

Free State CMAP Basic Services Report

April 2012 – June 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.*



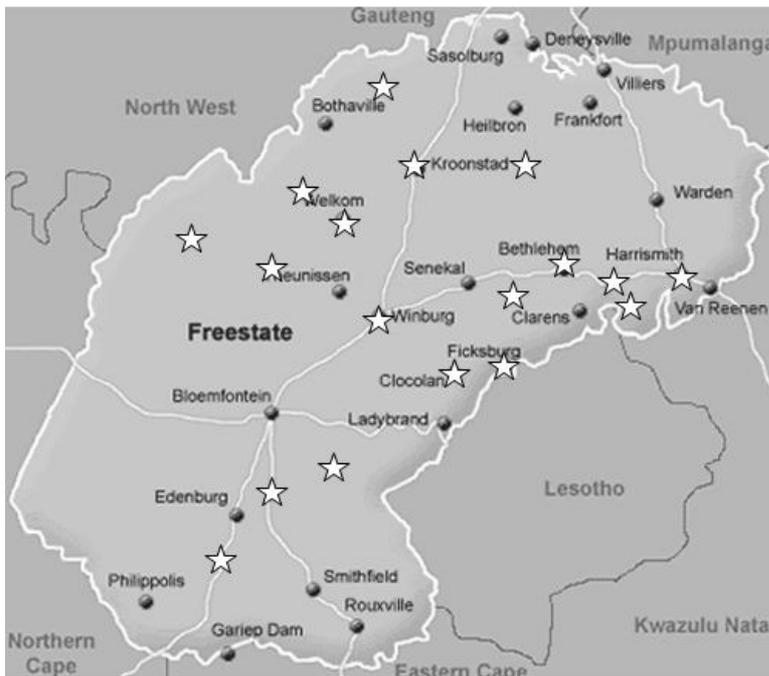
Open Society Foundation of
South Africa

** "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 COGTA and various municipalities in the Free State.

<ul style="list-style-type: none"> • Dihlabeng Development Initiative (DDI) • Justice and Peace • Khatelopele Woman Against Abuse • SUSANNA • Tshireletso Against Woman Abuse 	<ul style="list-style-type: none"> • Ficksburg Advice Centre • Khatelopele V.E.P • Philani Victim Support Centre • Tlholong Socio Legal Advice Centre
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Map of areas monitored April - June 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

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

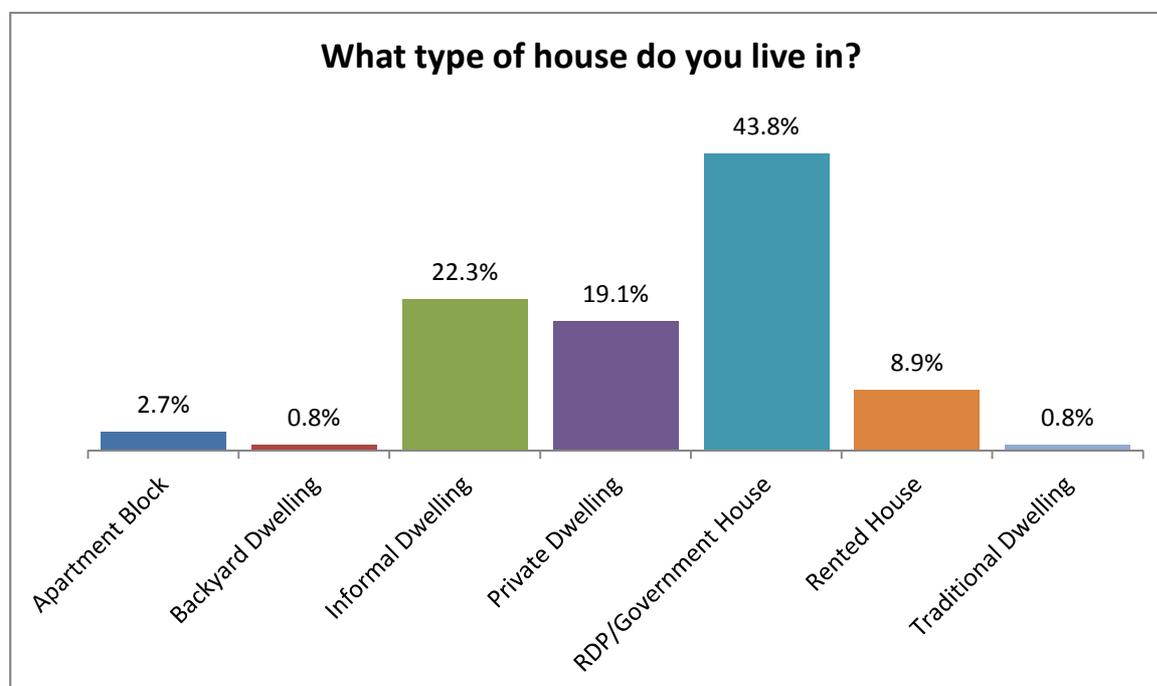
developed as a result of this analysis are forwarded to the relevant government department for response within an agreed period, after which they are made available to the public.

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

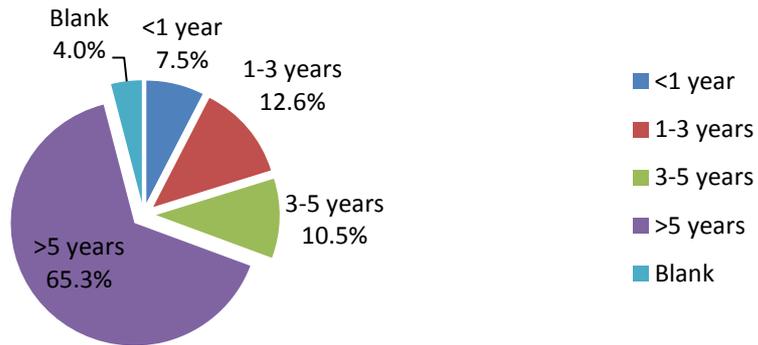
The efficiency and quality of the service provided by the **various municipalities, municipal service entities, and public entities** (or private sector entities rendering a public service) in the Free State has been monitored according to the following standardised questionnaire enquiring about access to, and the quality of **water, electricity, sanitation and, refuse collection**. The monitoring took place during the period of **3 April 2012 to 29 June 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 **372 respondents** from **18 towns** across **the Free State**. The towns in which monitoring took place were: Bethlehem, Bultfontein, Clocolan, Dewetsdorp, Ficksburg, Harrismith, Hertzogville, Kestell, Kroonstad, Monontsha, Petrus Steyn, Reddersburg, Rosendal, Trompsburg, Viljoenskroon, Welkom, Wesselsbron and Winburg.



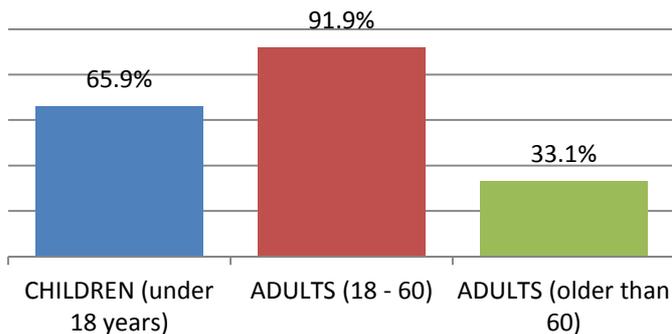
The top three types of housing in which respondents live are as follows; RDP/Government Houses (43.8%), Informal Dwellings (22.3%) and Private Dwellings (19.1%).

How long have you been staying in this house?



Most of the respondents lived in their homes for over 5 years. The respondents were also asked how many people live in the house. The minimum was one person, the maximum was twelve. The latter was a respondent in Trompsburg. This respondent lives in a RDP/government house and the household consists of 8 adults aged between 18 and 60 years, 3 children under the age of 18 and 1 adult older than 60.

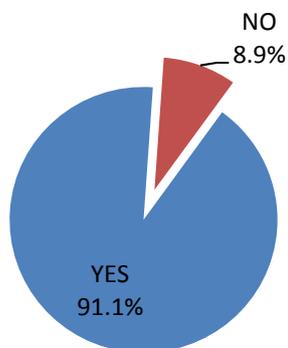
Age groups in household



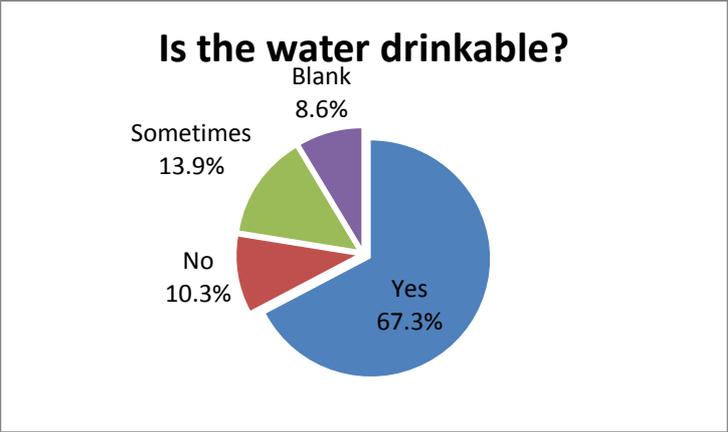
Respondents were also asked to list the age groups of the members of the household. Many of these households had all the age groups present in the home. Respondents also stated how many members of each age group were present in the house. For the 372 respondents interviewed, there were 537 children, 908 adults and 190 elderly in total living in the homes.

Water

Do you have access to water?



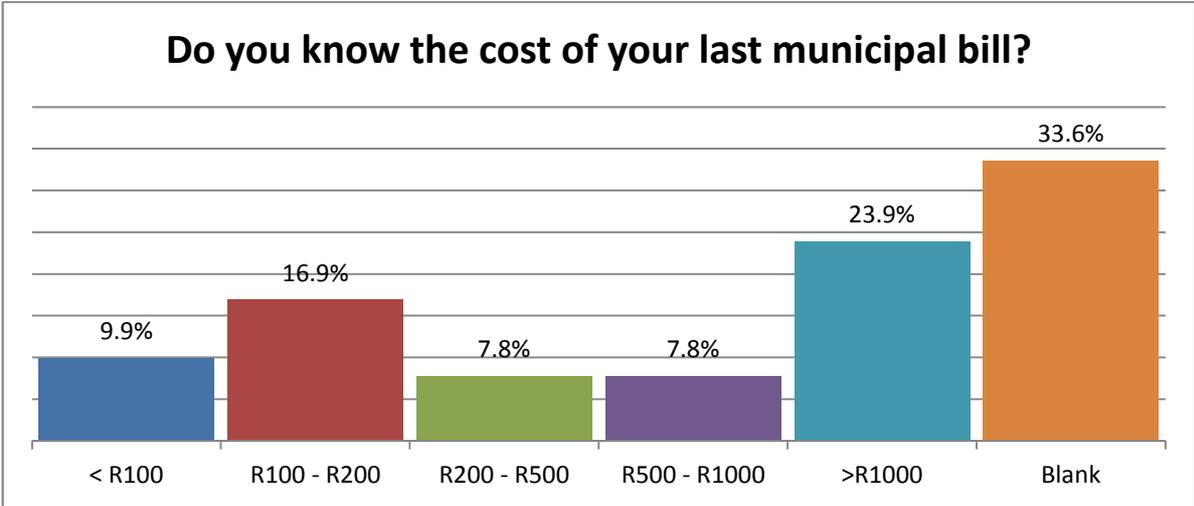
In answer to the question "Do you have access to water?" the Yes/No responses were broken down into further categories. Of those who said that they did have access to water, 33.9% had access in their homes, 39.2% in their yards, 0.5% within 200m standpipe, 9.1% more than 200m away from their home, and 8.3% by way of water-trucks.



The respondents who did not have access to water stated that the reasons for this were: because water is on a drip (0.3%); because there are no pipes (5.4%); and because there are pipes, but not water (3.2%).

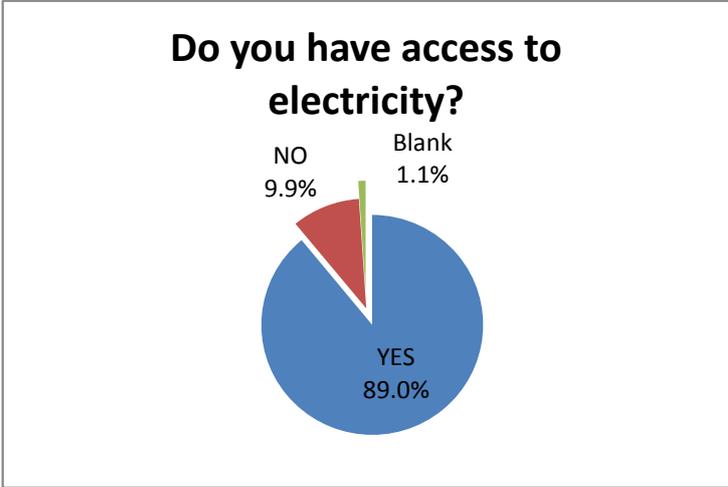
The quantity of water that was received by respondents ranged from 10 litres per day to having no limit.

Of the households that did have access to water, 10.3% of the respondents indicated that the water was not drinkable. For 13.9% of the respondents the water was only drinkable some of the time.



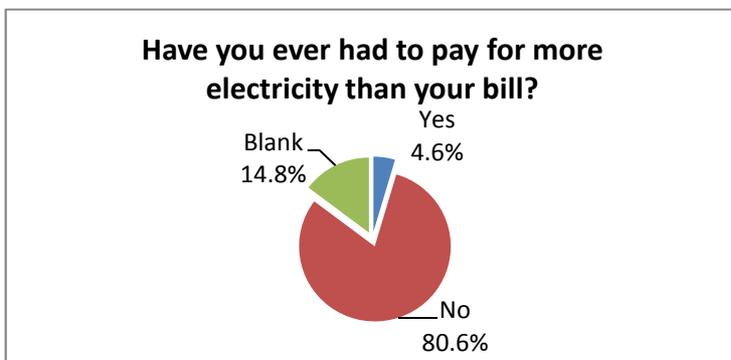
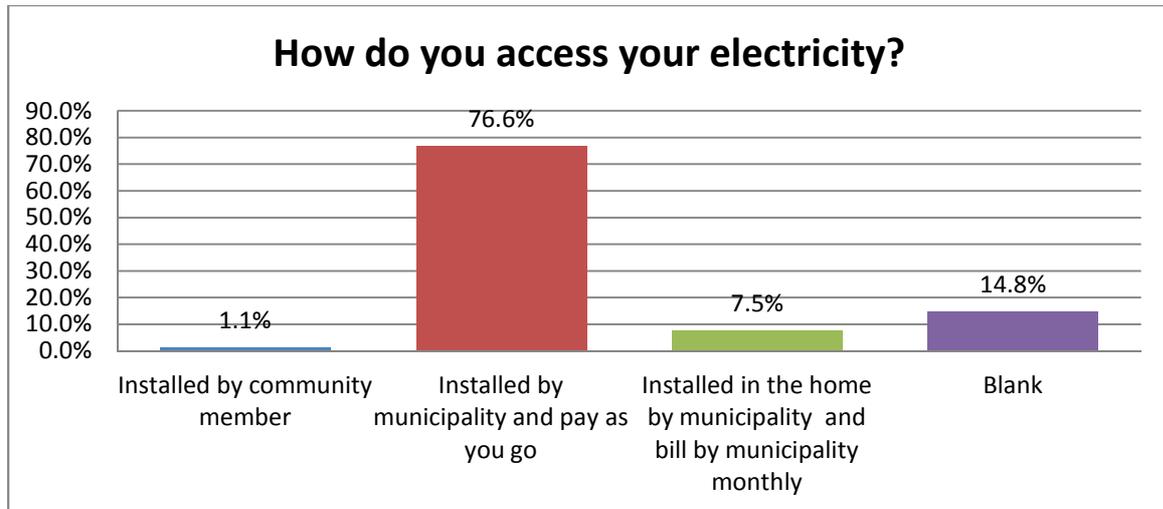
Of the respondents interviewed, 23.9% of them indicated very costly municipal services, in excess of R1000 per month. Many respondents in Ficksburg noted that there was no water supplied to them (see monitors’ observations).

Electricity

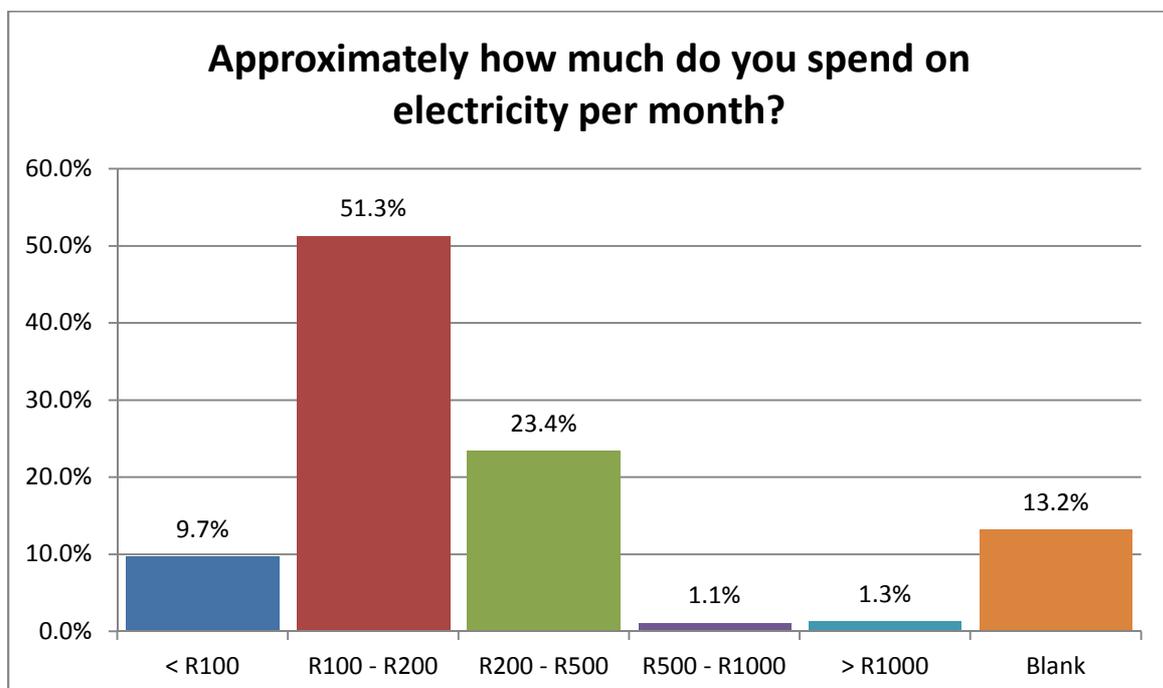


In the question “Do you have access to electricity?” the Yes/No responses were broken down into further categories. 0.5% of the respondents had their electricity cut off because of a failure to pay the bill, for 9.1% of respondents there was no infrastructure to get them access to electricity, and a further 0.3% had no money for pay as you go. The ‘yes’ categories were divided and answered as follows: 0.3% had enough electricity for cooking; 1.3%

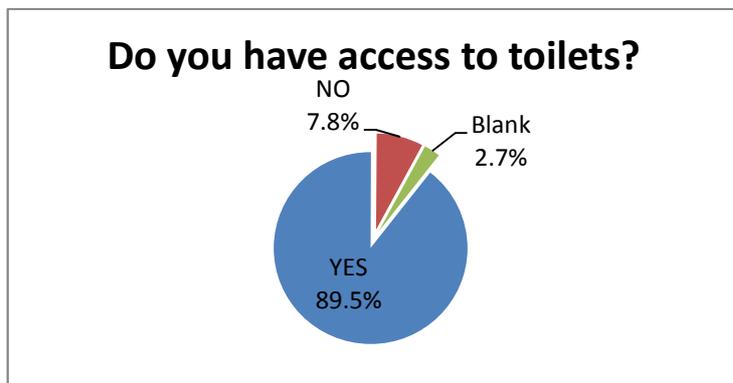
had enough electricity for lighting; 16.1% had enough electricity for cooking and lighting; the majority, 71.2%, had enough for cooking, lighting, and other.



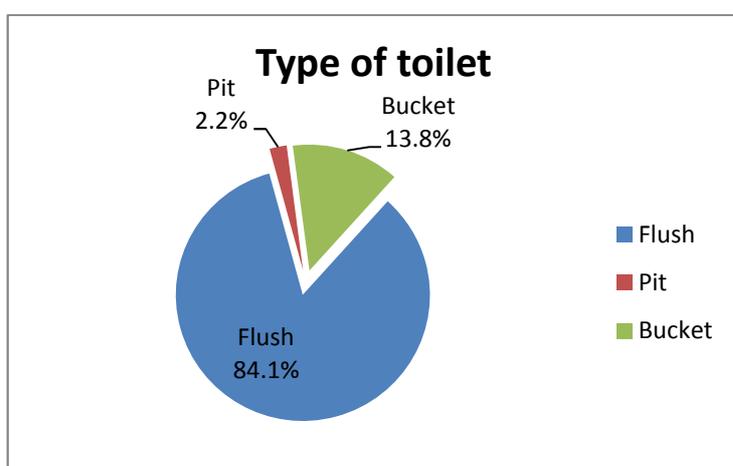
Most of the respondents (76.6%) had pay as you which had been installed by the municipality. The respondents that had to pay for more electricity than their bill were asked by how much they were overcharged. The minimum was R2.00, with the maximum being R450.00. The latter was a respondent from Bethlehem.



Sanitation

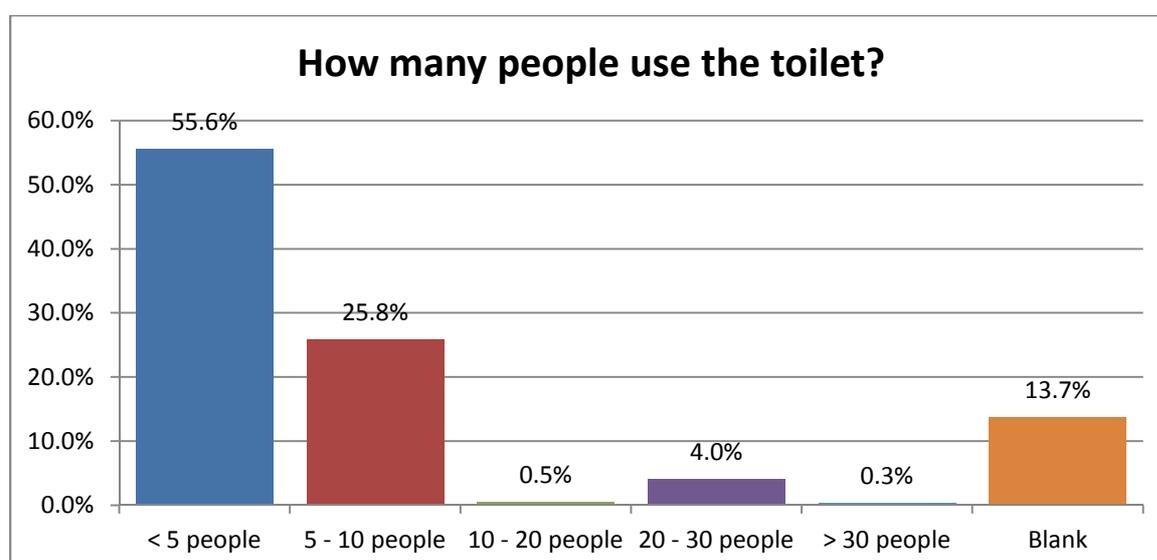


The Yes/No question “Do you have access to toilets?” was further broken down. They had to specify where the toilet was situated. For 61.0% of the respondents the toilet was located in the yard, 27.2% had a toilet in the house, 0.8% had a toilet less than 200m away and 0.5% having access to a toilet more than 200 metres away.

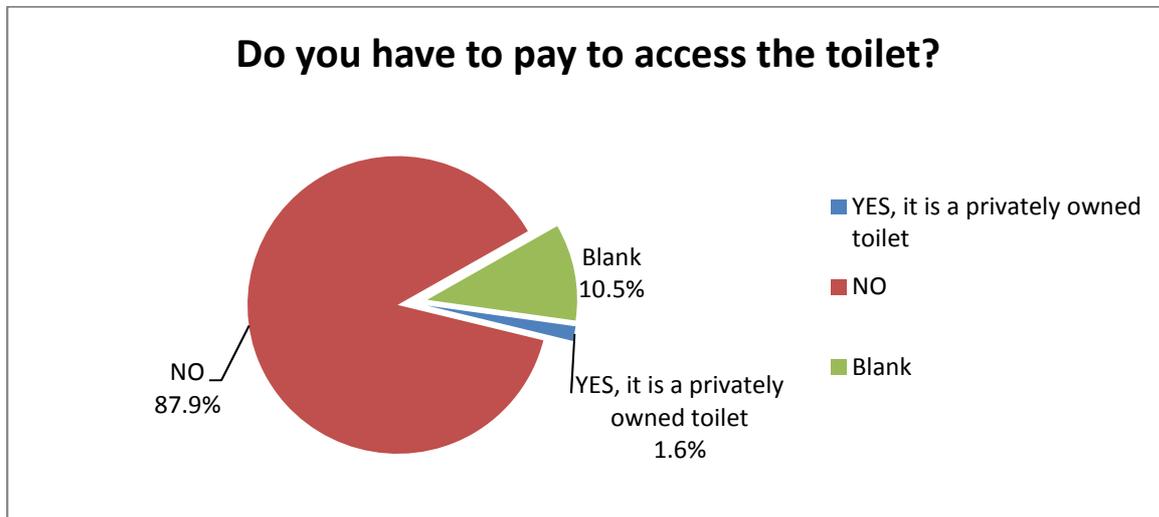


Respondents who did not have access to toilet where asked what they used. Three respondents from Dewetsdorp said that they went behind or on the mountain. Two respondents from Ficksburg said that they built “one (a toilet) out of zinc and put a bucket inside”. Twelve respondents in Bethlehem stated they used the bush for defecation purposes. The other responses included buckets, pits and neighbour’s toilets.

Of the respondents who had toilets 84.1% have flush toilets, with 13.8% using pits. The 13.8% of respondents who utilise buckets where asked how often the municipality removes or replaces them. 22.7% of the respondents stated that these buckets were removed or replaced every week, with 4.5% saying that this only happened every month. For 63.6% of the respondents the municipality does not replace or remove the buckets.

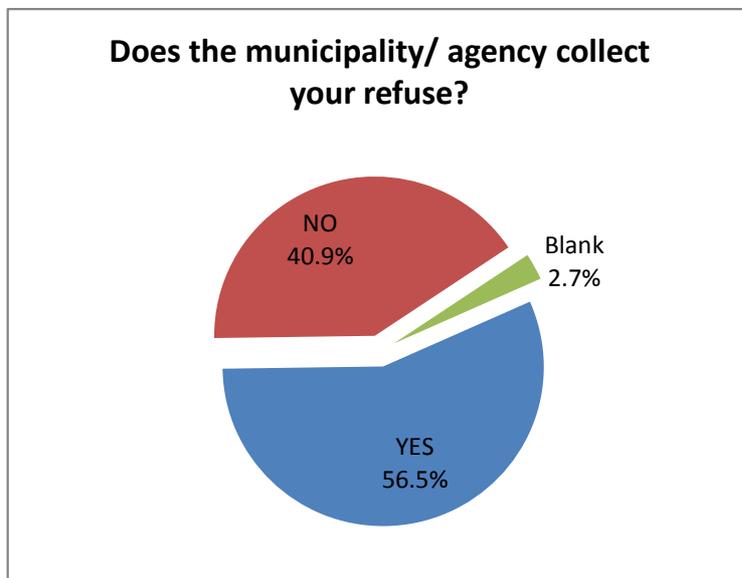


There were fifteen respondents who stated that 20 to 30 people utilised the toilet. There was, however, one respondent who said that more than 30 people used the toilet. This respondent was from Bethlehem and lived in an informal dwelling in Polar Park. The type of toilet that they used was a pit.



There were six respondents (1.6%) who had to pay to access a privately owned toilet. Of the respondents who had to pay to access the privately owned toilets five were from Bethlehem, and one from Kestell. All of these respondents were able to utilise flush toilets.

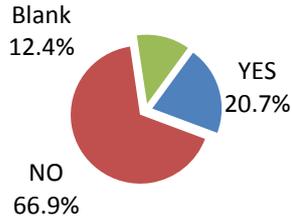
Refuse Collection



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 54.3% of the respondents the refuse removal took place at their homes, 0.3% at a communal point less than 50 metres from the house, 0.5% at a communal point 50 – 100 metres from the house, 0.8% at a communal point 100 – 200 metres from the house, and for 0.5% it took place at a communal point more than 200 metres from the house.

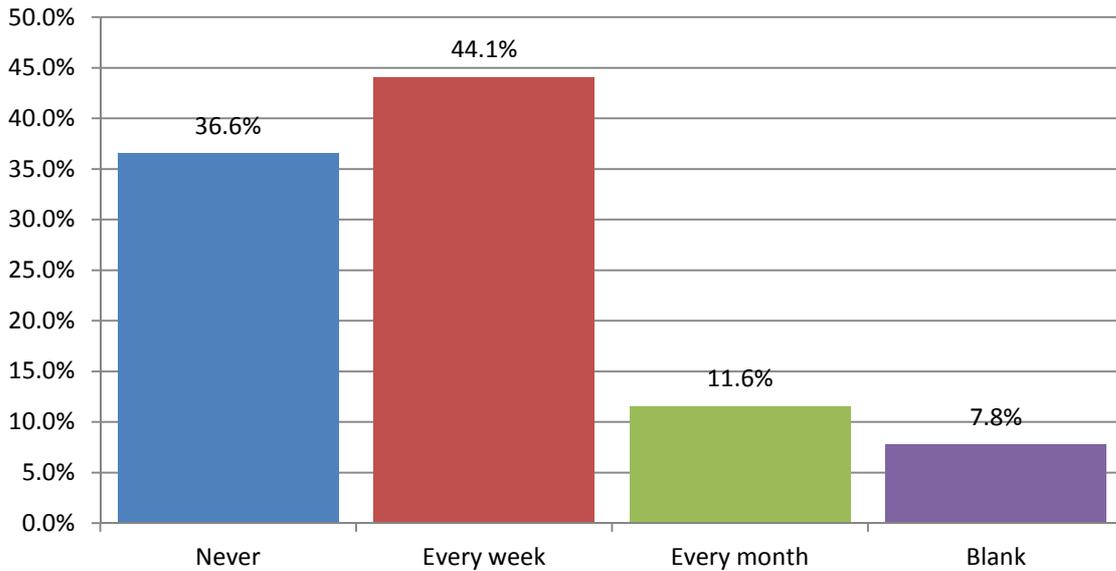
The respondents who did not have their refuse collected by the municipality or an agency where asked how they disposed of their refuse. Most of the respondents disposed of the refuse on the street corner. A few of the respondents stated that they disposed of their refuse “anywhere” or “everywhere”. Many respondents used an open space as a dump site; these open spaces were located near to stadiums, churches, parks and graveyards, amongst others. Respondents also burnt their refuse.

Is the refuse contained in a closed container?



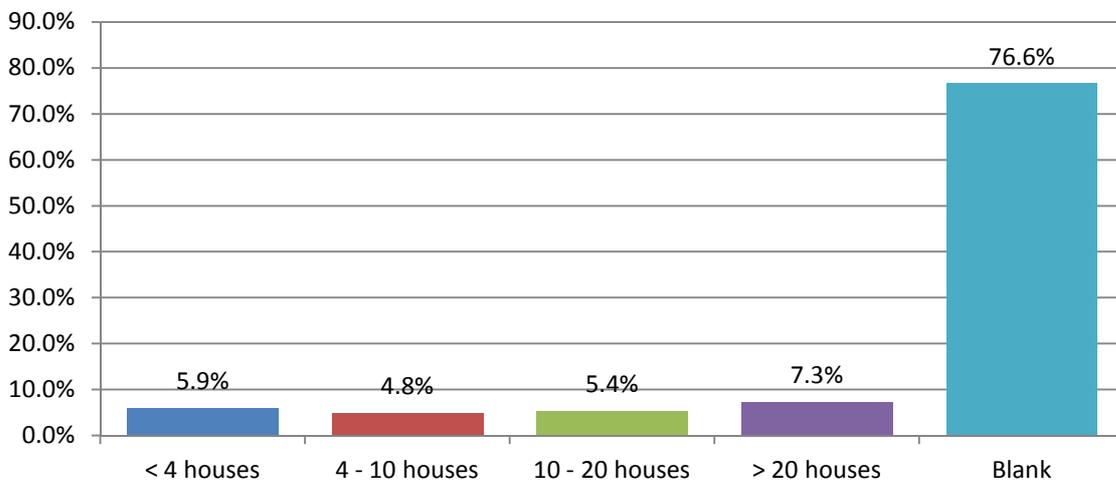
Of the respondents interviewed, 66.9% stated that their refuse was not contained in a closed container. Only 20.7% of the respondents had a closed container for their refuse. The majority of the respondents who do not have a closed container live in RDP/government housing.

How often does the municipality remove your refuse?

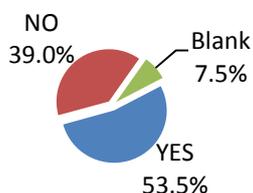


In the cases where the refuse was only removed 'every month', the respondents were asked how many times in the month the refuse was removed. 95.3% of these respondents had their refuse removed once a month, and 2.3% 2 – 5 times a month.

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 days. Two respondents in Dewetsdorp said that the problem had existed for 35 years. One lived in Revonia 1360 and the other in Thabong.

Monitor's Observations

Besides interviewing beneficiaries and monitoring service sites, the monitors recorded their own observations. Some of these are listed below. Monitors noted that there was a **lack of running water and sewers** in certain areas:

- "Because there is no water now we don't have much running sewer." (Ficksburg)
- "Blocked sewer and now it's running on the street where our kids play." (Ficksburg)
- "Community have to fetch water to flush their toilet and it's not easy for a large family like this one." (Ficksburg)
- "Everyone on our street is fetching water. Here you have to wake up early to fetch more. I have to fetch water from my neighbour for toilet and washing every day. It's hard because I'm working. I pay for toilet if I'm in town. Kids are playing at the streams of sewer when parents are at work." (Ficksburg)
- "I fetch water far to cook, wash, flush the toilet and to water my garden. I use wheelbarrow to deliver my four containers. People are charged for service delivery e.g., water and sanitation and refuse removal but they don't get services they are paying for. Like other areas, no communal refuse point." (Ficksburg)
- "I have to pay people to fetch water as I'm working and arrive home late." (Ficksburg)
- "In the absence of water the sewer stops running. Most of the areas don't have water now." (Ficksburg)
- "More and more the sewer is running on the street but we don't use flush toilets." (Ficksburg)
- "Most people fetch water at my house (outside pump). My concern is the bill. She cannot deny people to fetch water at her place as the problem faced the whole township. What surprises is that in town the water is there." (Ficksburg)
- "She buys water for drinking because water is not drinkable." (Ficksburg)
- "She doesn't use her toilet (flush) due to broken pipes of sewer on her street. At this area, sewer is running every moment except when they don't have water. But no one is doing anything about it." (Ficksburg)
- "The toilet structure is there but not working. It's now three years waiting on the municipality to fix the pipe from my toilet to the main one. When I flush all water comes up to the cup inside." (Ficksburg)
- "The toilet structure is there but the contractor never finished his/her work."
- "They don't use flush toilet but the sewer is running close to their yard. Some toilets are built half with no toilet set inside. People who tendered took money and not finished their work." (Ficksburg)

- “They have to boil the water before drinking. For her to fetch enough water, she must wake up around 05h00 in the morning.” (Ficksburg)

There were also observations on the **conditions of roads** and **refuse collections**:

- “But we don't have street everywhere, its holes, they only put gravel when there is funeral and you report it because they don't even come to see if the roads or streets are in good condition.” (Ficksburg)
- “I used to put refuse in black bags but at night the dogs tear them and I found papers all over so I noticed that it's a waste of money on my side. They charged us per refuse collection but they don't remove. When it's raining you cannot walk on our streets.” (Ficksburg)
- “In the whole township no refuse removal since 2007. People/community dump everywhere they see a space.” (Ficksburg)
- “No communal refuse point at this area. People dump where they see an open space or open residential site.” (Ficksburg)
- “When it's raining we have standing water in the streets as the roads are bad and storm waters are blocked.” (Ficksburg)
- “The street I'm staying in is not being repaired. The water from broken water pipes and rain just flooding the road.” (Ficksburg)
- “The streets are not in good condition so they cause standing water.” (Ficksburg)

Monitors raised the following **concerns**:

- “Due to poor service delivery in Ficksburg, people forced to dump on the street corner. Some applied for houses but they don't get them but when they reapply the records shows that they got houses.”
- “Had to finish my house because we were told that the person who was building he misused the funds and he left the town. But on record "my house was built" but nothing happened to that builders. He was relating to one of the councillors. As much they burn the papers but it's not good because not everything got burned. The area next to school it's not clean at all. According to them some dump at night then they don't know who dumped without burning the papers the following day. Sewer in our area is the main problem.” (Ficksburg)
- “I use black bags to put my refuse and dump to municipal dumping site. But still we pay for the bad service they are giving us.” (Ficksburg)
- “It's not healthy for people to dig in their yards at the end they have to plant on top of that. Kids play around, it's the situation that people have to live with. None of responsible people giving tenders out came back even when community needed help from them. They only come during election time, promised people to vote and the problems will be sorted after the elections.” (Ficksburg)
- “Since April 2012, there is no water in Ficksburg. Some got less than 50 litres of water daily. The dumping sites at the corners of the street, is a daily problem as everyone is dumping at the corner of the street or next to their houses.”
- “Sometimes I use paraffin stove when electricity is off due to strong winds or rain.”
- “We elect them but they don't care about us.” (Ficksburg)

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 (incl. Free State), where monitoring took place, 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

- These 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 before 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.¹

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 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. Even though this monitoring report interviewed respondents in mainly RDP houses, refuse collection services were substandard.
- 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.

¹ 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)