

Limpopo 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.*



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 Limpopo Province.

<ul style="list-style-type: none"> • Centre for Research and Development • Khari-Kude (Department of Education) • Lekukela Old Age Home Centre • Lusaka Khaphunaneni Shipingwana • Sunshine Home Based Care 	<ul style="list-style-type: none"> • Ditenteng Advice Office • Kopermyn Advice Office • Lotavha Advice Office • Relemogile Advice Office • United People Against Crime (UNPAC)
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Map of areas monitored March – July 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

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.

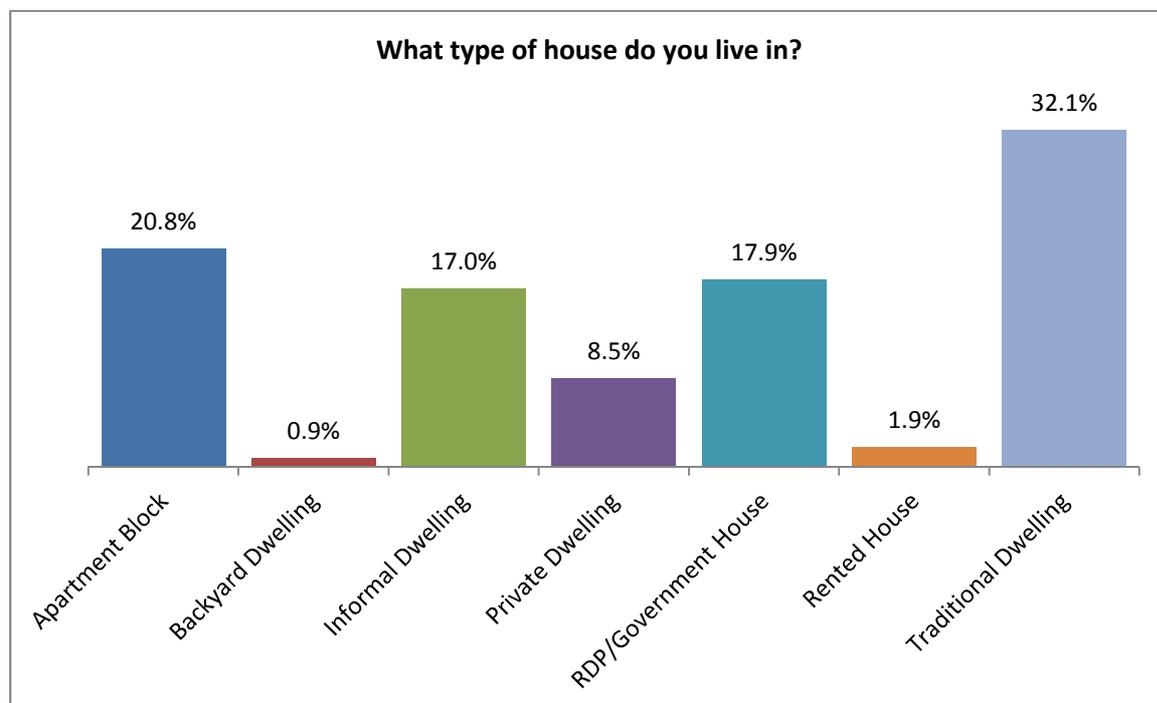
Monitors are selected by civil society networks, community based organisations and faith-based organisations and then trained to monitor selected public services using the monitoring tools. Each of these organisations have a CMAP memorandum of understanding with Black Sash to ensure mutual accountability 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.

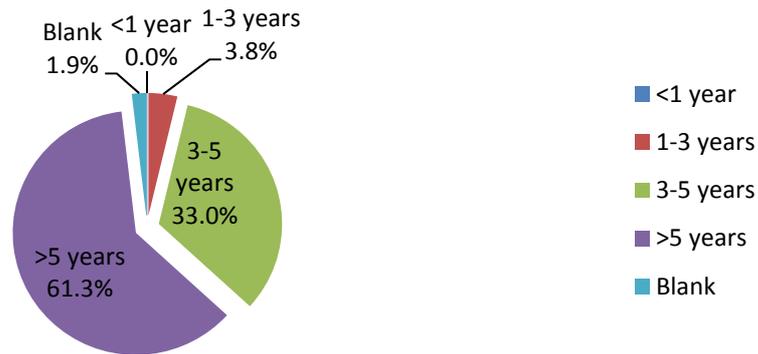
Findings

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 Limpopo 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 **8 March 2011 to 17 July 2012**. The findings presented in this report takes into account the experiences and opinions of **106 respondents** from **4 towns** across **Limpopo**. The towns in which monitoring took place were: Polokwane (38), Schoonoord (11), Thohoyandou (8) and Tzaneen (47). Please note that the percentages provided here are rounded off to the first decimal point.



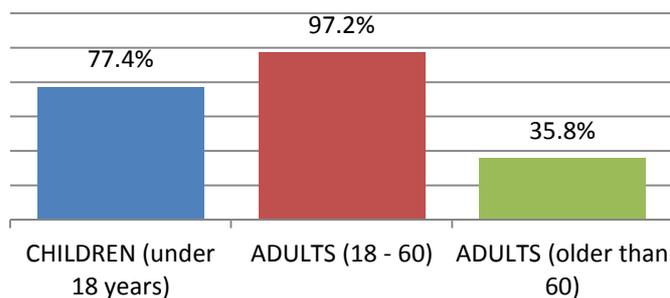
The top three types of housing in which respondents live are as follows; Traditional Dwellings (32.1%), Apartment Blocks (20.8%), and RDP/Government Houses (17.9%).

How long have you been staying in this house?



Most of the respondents lived in their homes for over 5 years (61.3%), with a third living there for 3 – 5 years (33.3%). The respondents were also asked how many people live in the house. The minimum was one person, the maximum was thirteen. There were 2 respondents who said that they had thirteen people living in their homes. Both of these respondents lived in traditional dwellings in Schoonoord.

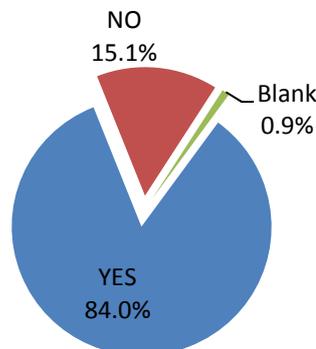
Percentage of households with age group in house



Respondents were also asked to list the age groups of the members of the household. Approximately a third 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 106 respondents interviewed, there were 243 children, 260 adults and 50 elderly in total living in the homes.

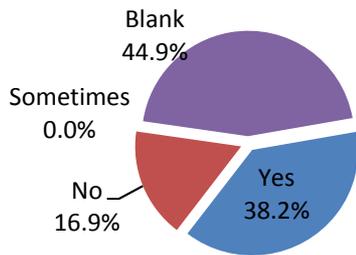
Water

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, 5.7% had access in their homes, 30.2% in their yards, 10.4% within 200m standpipe, 30.2% more than 200m away from their home, 6.6% in a river or well which was a distance away and 0.9% had access by way of water-trucks.

Is the water drinkable?

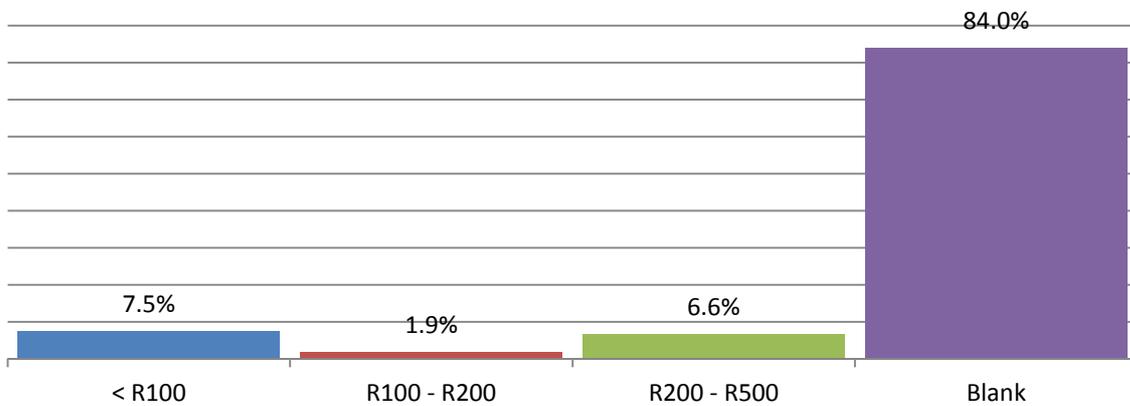


The respondents who did not have access to water stated that the reasons for this were: because there are no pipes (7.5%); and because there are pipes, but not water (7.5%).

The quantity of water that was received by respondents ranged from 50 litres per day to having unlimited supply. One respondent from

Schonoord, Jane Furse said that they “buy water from those who drilled”. Of the households that did have access to water, 16.9% of the respondents indicated that the water was not drinkable.

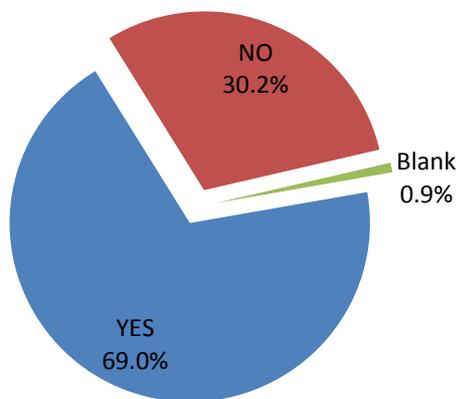
Do you know the cost of your last municipal bill?



The majority of the respondents (84.0%) did not indicate the cost of their last municipal bill.

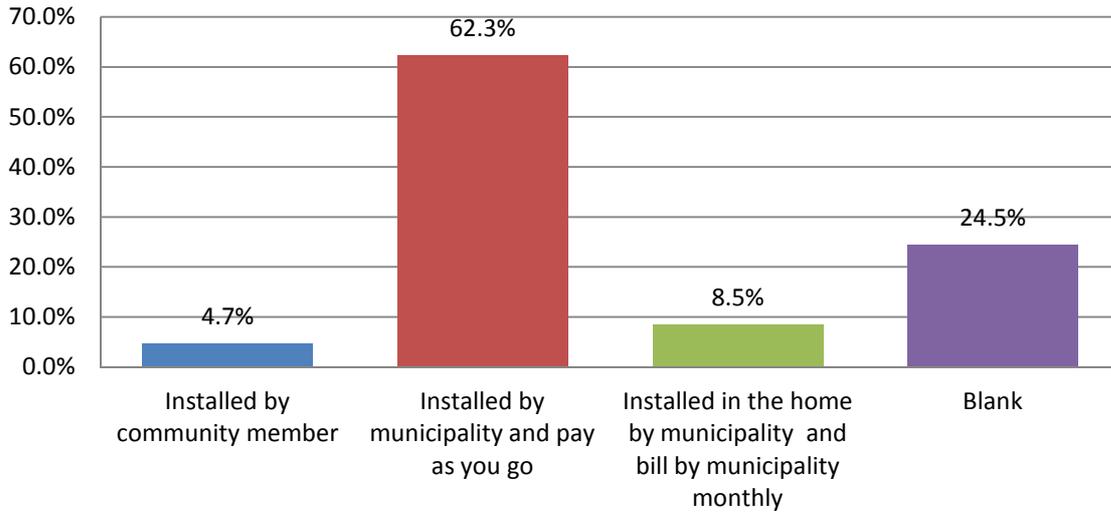
Electricity

Do you have access to electricity?

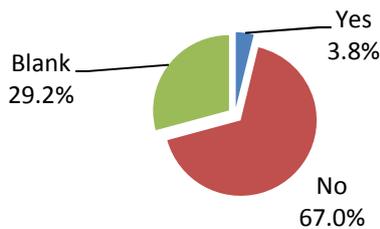


In the question “Do you have access to electricity?” the Yes/No responses were broken down into further categories. The ‘no’ responses were divided as follows. For 23.6% of respondents there was no infrastructure to get them access to electricity. The ‘yes’ categories were divided and answered as follows: 1.9% had enough electricity for cooking; 6.6% had enough electricity for lighting; 18.9% had enough electricity for cooking and lighting; the majority, 48.1%, had enough for cooking, lighting, and other.

How do you access your electricity?

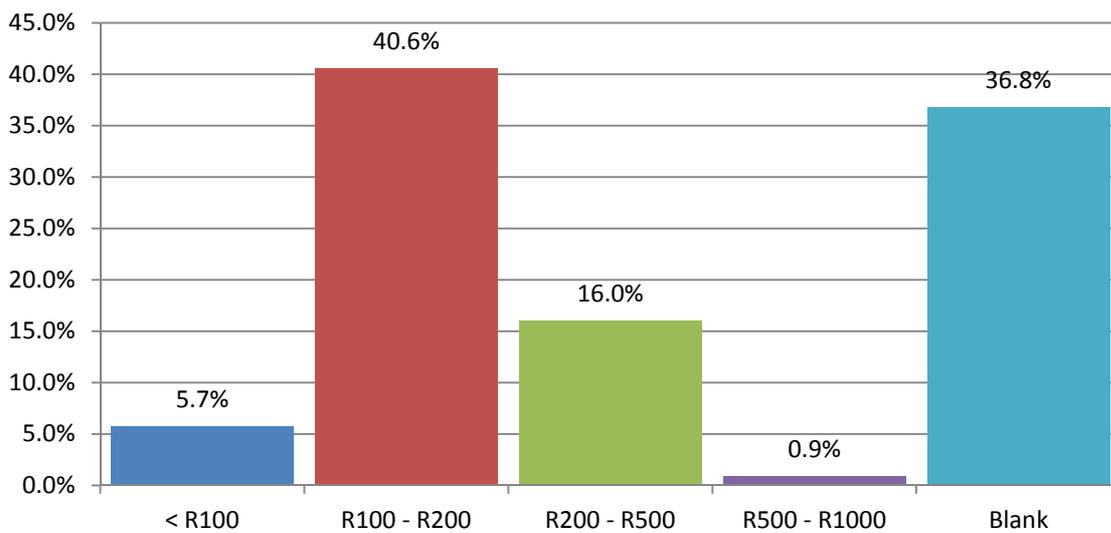


Have you ever had to pay for more electricity than your bill?

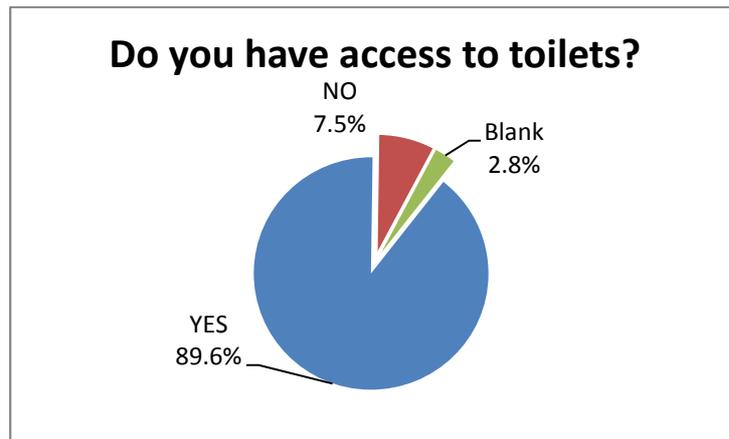


The respondents that had to pay for more electricity than their bill were asked by how much they were overcharged. The minimum was R50.00, with the maximum being R600.00. The latter were three respondents from Tzaneen and they stated that it was the municipality that overcharged them.

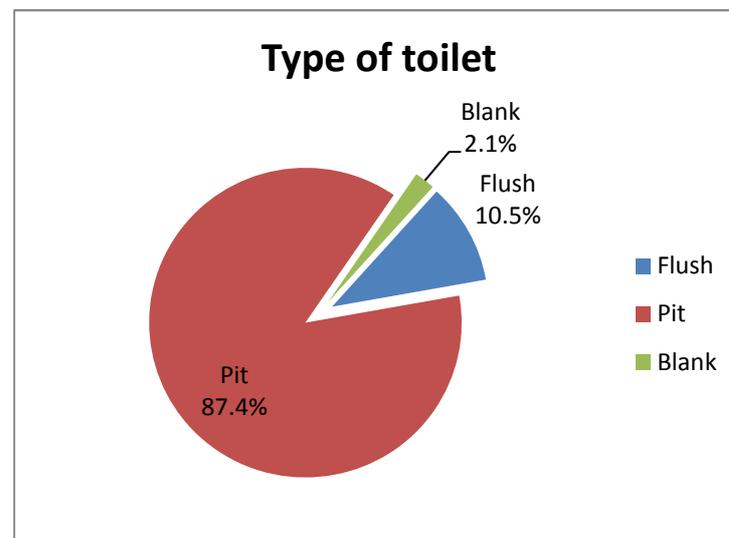
Approximately how much do you spend on electricity per month?



Sanitation

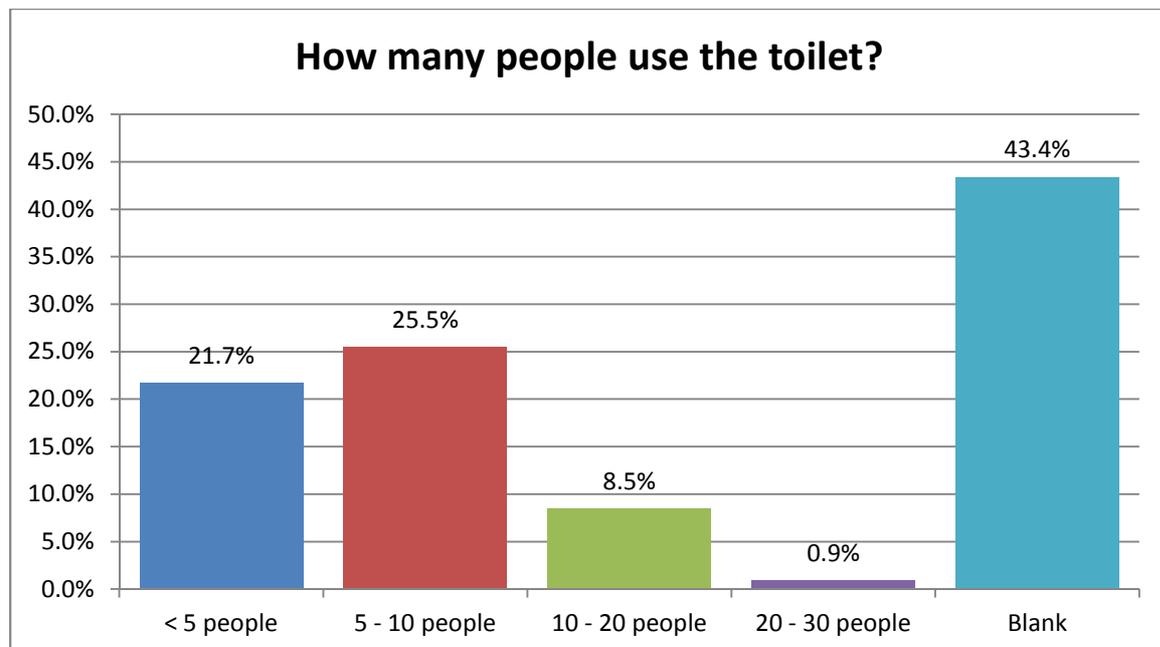


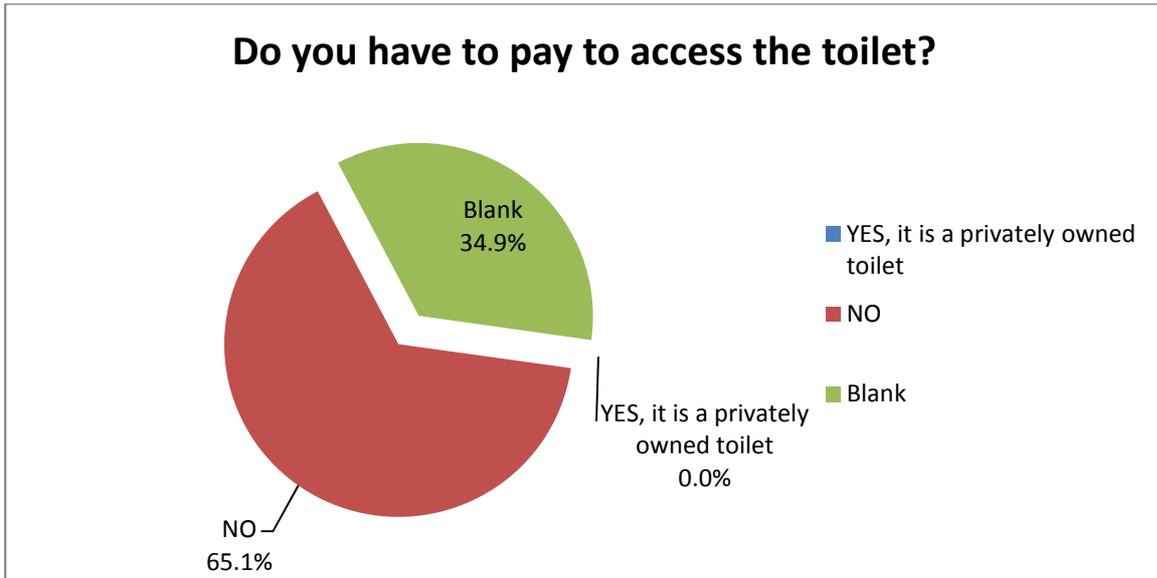
The Yes/No question “Do you have access to toilets?” was further broken down. They had to specify where the toilet was situated. For 80.2% of the respondents the toilet was located in the yard, 8.5% had a toilet in the house. 0.9% had access to a toilet less than 200 metres away.



Respondents who did not have access to toilet were asked what they used. Responses include utilising bushes and using the neighbours’ facilities, at times this is a pit toilet. A few respondents used the bushes beside the river, which carries health risks. Most of the respondents who did not have toilets lived in informal or traditional dwellings.

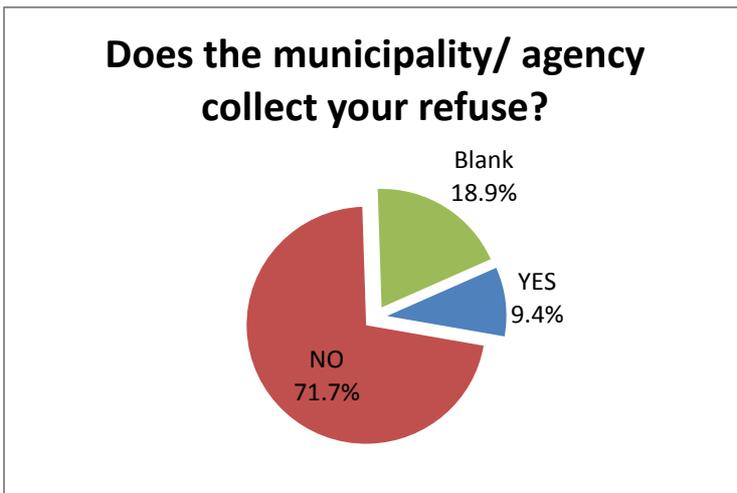
The majority of the respondents use pit latrines (87.4%) with 10.5% having flush toilets. This points to significant work required in this area to provide an acceptable form of sanitation.



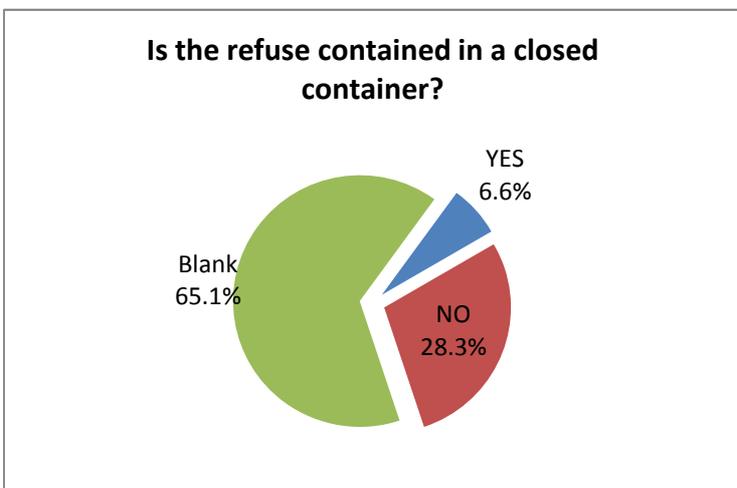


34% of the respondents stated that 5 or more people utilised the same toilet. None of the respondents in Limpopo had to pay to access the toilet.

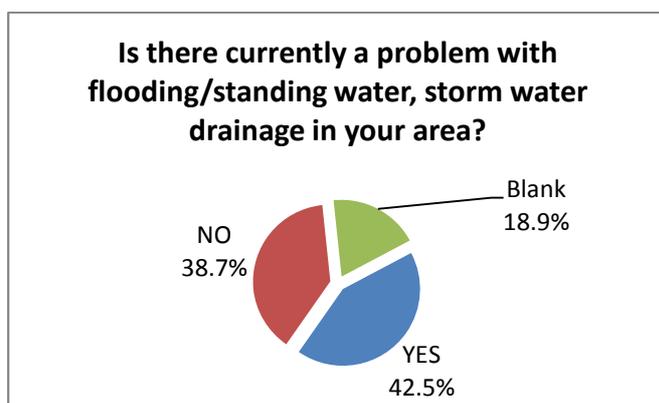
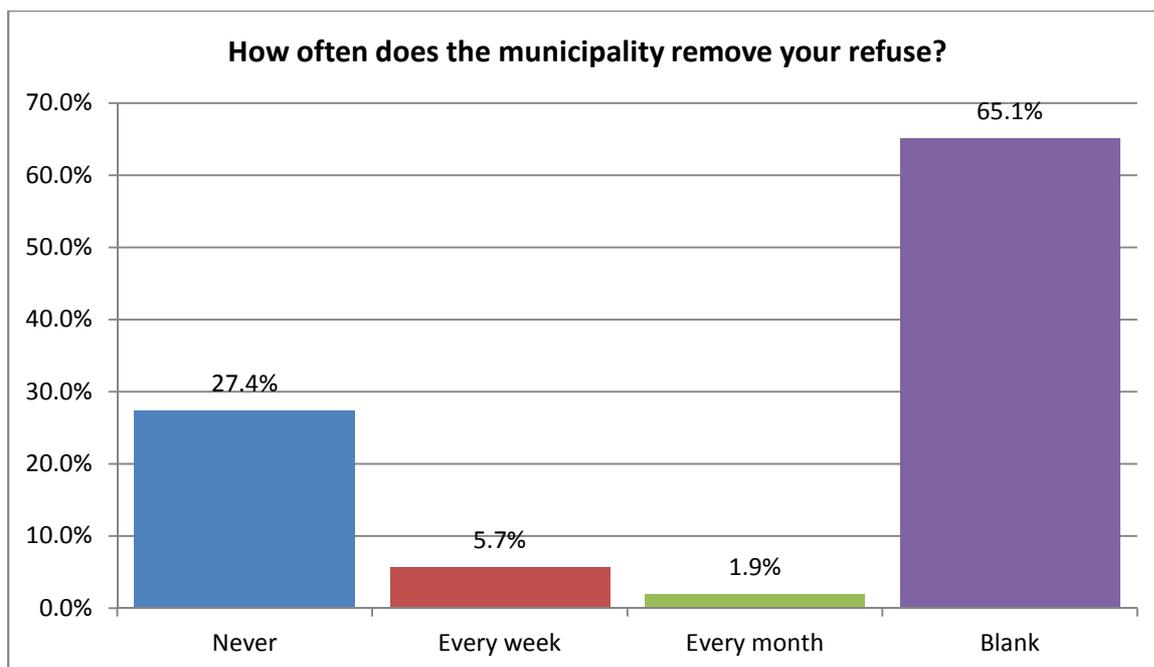
Refuse Collection



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 6.6% of the respondents the refuse removal took place at their homes. Another 2.8% had their refuse collected at a communal point less than 50 metres from their house.



The respondents who did not have their refuse collected by the municipality or an agency were asked how and where 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 Polokwane said that they dispose of the refuse “anywhere”. Of the respondents interviewed, 28.3% stated that their refuse was not contained in a closed container. Only 6.6% of the respondents had a closed container for their 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. 50.0% of these respondents had their refuse removed 1 time and 50.0% 2 – 5 times a month. For 3.8% of the respondents, the communal refuse point serves less than 4 houses and for 2.8% it serves more than 4 - 10 houses.

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 three months. The longest was twenty months; this was in Nkowankowa B in Tzaneen.

Monitor's Observations

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

In Limpopo, there were **complaints about the lack of services, and facilities**. The **lack of toilets raises concerns due to the possibility of the outbreak of diseases such as cholera**. The **self-made refuse disposal sites also pose a danger to health**. This is true in **both rural and urban areas**:

- "The area has an unsettlement (informal) site which has been in existence for more than 18 years with no basic services." (Tzaneen)
- "The area has a problem with water supply, sanitation and shortage of houses on settlement site." (Tzaneen)
- "The area has many places of flooding water." (Tzaneen)
- "The area has poor service delivery on all aspects (housing, sanitation, water supply, etc.)" (Tzaneen)

- “The area is an informal settlement site with none of the necessary basic services with 21 years of existence. The area is full of dumping sites which may cause cholera break down (breakout) at any stage.” (Tzaneen)
- “The area is an urban area without tar roads or street lights. The removal of refuse is not taking place in the place sometimes for 3 times.” (Tzaneen)
- “The area is lacking water, toilets, roads and houses.” (Tzaneen)
- “The area is poorly developed. The majority of residential sites have no toilets.” (Tzaneen)
- “The area is underdeveloped with the majority of residential sites without basic services.” (Tzaneen)
- “He has been a victim of municipality refuse and electricity overcharges for 7 times from Greater Tzaneen Municipality.”
- “The refuse removal is not done properly. Most of the streets around Tzaneen are dirty.”
- “The removal of refuse is inconsistent. The community has no water causing all flushing toilets to stink.” (Tzaneen)
- “The removal of refuse remains as a big challenge. It is usually done once a month.” (Tzaneen)
- “The village has no toilets and is characterised by public dumping sites.” (Tzaneen)
- “The ward is an urban area with no tar roads, street lights and more than five water pipes linking (leaking) for more than six months. Dirty refuse is spread around the location.” (Tzaneen)

Recommendations from the Black Sash

General

Since many of the monitoring observations and findings have taken place in rural areas, including Limpopo Province, 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 (including Limpopo), 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.

A very LARGE percentage of the completed questionnaires returned remained BLANK. This may speak to a fear to comment on basic services for a range of reasons requiring further investigation.

Water

- These initial findings (in particular the quality and 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.¹ Again, a very large percentage of data was left blank on this question.

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

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)

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.
- 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.