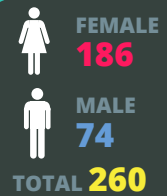


# CITY OF EKURHULENI: RESIDENTS' EXPERIENCES OF THE PROCUREMENT OF, DELIVERY, AND SERVICING OF CHEMICAL TOILETS TO INFORMAL SETTLEMENTS



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LET'S PROTECT ONE ANOTHER

*The data was collected between 29 May and 7 June 2023. 260 informal settlement residents in the City of Ekurhuleni who use chemical toilets answered questions based on their experiences of the procurement of, delivery, and servicing of these toilets.*



## RECOMMENDATIONS

Based on the data collected, as well as further consultations with residents, Asivikelane would like to submit the following recommendations:

1. Informal settlement residents recommend that the City of Ekurhuleni conducts a needs assessment during the procurement planning stage so that their sanitation needs inform the requirements in the tender specifications.
2. Informal settlement residents recommend that all bid briefing sessions should be open to the public to allow residents to attend sessions that are of interest to them.
3. Informal settlement residents recommend that the City of Ekurhuleni formally introduces the service providers to the communities once the contract has been awarded.
4. Informal settlement residents recommend that the tender should be advertised in local media, community halls and the community library so that they are aware that the current contract is coming to an end and whether there are opportunities for them to bid or work with prospective service providers as sub-contractors.
5. Informal settlement residents recommend that the service delivery schedule be made public and pasted on the doors of the chemical toilets so that they can properly monitor the delivery of the service.
6. All outsourced services must be subject to citizen oversight. The informal settlement residents recommend that they are given platforms to report to the city any faults, broken toilets and any acts, or omissions from the service provider that constitute a breach of contract.
7. Informal settlement residents recommend that the city officials conduct in-person monitoring of the sanitation service during the implementation of the contract.



## SUMMARY OF KEY FINDINGS

### 1. Residents are generally not consulted about their sanitation needs before the City appoints a service provider to deliver sanitation services.

65% of residents said that no one has ever asked them about their sanitation needs before the appointment of the service provider. When residents were asked about their sanitation needs, 23% said that a Councillor asked them, while 12% said that they were asked by a Community Leader. Only 1% said that the Municipality or officials consulted them about their sanitation needs.

Who asked you about your sanitation needs before the appointment of the service provider?		
No one	168	65%
Councillor	59	23%
Community Leader	30	12%
Municipality/Officials	2	1%
Other	1	0%
<b>Total</b>	<b>260</b>	<b>100%</b>

### 2. Most residents know the name of the chemical toilets service provider as well as what they should deliver.

65% of residents said that no one has ever asked them about their sanitation needs before the appointment of the service provider. When residents were asked about their sanitation needs, 23% said that a Councillor asked them, while 12% said that they were asked by a Community Leader. Only 1% said that the Municipality or officials consulted them about their sanitation needs.

### 3. Many residents were never introduced to the service provider.

Half of residents said that they were introduced to or learned (were told) about the service provider during the delivery of the toilets, while another 8% said that this happened after the award of the tender. But 42% of residents said that they were never introduced to the contractor or never learned about them.

When were you introduced to or when did you learn about the service provider?		
During delivery of toilets	131	50%
Never	109	42%
After award of tender	20	8%
<b>Total</b>	<b>260</b>	<b>100%</b>

### 4. Most residents have never seen a tender notice (invitation to bid) for the delivery of chemical toilets to information settlements.

Only 2% of residents said that they had ever seen or heard about such an advertisement or invitation.

## 5. Most residents want to be consulted on their needs before a service provider is appointed.

The majority of residents said that should be consulted by the municipality about sanitation needs in their community before the appointment of the service provider. Some residents also indicated that they should be informed about the tender and the services to be provided.

Many residents said that they want to participate in the selection of the service provider. While we acknowledge that this is not possible, we want to emphasise that these requests reflect residents' frustrations with the service delivered by previously contracted service providers. This suggests that a needs assessment should be made before the appointment of a new service provider and should also include reflections from communities about how well (or not) the contractors delivering the current service are doing their work.

## 6. Most residents feel that they should monitor the delivery of the service after the appointment of the service provider.

The majority of residents indicated that their role should be to monitor the delivery of the service. Other residents said that they must know the name of the service provider and what they should deliver (including the number of toilets).



For more information please contact: [www.asivikelane.org](http://www.asivikelane.org)

