

North West CMAP Basic Services Report

August 2011 – May 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
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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.

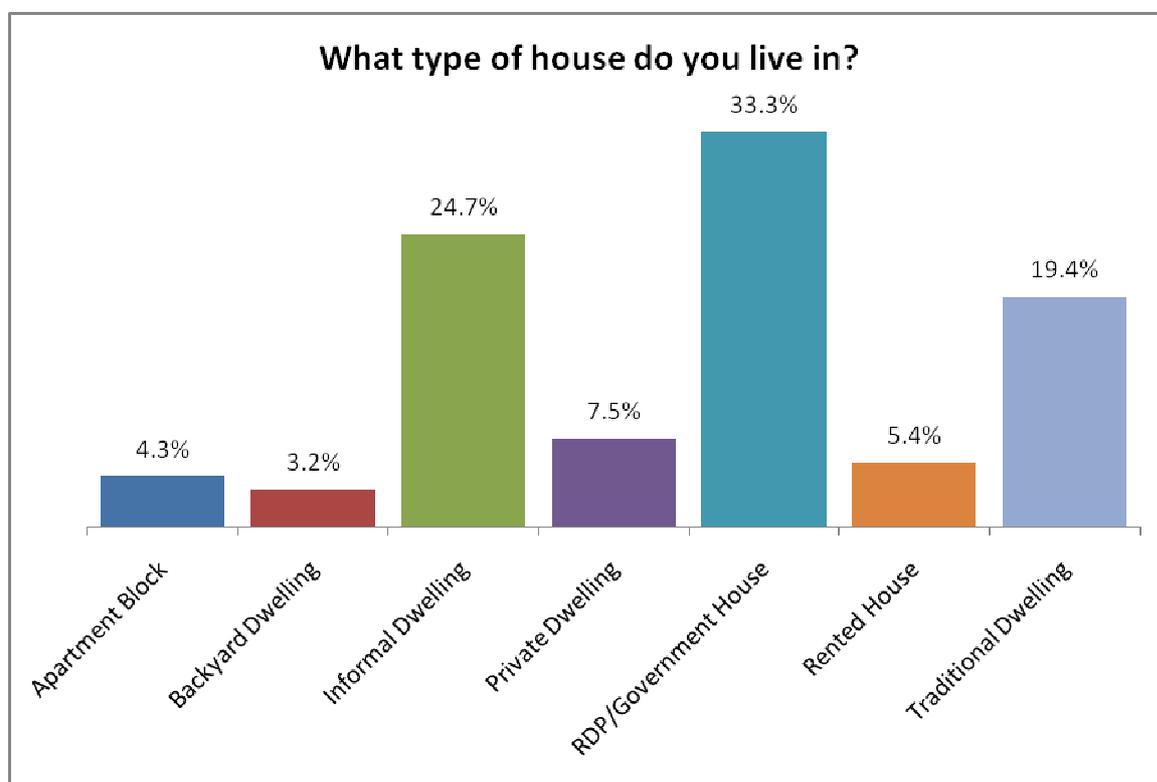
Monitors are selected by civil society networks, community based organisations and faith-based organisations and then trained to monitor selected public services using the monitoring tools. Each of these organisations have a CMAP memorandum of understanding with Black Sash to ensure mutual accountability 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 North West 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 **2 August 2011 to 2 May 2012**. The findings presented in this report takes into account the experiences and opinions of **93 respondents** from **10 towns** across **the North West**. Please note that the percentages provided here are rounded off to the first decimal point.



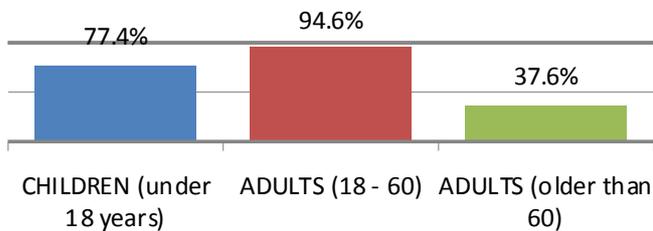
The top three types of housing in which respondents live are as follows; RDP/Government Houses (33.3%), Informal Dwellings (24.7%) and Traditional Dwellings (19.4%).

How long have you been staying in this house?



Most of the respondents lived in their homes for more than 5 years (58.2%), with just over a fifth for 3 - 5 years. The respondents were also asked how many people live in the house. The minimum was one person, the maximum was thirteen. The latter were three respondents in Vryburg.

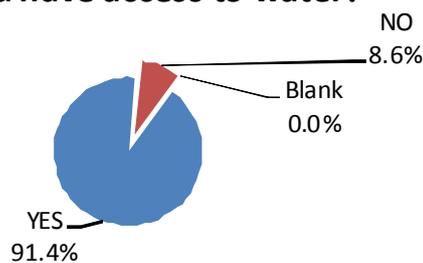
Percentage of households with age group in house



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 93 respondents interviewed, there were 188 children, 279 adults and 63 elderly in total living in the homes.

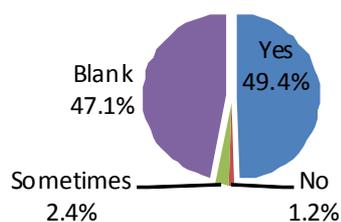
Water

Do you have access to water?

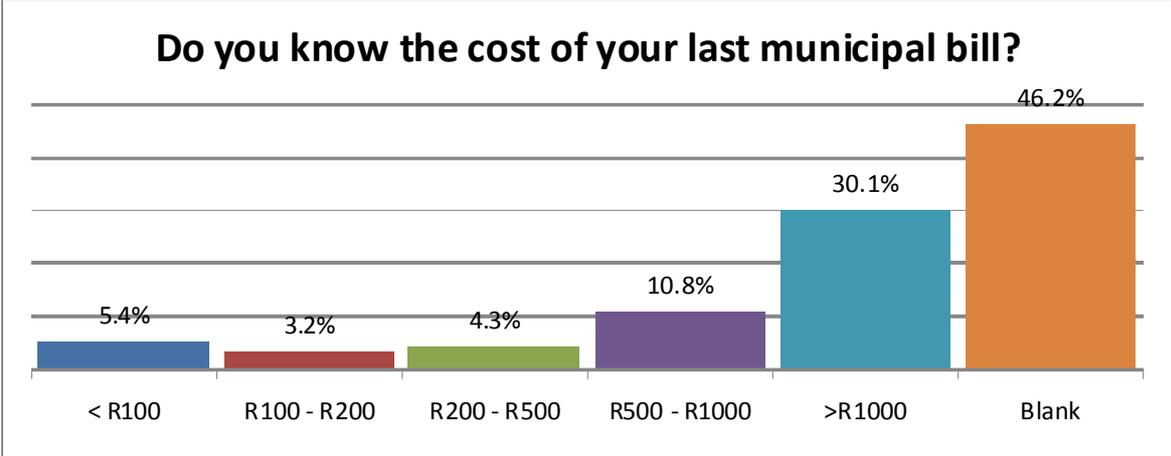


In answer to the question "Do you have access to water?" the Yes/No responses were broken down into further categories. Of those who said that they did have access to water, 28% had access in their homes, 39.8% in their yards, 12.9% within 200m standpipe, 7.5% more than 200m away from their home, and 3.2% by way of water-trucks.

Is the water drinkable?

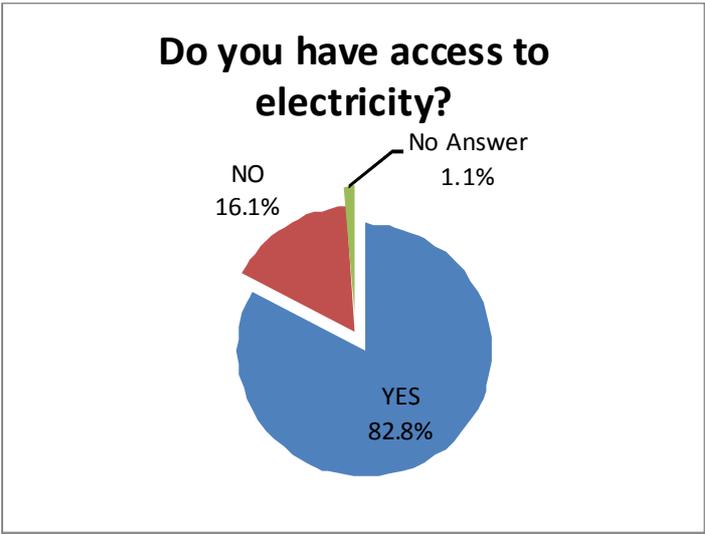


The respondents who did not have access to water stated that the reasons for this were: because there are no pipes (4.3%); and because there are pipes, but not water (4.3%). A number of respondents utilised boreholes.

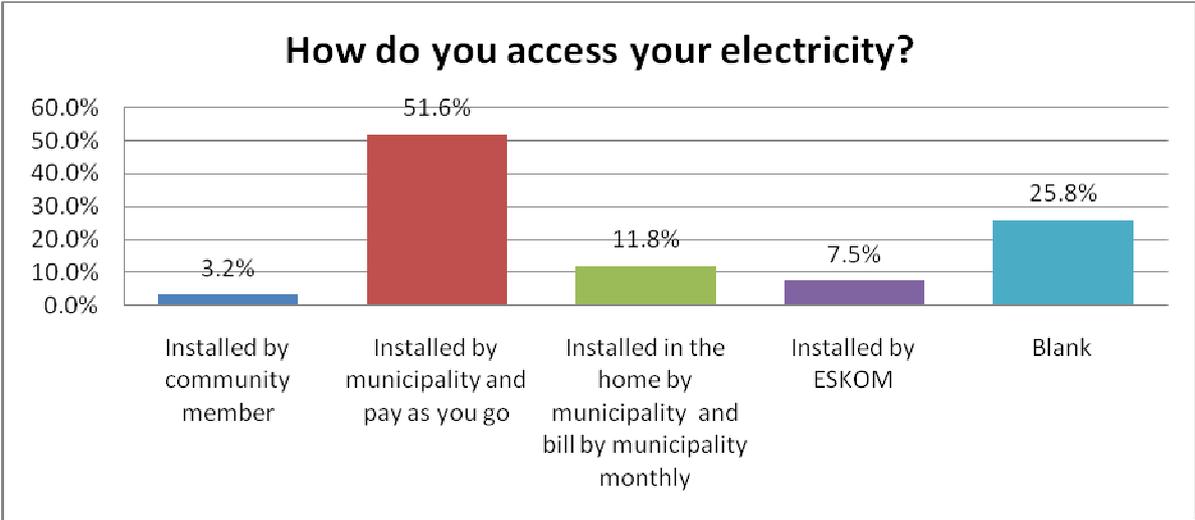


Of the respondents interviewed, 30.1% of them indicated very costly municipal services, in excess of R1000 per month. These are hugely disproportionate costs and points to the unaffordability of the costed norms approach.

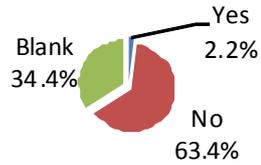
Electricity



In the question “Do you have access to electricity?” the Yes/No responses were broken down into further categories. For 15.1% of respondents there was no infrastructure to get them access to electricity, and 1.1% had no money for pay as you go. The ‘yes’ categories were divided and answered as follows: 2.2% had enough electricity for lighting; 15.1% had enough electricity for cooking and lighting; the majority, 65.6%, had enough for cooking, lighting, and other.

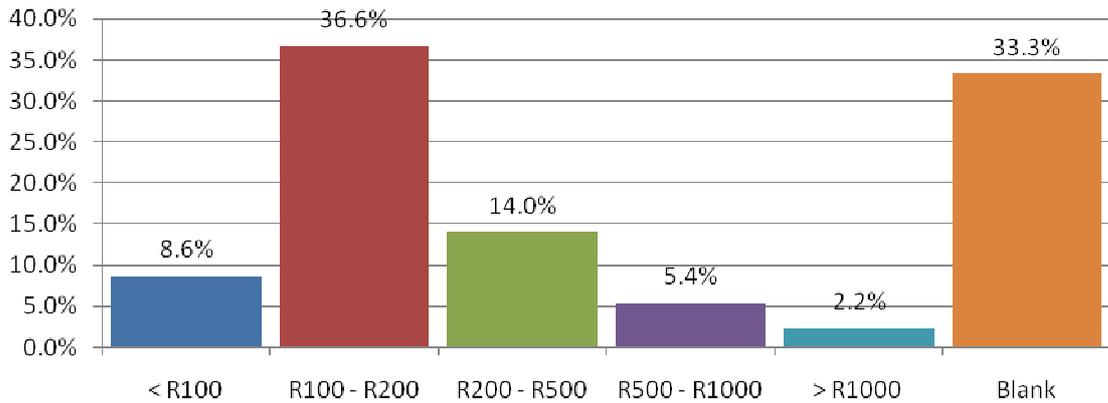


Have you ever had to pay for more electricity than your bill?



The respondents that had to pay for more electricity than their bill were asked by how much they were overcharged. The maximum was R200.00. This was the municipality and Bareng Stores in Koster that they overcharged.

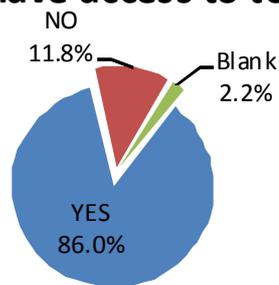
Approximately how much do you spend on electricity per month?



The majority of respondents spent approximately R100 – R200 on electricity per month.

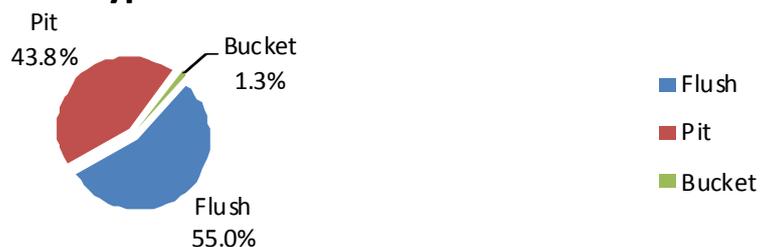
Sanitation

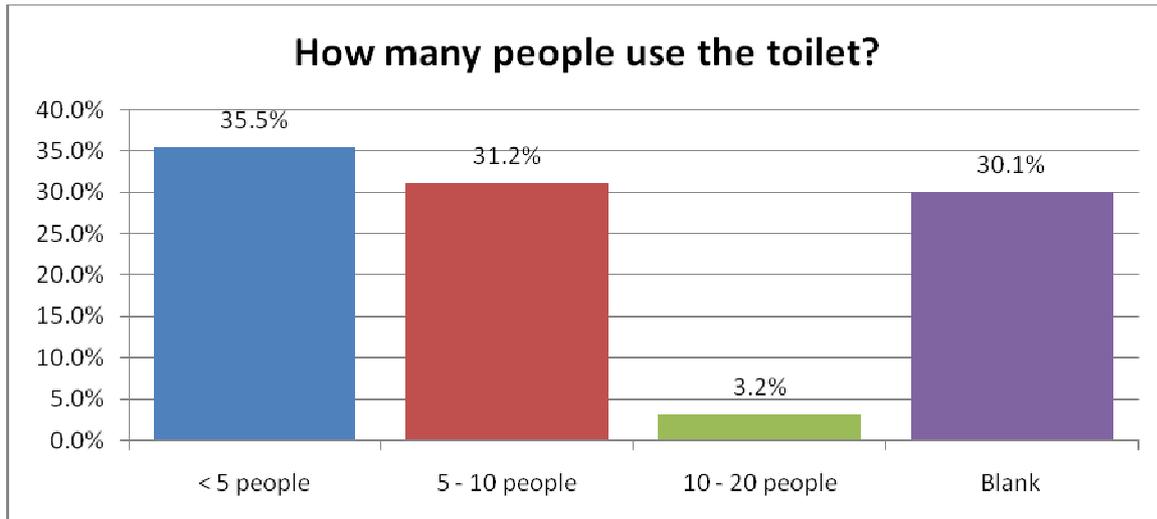
Do you have access to toilets?



The Yes/No question “Do you have access to toilets?” was further broken down. They had to specify where the toilet was situated. For 75.3% of the respondents the toilet was located in the yard, 10.8% had a toilet in the house. More than half (55.0%) of the respondents have flush toilets, with 43.8% using pits, with 1.3% using buckets.

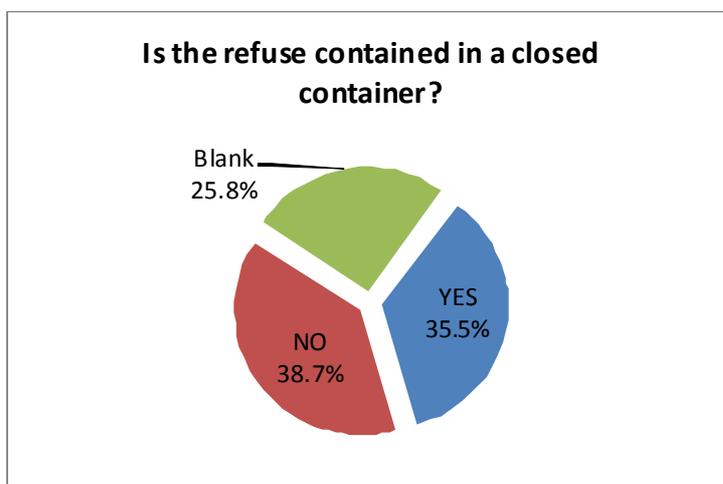
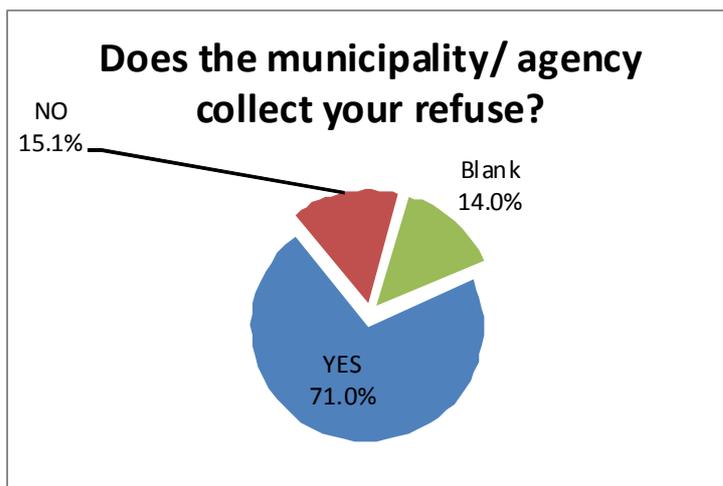
Type of toilet



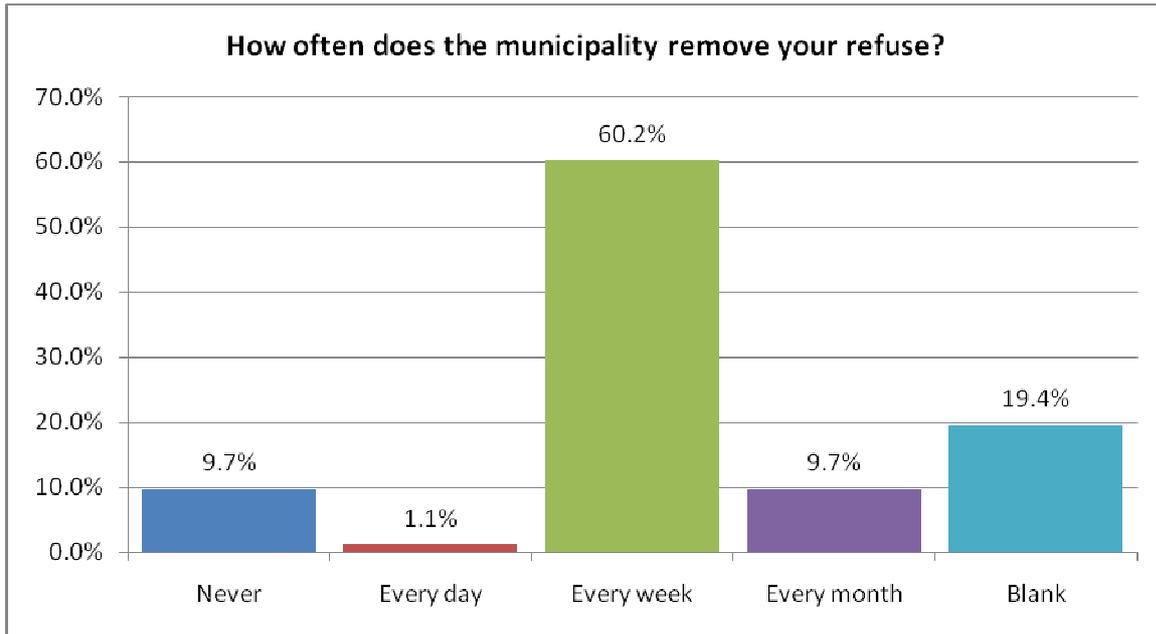


There were three respondents who stated that 10 to 20 people utilised the toilet. Two of these respondents used flush toilets and one used a pit.

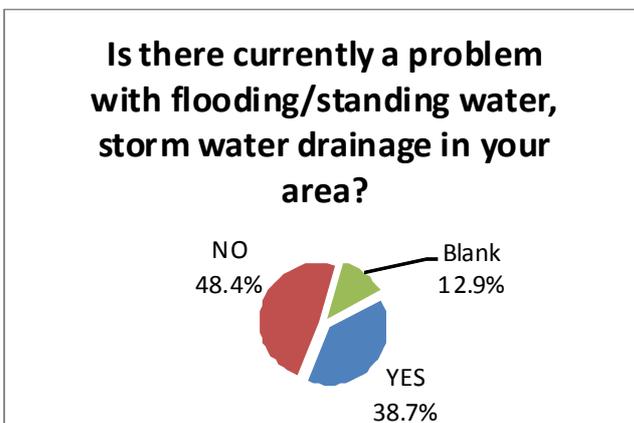
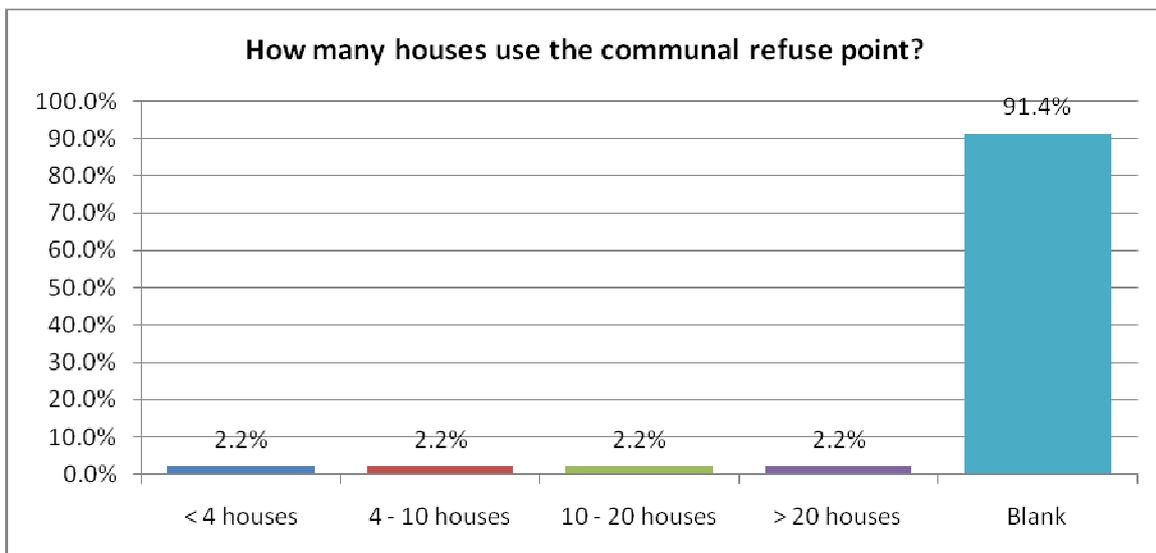
Refuse Collection



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 63.4% of the respondents the refuse removal took place at their homes, and 7.5% 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 were asked how they disposed of their refuse. Some of the respondents disposed of the refuse in their backyard, others at a rubbish dump. Two respondents said that they dumped it on the street corner and another said the veld. Of the respondents interviewed, 38.7% stated that their refuse was not contained in a closed container. Only 35.5% 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.



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. 88.9% of these respondents had their refuse removed once a month, and 11.1% 2 – 5 times a month.



The respondents that said that there was currently a problem with flooding/standing water, or storm water drainage in their area were asked how long the problem had existed. The shortest period was two months. One respondent in Reagile, Koster said that the problem had existed for more than 30 years.

Recommendations from the Black Sash

Water:

The 3.2% of respondents who access water by way of trucks usually suffer the most because in many villages water trucks are unable to supply enough water to communities. It is structured in such a way that a truck visits one village once a day. Communities at Ntswelletsoku Village in the Ramotshere Moilwa Municipality are still experiencing serious water shortages even from those water trucks.

Sanitation:

Pit toilets are not as hygienic because when the pits get full the toilet cannot be use anymore and the smell is always unbearable.

Recommendation: Pit toilets should be replaced with flush toilets.

Refuse Collection:

Refuse collection in most of our communities is being done but refuse bags are left for days at designated areas before collection until neighbourhood dogs tear them apart.

Recommendation: Refuse collectors should remove refuse as soon as possible.