

## Mpumalanga CMAP Basic Services Report

August 2011 – April 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 Mpumalanga.

<ul style="list-style-type: none"> <li>• Bavumile Home Based Care</li> <li>• Daggakraal Advice Centre</li> <li>• Ensalabosho Orphans and Disable</li> <li>• Jeppes Reef Home Based Care</li> <li>• Leandra Community Centre</li> <li>• Nsikazi Advice and Resource Office</li> <li>• Simelesonke Tjakastad Kwanda Project</li> </ul>	<ul style="list-style-type: none"> <li>• Bohlabela Resource and Advice Centre</li> <li>• Dientjie Advice and Resource Centre</li> <li>• Hope for Life</li> <li>• Kwaguqa Advice Office</li> <li>• Lend a Hand Home Based Care</li> <li>• Qedusizi</li> <li>• Zimiseleni Dots Home Based Care</li> </ul>
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Map of areas monitored August 2011 – April 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)

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.

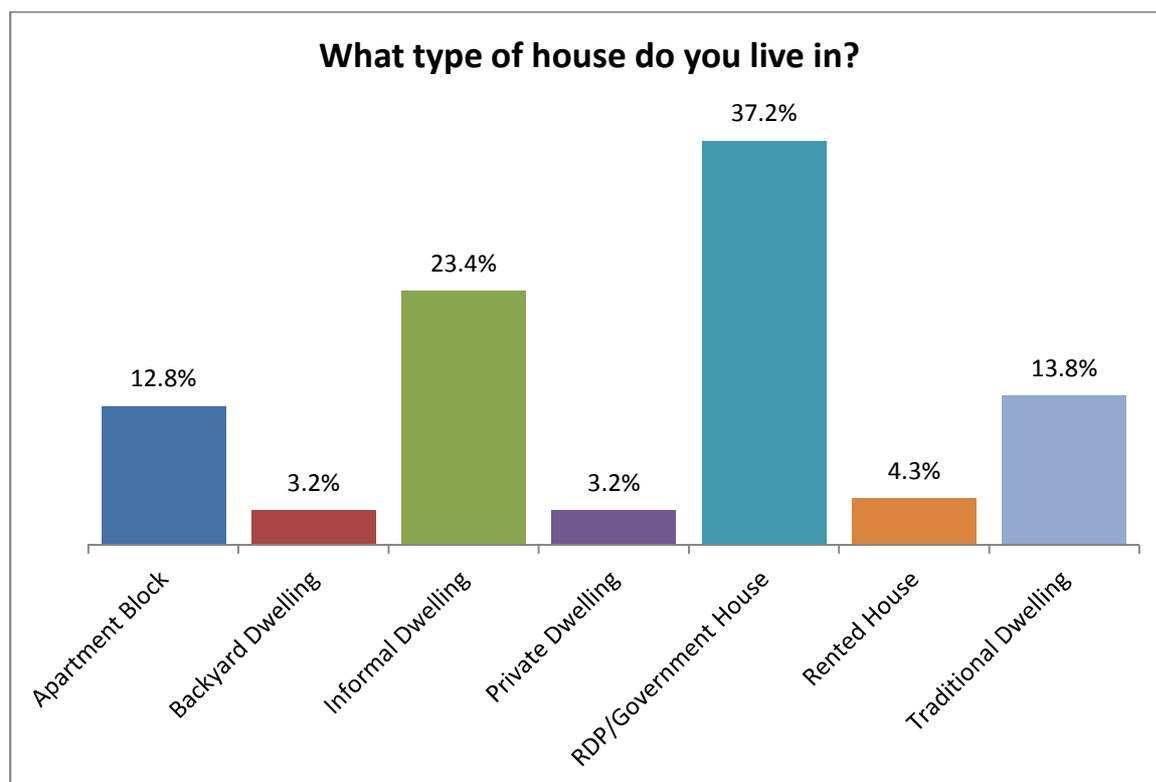
Monitors are selected by civil society networks, community based organisations and faith-based organisations and then trained to monitor selected public services using the monitoring tools. Each of these organisations have a CMAP memorandum of understanding with Black Sash to ensure mutual accountability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

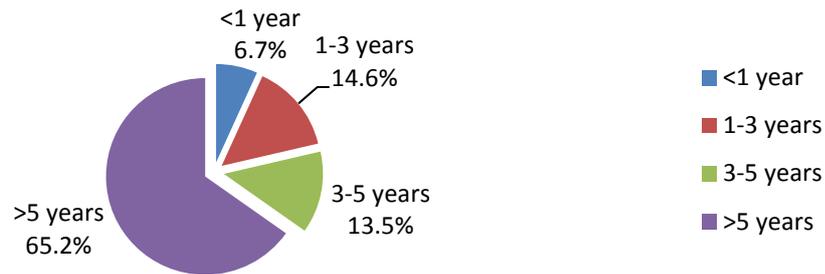
## Findings

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 **Mpumalanga** 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 August 2011 to 18 April 2012**. The findings presented in this report takes into account the experiences and opinions of **94 respondents** from **13 towns** across **Mpumalanga**. Please note that the percentages provided here are rounded off to the first decimal point.



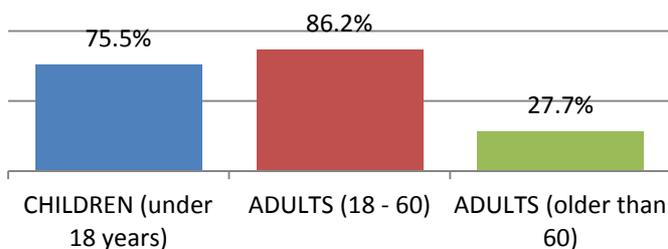
The top three types of housing in which respondents live are as follows; RDP/Government Houses (37.2%), Informal Dwellings (23.4%) and Traditional Dwellings (13.8%).

## How long have you been staying in this house?



Most of the respondents lived in their homes for more than 5 years (65.2%). The respondents were also asked how many people live in the house. The minimum was one person, the maximum was fourteen. The latter were two respondents in Elukwatini. One of these respondents lived in a backyard dwelling and the other in an informal dwelling.

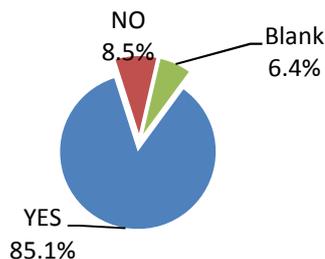
## Percentage of households with age group in house



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 94 respondents interviewed, there were 202 children, 222 adults and 44 elderly in total living in the homes.

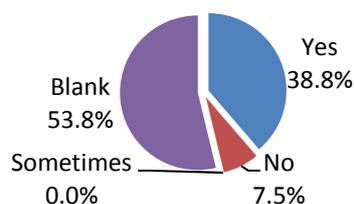
## Water

### Do you have access to water?



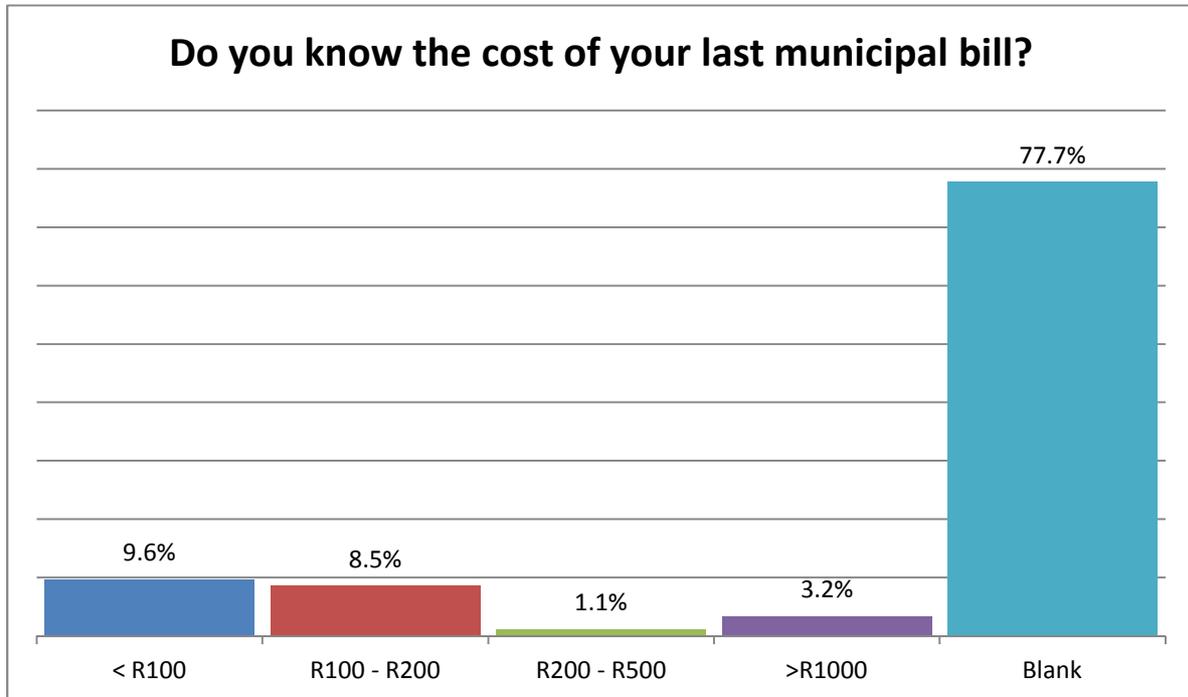
In answer to the question “Do you have access to water?” the Yes/No responses were broken down into further categories. Of those who said that they did have access to water, 19.1% had access in their homes, 41.5% in their yards, 3.2% within 200m standpipe, 4.3% more than 200m away from their home, 2.1% had to collect water from a river/well a distance from their home and 14.9% by way of water-trucks.

### Is the water drinkable?



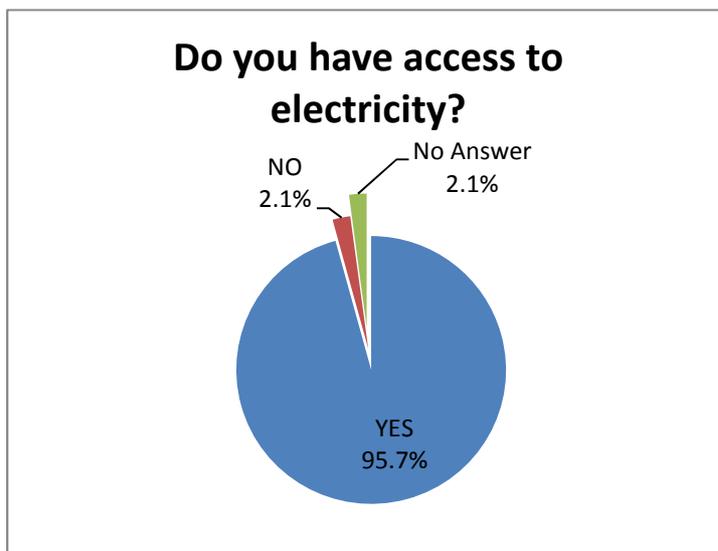
The respondents who did not have access to water stated that the reasons for this were: because there are no pipes (2.1%); and because

there are pipes, but not water (6.4%). The minimum quantity that a respondent received was 20 litres per day, the maximum was 250 litres. Many of the respondents utilised boreholes. Some stated that they collected water in 20 litre buckets and had to go to the water source at three times per day.



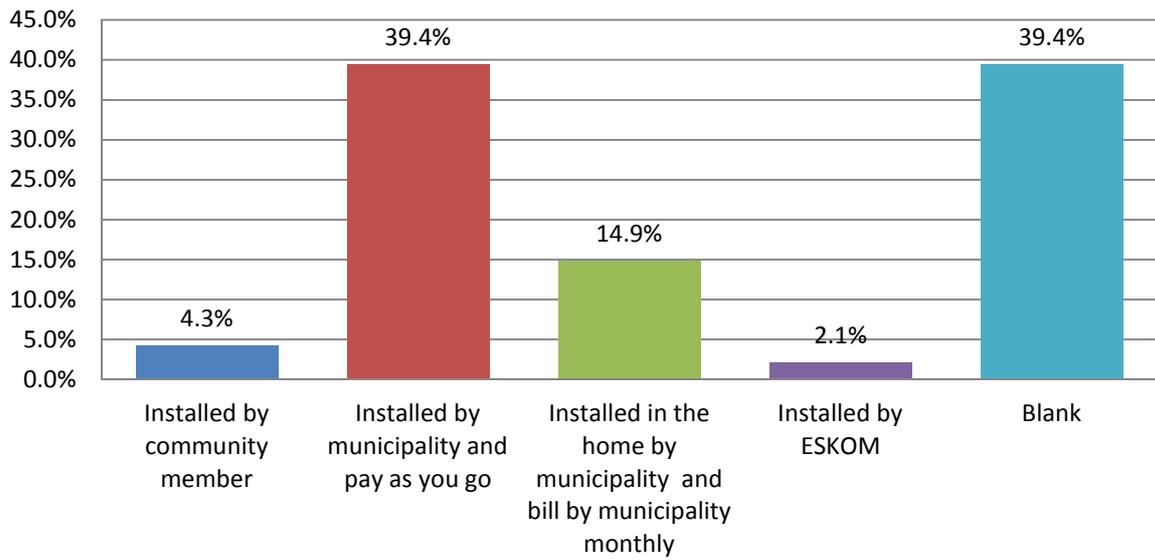
Most of the respondents did not reply to the question in the graph above. However, if you exclude this, then most of the respondents said that their last municipal bill cost less than R100.00.

## Electricity

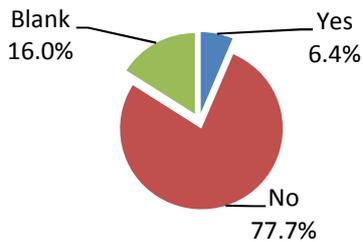


In the question “Do you have access to electricity?” the Yes/No responses were broken down into further categories. For 2.1% of respondents there was no infrastructure to get them access to electricity. The ‘yes’ categories were divided and answered as follows: 2.1% had enough electricity for cooking; 2.1% had enough electricity for lighting; 27.7% had enough electricity for cooking and lighting; the majority, 63.8%, had enough for cooking, lighting, and other.

### How do you access your electricity?

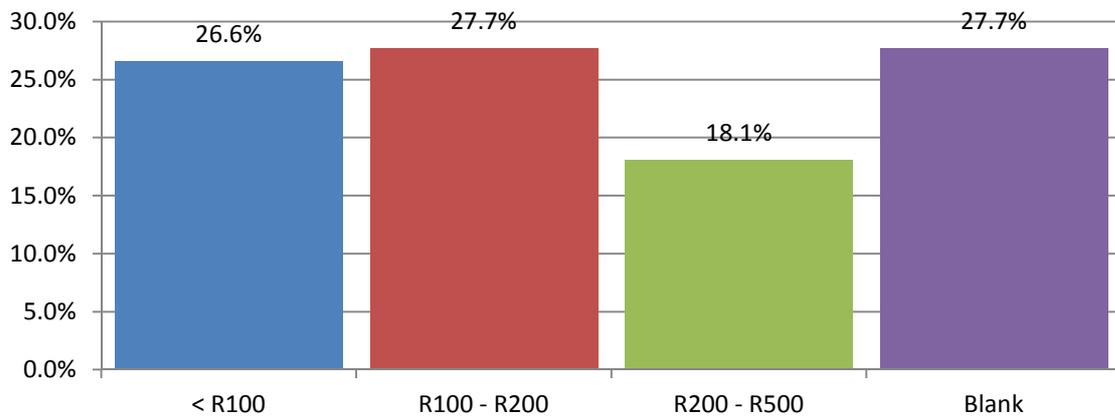


### Have you ever had to pay for more electricity than your bill?



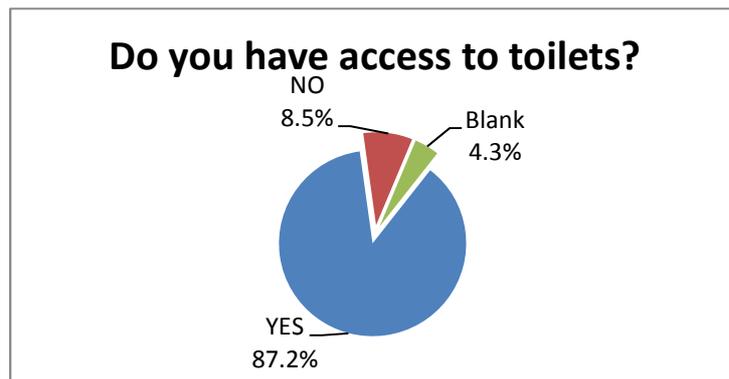
The respondents that had to pay for more electricity than their bill were asked by how much they were overcharged. The maximum was R300.00, with the minimum being R50.00. The former was a respondent at Kamhlushwa in Nelspruit. This respondent only had enough electricity for cooking and lighting.

### Approximately how much do you spend on electricity per month?

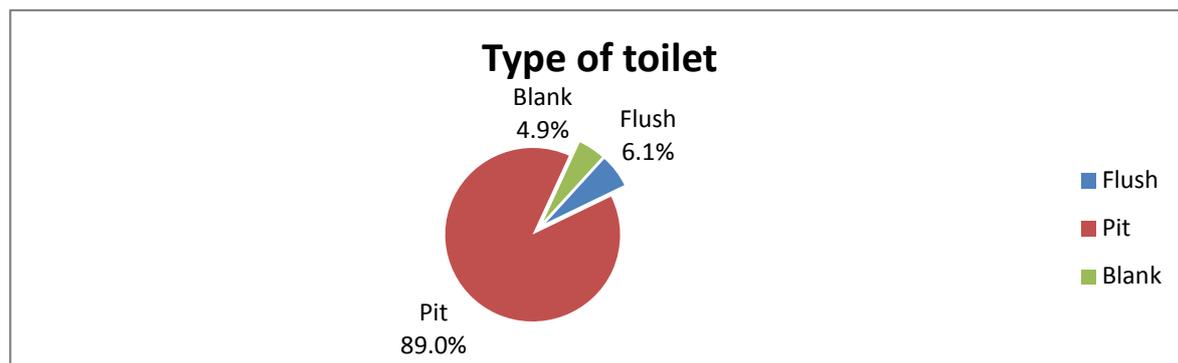


The majority of respondents (27.7%) spent approximately R100 – R200 on electricity per month. For 26.6% of the respondents, the cost of electricity per month was less than R 100.00.

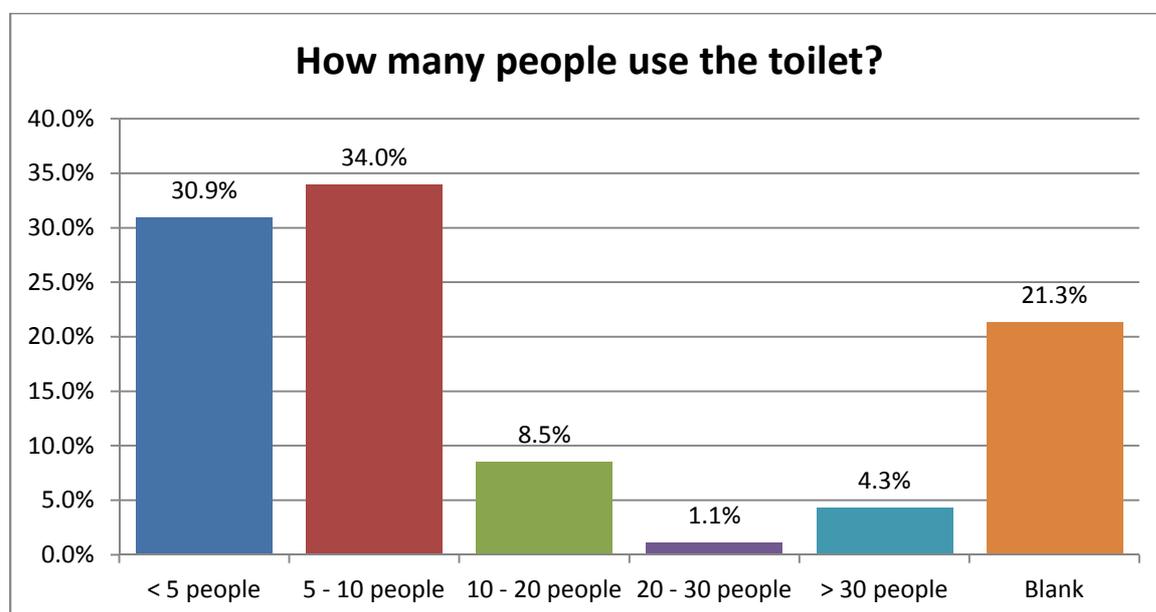
## Sanitation



The Yes/No question “Do you have access to toilets?” was further broken down. They had to specify where the toilet was situated. For 77.7% of the respondents the toilet was located in the yard, 9.6% had a toilet in the house. The majority of the respondents (89.0%) used a pit, with only 6.1% flush toilets.

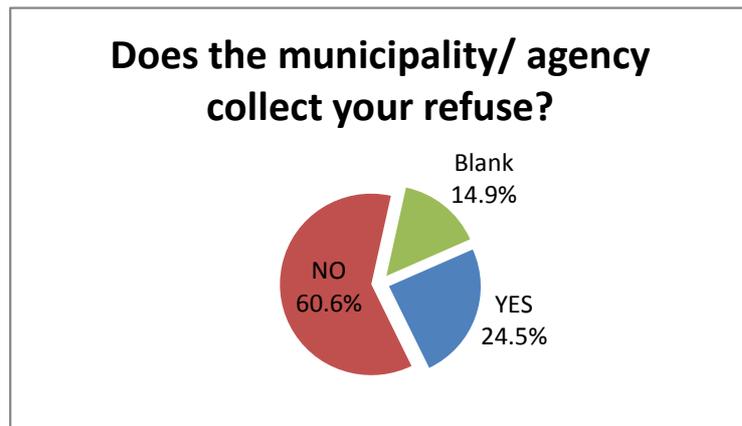


The respondents who do not have a toilet were asked what they used. These respondents used the bush or veld as toilets. These respondents also had to collect their water in 20 litre buckets. All of them lived in Komatipoort in Nelspruit.

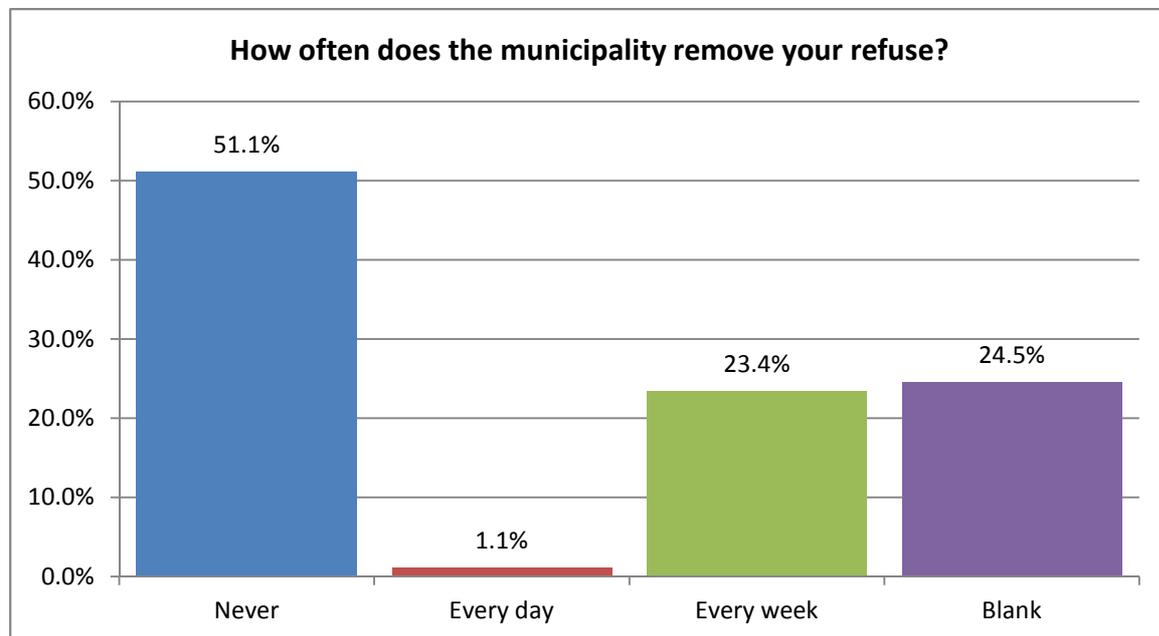
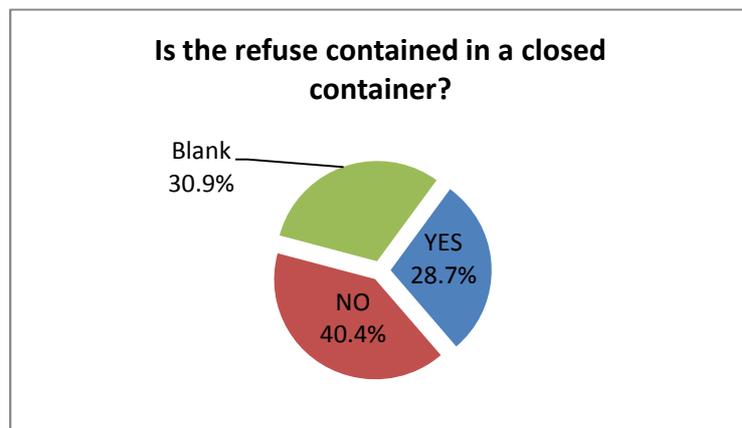


There were four respondents who stated that more than 30 people shared one toilet. All of these respondents used pit latrines, sometimes even the bush or veld. One of these respondents had to pay to access a privately owned toilet. Two other respondents also had to pay to access a toilet. These respondents utilised a community toilet.

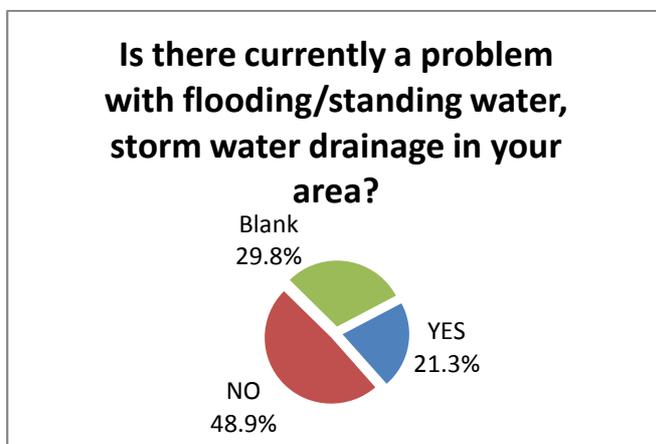
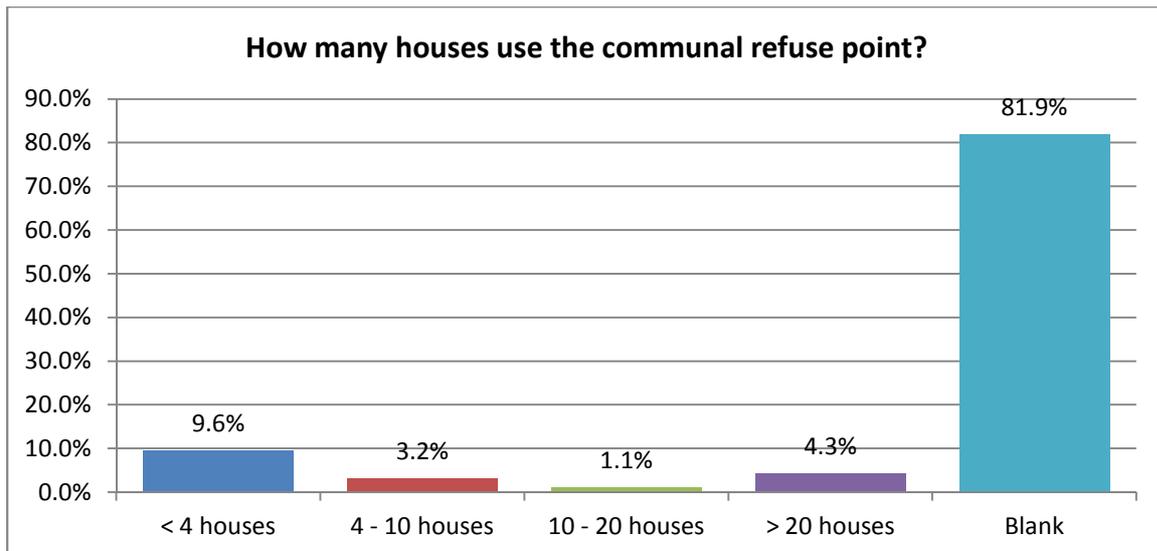
## Refuse Collection



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 22.3% of the respondents the refuse removal took place at their homes, and 2.1% at a communal point less than 50 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. Some of the respondents disposed of the refuse in their backyard, others at a rubbish dump. Many respondents burnt the refuse, or buried it. Of the respondents interviewed, 40.4% stated that their refuse was not contained in a closed container. Only 28.7% of the respondents had a closed container for their refuse.



It is important to note that a large percentage (51.1%) of the respondents interviewed in Mpumalanga stated that the municipality never removed their refuse.



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 more than a year. One respondent in Leslie said that the problem had existed 30 years. Another respondent in Komatipoort, Nelspruit said that they had a problem with flooding/standing water whenever there was heavy rain.

## Client's Comments

Clients were asked to provide comments. Some of these are listed below.

In Mpumalanga, **the main complaint was that the councillor did not live in the area in which he/she served and chose his own ward committee member.** This is illustrated by the following comment:

- “Councillor is living in the town of Caroline in Albert Luthuli Municipality .They choose his own ward committee member.” – The respondent lives in Elukwatini.

Further complaints were regarding the fact that there was a **lack of water and housing.**

- “No water for a long time” (Elukwatini)
- “No water. No RDP house” (Elukwatini)

## 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. Mpumalanga is typically such a province. 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 Mpumalanga, where basic service monitoring also took place, municipalities are 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

- The delivery of water trucks and poor quality and provision of water in Mpumalanga is a serious challenge, amongst the worst in the country.
- 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, such as those raised by the monitoring evidence of Mpumalanga CMAP Monitors.
- 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 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.<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 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!

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<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)

- 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.