipes (0.7%); because there are pipes, but not water (1.4%).

The quantity of water that was received by respondents ranged from 30 litres per day to having no limit. Of the households that did have access to water, 3.5% of the respondents indicated that the water was not drinkable. For 1.8% of the respondents the water was only drinkable some of the time.



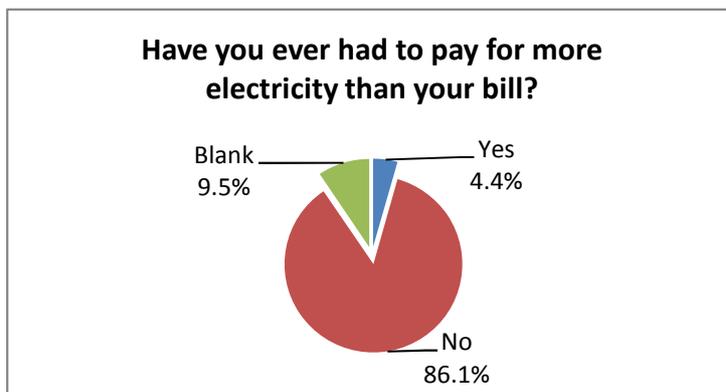
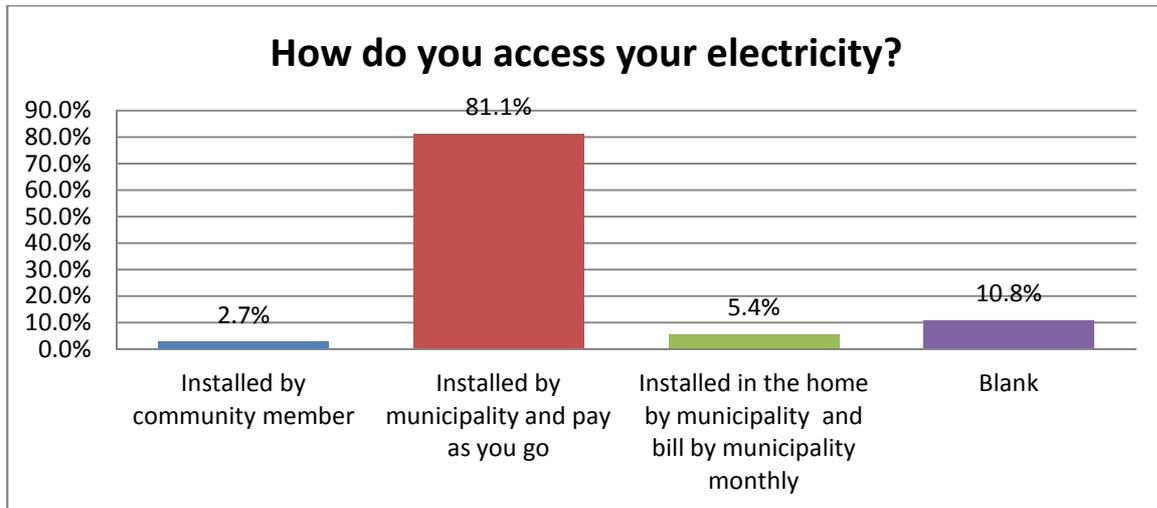
The majority of the respondents (80.4%) did not indicate the cost of their last municipal bill. However, it should be noted that 70.3% of the respondents had no access to water or the access point was not located on their property.

### Electricity

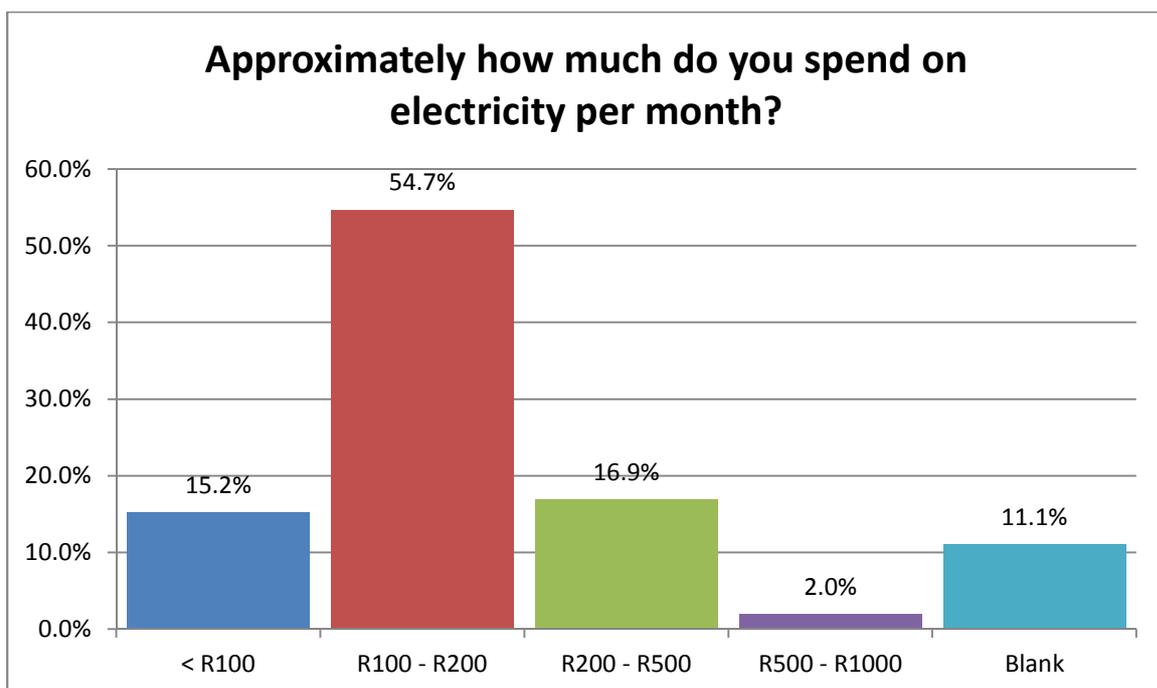


In the question “Do you have access to electricity?” the Yes/No responses were broken down into further categories. The ‘no’ responses were divided as follows. 1.0% of the respondents did not have access to electricity because it was cut off due to an unpaid bill. For 7.1% of respondents there was no infrastructure to get them access to electricity.

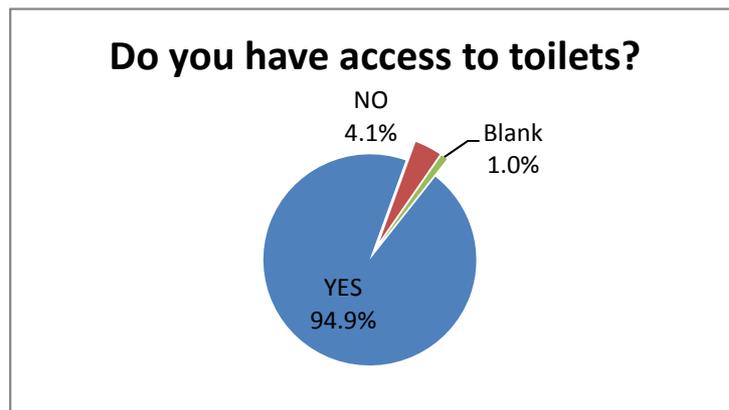
The 'yes' categories were divided and answered as follows: 0.3% had enough electricity for cooking; 1.4% had enough electricity for lighting; 10.5% had enough electricity for cooking and lighting; the majority, 79.1%, had enough for cooking, lighting, and other.



The respondents that had to pay for more electricity than their bill were asked by how much they were overcharged. The minimum was R2.00, with the maximum being R650.00. The latter was from 23<sup>rd</sup> Avenue, Kwa-Langa, Uitenhage and stated that it was Town Hall Municipality that had overcharged him.

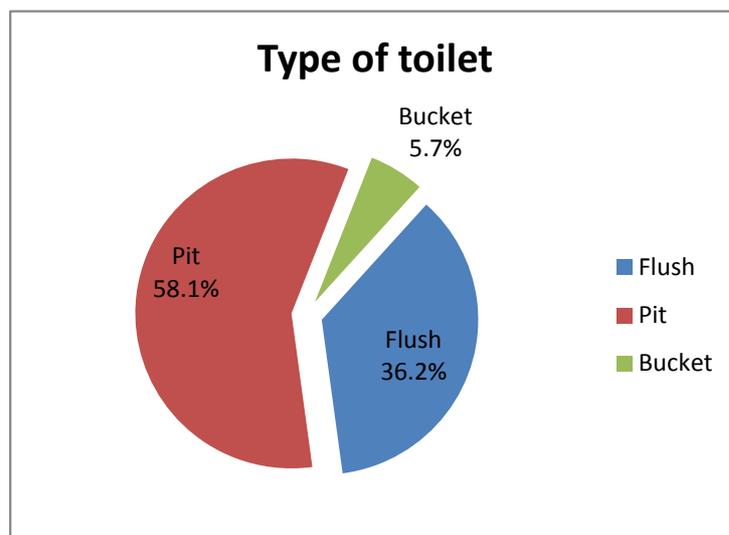


## Sanitation

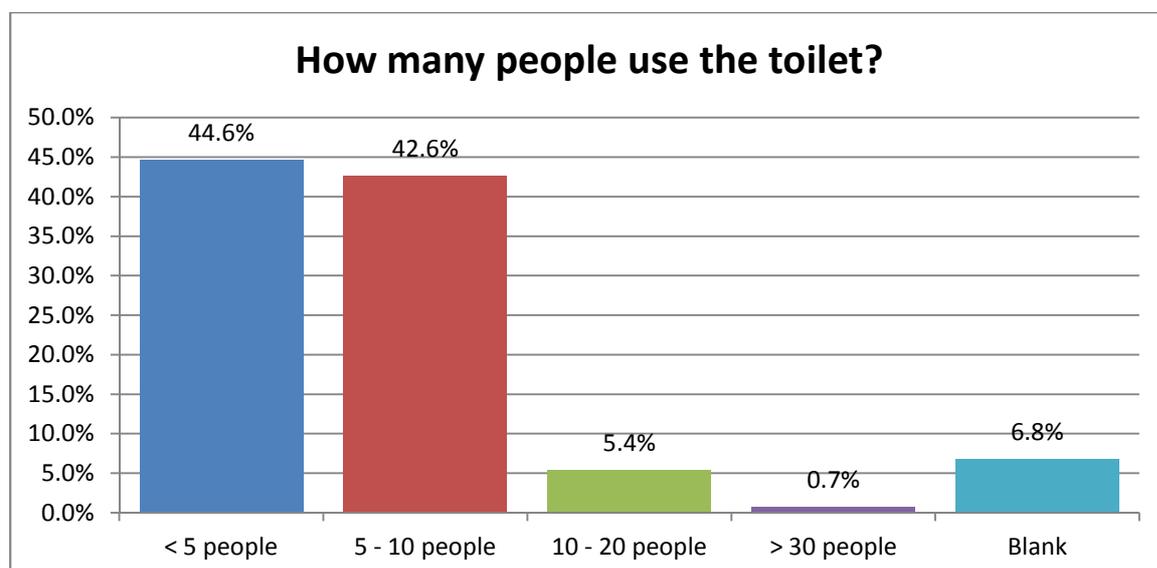


The Yes/No question “Do you have access to toilets?” was further broken down. They had to specify where the toilet was situated. For 68.9% of the respondents the toilet was located in the yard, 11.8% had a toilet in the house. 13.9% had access to a toilet less than 200 metres away, with 0.3% having access to a toilet more than 200 metres away.

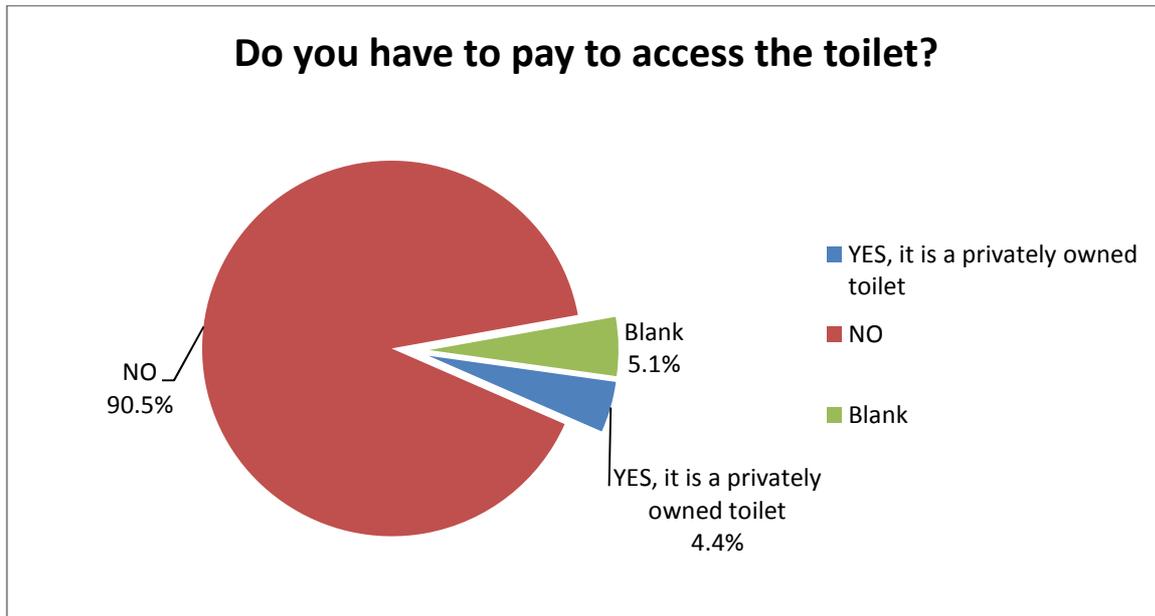
Respondents who did not have access to toilet were asked what they used. One respondent from the Engcobo said that he had made his own toilet. This respondent had to collect water from a river or well. Other responses include utilising bushes and using the neighbours’ facilities. Most of the respondents who did not have toilets lived in informal or traditional dwellings.



Just over 35% of the respondents have flush toilets and the majority use pit latrines (58.1%). This points to significant work required in this area to provide an acceptable form of sanitation. The respondents who utilise latrine buckets were asked how often the municipality removes or replaces them. 75.0% of respondents stated that these buckets were removed or replaced every week, with 18.8% saying that this only happened every month, only once a month.

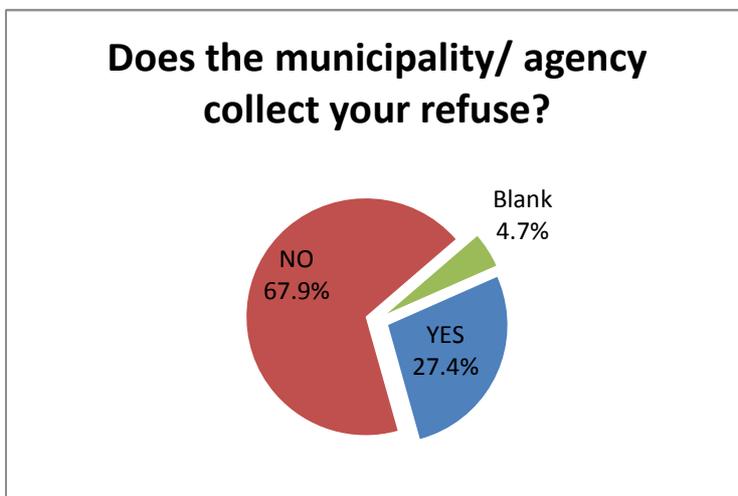


There were two respondents who stated that more than 30 people utilised the toilet. These two respondents also had to pay to access the toilet because it was a privately owned toilet. Both of these respondents lived in RDP/government houses in Matatiele.



There were thirteen respondents (4.4%) who had to pay to access a privately owned toilet. The respondents who had to pay to access the privately owned toilets lived in the towns of Bushmans River Mouth, Kenton-On-Sea, Berlin and Fort Beaufort and the majority, Matatiele.

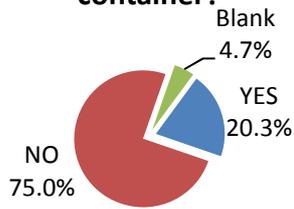
### Refuse Collection



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 17.6% of the respondents the refuse removal took place at their homes, 8.4% at a communal point less than 50 metres from the house, 0.7% at a communal point 50 – 100 metres from the house, and for 0.7% it took place at a communal point more than 200 metres from the house.

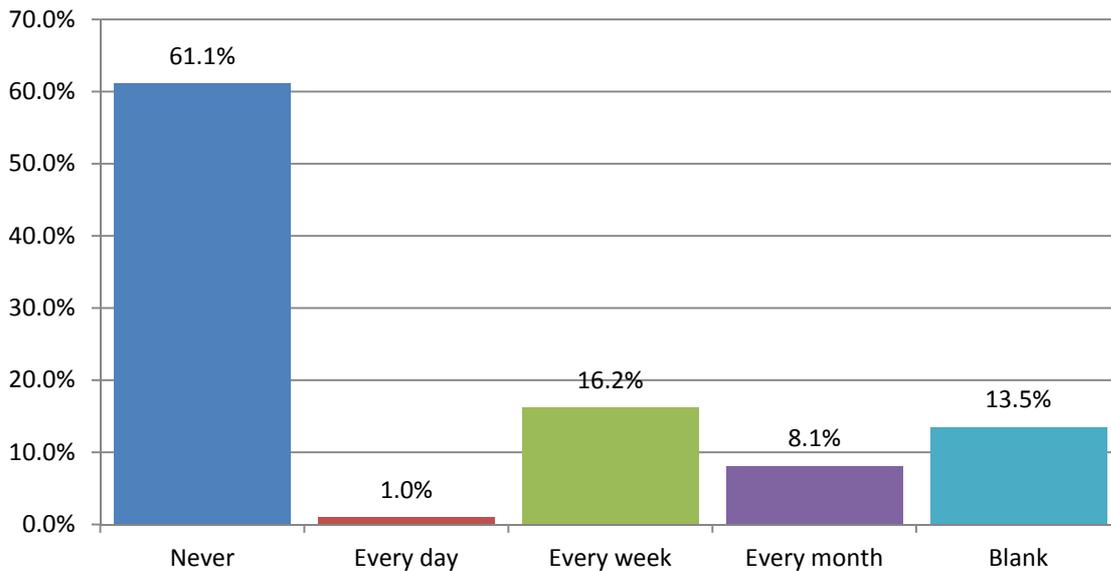
The respondents who did not have their refuse collected by the municipality or an agency where asked how they disposed of their refuse. Most of the respondents disposed of the refuse in their backyard, with a large portion of these burning it, with a few burying the refuse. One respondent from Lusikisiki said that they “burn [the refuse in] their yard but metals are buried in the open field”. Other methods of disposal include dumping sites (which are not always official disposal sites) or the bush, and burning it in the veld.

**Is the refuse contained in a closed container?**



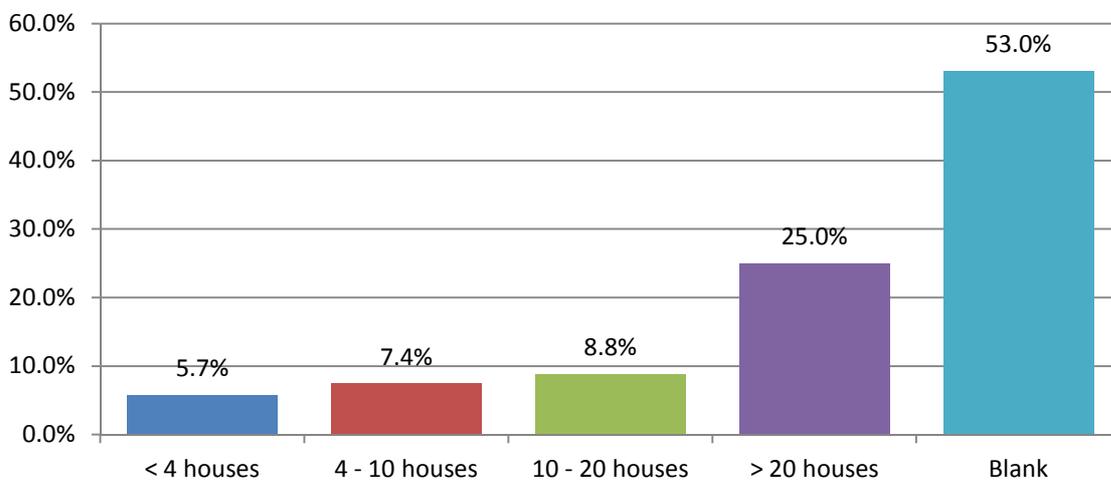
Of the respondents interviewed, 75.0% stated that their refuse was not contained in a closed container. Only 20.3% of the respondents had a closed container for their refuse. The majority of the respondents who do not have a closed container live in traditional dwellings.

**How often does the municipality remove your refuse?**

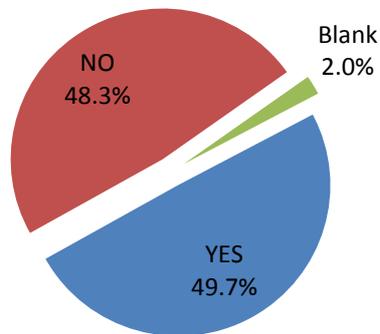


In the cases where the refuse was only removed 'every month', the respondents were asked how many times in the month the refuse was removed. 66.7% of these respondents had their refuse removed once a month, and 33.3% 2 – 5 times a month.

**How many houses use the communal refuse point?**



**Is there currently a problem with flooding/standing water, storm water drainage in your area?**



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. The respondent who said that they have had a problem with flooding or standing water, storm water drainage for over 25 years was from Ramaphosa Village in Patensie. 42 respondents from Whittlesea and 4 from Queenstown said that there was a problem with flooding/standing water, storm water drainage whenever it rained.

## Recommendations from the Black Sash

### General

Since many of the monitoring observations and findings have taken place in rural areas of South Africa, including the Eastern Cape, 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, municipalities in the Eastern Cape 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. By far, the absence of many basic services is unprecedented when compared to other provinces. This is evidenced by the large number of blank spaces left in questionnaires.

### Water

- Initial findings regarding the drinkability, quality and access to water require further scrutiny and comparisons. It is important to note however that statistical reports of averages provided by government reports, whilst more accurate and scientific, 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 30<sup>th</sup> 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 pay-as you go as the option of choice for accessing electricity, often the most expensive basic service (per unit), 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 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

<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)

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”.

### **Refuse Collection**

- Every municipality should have a waste management strategy in place. Yet, many rural areas have policies that should be challenged in terms of the Constitution.
- Example: in a strategic plan for the Hoedspruit area (Limpopo), a consultant merely stated that villages should burn their refuse since the municipality can only afford to clean around the centre of the town!
- From the monitoring reports, there are 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.