

# PLANACT

## ANNUAL REPORT

APRIL 2020 - MARCH 2021



## **GRATITUDE TO DONOR PARTNERS**

Planact would like to extend its gratitude to: International Budget Partnership; MISEREOR - The German Catholic Bishops' Organisation for Development Cooperation; Open Society Foundation; Raith Foundation; and the Social Justice Initiative for the financial support provided during the reporting period which has enabled Planact to execute all its programmes, in its quest to realise a just society in South Africa.

## **MEMBERS OF THE BOARD OF DIRECTORS**

Planact's Board of Directors has worked tirelessly with the Management towards ethical governance and strategy formulation. Gratitude is extended to the Board of Directors that served during this period.

The Governance Board comprise:

Dr Geci Karuri-Sebina;

Ms Jacqueline Sejanamane;

Professor Marie Huchzermeyer;

Mr Michael Kihato;

Professor Steven Friedman and

Mr Seana Nkhahle (Chairperson).

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MESSAGE FROM THE

# BOARD CHAIRPERSON

I invite you to read through Planact's programme work for the period 01st April 2020 to 31st March 2021. In this foreword, I reflect on Planact's trajectory in providing support to citizens before and after the demarcation of municipal boundaries in 2000, and its eagerness to prompt civil society action in local government processes. The year under review marks a great milestone for South Africa as it celebrates twenty years of participative democracy at a local level, since the municipal demarcation. The Local Government – Municipal Systems Act of 2000 provides core principles, guidance and mechanisms that enable municipalities to ensure that citizens participate in their local socio-economic upliftment processes. Plausibly, Planact's interventions have empowered marginalised communities since 1994, to claim their constitutional rights, and be able to participate in local governance processes.

Since its inception, Planact has played an active role in building capacity of a new crop of leaders, while using ward committee training materials it developed. During this period, Planact supported establishing ward committee structures, which were the first in South Africa. After each municipal election cycle, Planact has trained both ward councillors and community-based organisations on the integrated development processes, in anticipation of getting local people to take on leadership roles in local government activities.

However, over time Planact has seen a growing distance between the people in formal leadership positions and their respective constituencies. This situation has

brought all sorts of problems, including protests that have ranged from civil to violent ones in nature. The protests, especially the violent ones, indicate a 'social distance' between those in authority and the citizens they are meant to serve.

Planact's observation is that there has been limited inclusion of citizens in planning and decision-making processes regarding the utilisation of resources that are geared towards improving the nature of settlements, where the most vulnerable citizens reside. It is also evident that most government systems do not have robust mechanisms to institute consequences for inappropriateness seen in local development processes. As a result of this shortcoming, there is little accountability from those in authority and responsible for local development.

During the past year, Planact's work programmes have continued to emphasise the aspect of transparency and accountability at all government levels, mainly focusing on the local government processes. Transparency and accountability are better achieved with a strong citizen presence and activeness. As a developmental state, South Africa's regulation prioritises citizens' involvement in all aspects, which is one of the pillars of democracy that underpins the constitutional rights of citizens. For this reason, Planact has continued to use the 'rights-based approach' to exert pressure on authorities, especially in local government, by promoting and supporting the vulnerable citizens to work as a collective agency. Several citizen groups have been prepared to form citizen agencies and to use them to interface with local authorities.

With this approach, Planact has also impressed on the citizens it supports that the constitutional rights, come with actions of responsibilities in all processes, and that violent acts do not make the state listen but instead destroy relationships and assets.

As South Africa prepares for the coming local government elections, the virtues of democracy should be instilled in all those aspiring to take up leadership positions. Such people must reaffirm their allegiances/commitment to these virtues. In addition to the commitments, the aspiring candidates must prioritise building bonds between citizens and ward councillor representatives in keeping the promises they will have made during the campaigns.

As one of the many role players working to ensure that the most vulnerable citizens are recognised and acquire a place to express their desires, Planact will continue to pursue avenues, that endeavour to bring citizens closer to the corridors of authority.

As I conclude, I thank the dedicated Board Members, Management Committee and Staff Members for yet another successful year! This work has been due to Planact's committed donor partners, and it is sincerely grateful to these donors.

A handwritten signature in black ink, reading "Seana Nkhahle". The script is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

**Chairperson**

MESSAGE FROM THE

# EXECUTIVE DIRECTOR

## Introduction

This annual report covers programme activities undertaken by Planact from 01<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021. The period being reviewed was characterised by an unprecedented development whereby a corona virus epidemic erupted in South Africa and the rest of the world and necessitated government authorities to place South Africa under lock down. It was undoubtedly a huge challenge to operate during these conditions.

## Context

Last year's incident took us all by surprise and forced us to respond to development issues in a new setting, unable to refer to set structured plans and targets, as had been the practice in the past.

During the first months of the epidemic, we realised that Planact would be able to continue with most of its programme activities. This was possible due to past experiences and having recently restructured its operations. The recent restructuring enabled Planact prioritise issues of sustainability and build resilience, propelling it during the year, to meet its obligations against all odds.

Not only was Planact able to navigate unprecedented circumstances, but it also managed to strengthen the team, and its relationships with donors, partners and constituencies that it supports.

Like in all sectors, the corona virus laid bare the appalling socio-economic conditions and daily struggles the constituencies that Planact supports, are faced with in their attempts to sustain their lives and livelihoods. It also confirmed how society in general needs to pay more attention to urgently find sustainable solutions to ease the plight of disadvantaged communities.

It has been 20 years since South Africa moved away from the Transitional Local Councils (TLCs) to establish a metropolitan and local municipal system. However, it is evident that a lot more effort is needed from key stakeholders to refine this system into a more workable model, one that is tailor-made for the diverse and ever changing South African context.

Several shortcomings are palpable within the procedural systems of the metropolitan and local municipal system that have not adequately yielded improvement in local geographical settings and therefore impacting negatively, mainly, on the most vulnerable people in society.

## Meeting contractual obligations

During the year under review, Planact demonstrated its innovative ability in fulfilling its contractual obligations as it steered through what seemed to be the new way of working. Planact was required to support women groups, young girls and people with disability to have improved and secure ablution facilities. In addition to this support, Planact was responsible to create avenues that would enable various

vulnerable citizens have access to water, clean ablution facilities and living areas free of refuse. This became even more important than ever, due to the epidemic that was a rampage.

Planact was further obligated to contribute to ways that would improve living conditions of residents in informal settlements. This is a contractual obligation that has continued over the years where Planact has employed different concepts. This was the same during the year under review.

A number of these concepts have required Planact negotiating with relevant government authorities to use assigned grant for various programmes, to alleviate the unbearable conditions in informal settlements. Most interventions Planact is engaged with, have always required multi-level intervention approaches, which is at a community level, government procedural systems and regulatory arrangements with several government institutions.

Work activities on investigating inner city residential affordable models were undertaken to highlight that such residents, also faced dire conditions similar to residents living in informal settlements that are situated mostly on the verge of urban areas.

### **Brief review of Programme activities**

Planact's programme activities derived from the following four project themes:

- a) Inclusive democracy for vulnerable communities,
- b) Community based social movement for collective agency,
- c) Social accountability and access to information, and
- d) Partnership for municipal accountability.

From the four themes, which underpin the contractual obligations, Planact has acquired a better understanding of the depth of the structural incompetence embedded in the municipal systems regarding budgeting, identification of priorities, commitment to responsibility assigned at an individual level, department level and municipal level.

Planact made some strides in three metropolitans Johannesburg, Tshwane and Ekurhuleni, where water provision, sanitation maintenance and refuse collection to several informal settlements improved. This was achieved using the evidence from 'social audits' and 'citizen participation' tools developed by Planact. However, the metros still need to prove sustainability of the gains made.

Furthermore, from a community collective agency, municipalities started sharing information with communities on housing and service delivery plans, which has reinforced the some of the achievements through the communities' advocacy initiatives. Using the community collective agency, several multi-pronged approaches are being applied vertically, at different government levels and horizontally at different departments within municipalities.

### **Going forward**

Despite the multiple challenges caused by the epidemic, Planact noted the unique opportunities to learn from the crisis and build long-term societal, economic and environmental resilience against recurring natural and manmade disasters.

Municipalities must make access to information on an on-going basis and share with relevant stakeholders while also creating an enabling environment to involve of all stakeholders in municipal processes.

Planact will continue supporting communities in building their agency, by strengthening their confidence to speak out and engage authorities, and at the same time work in unison.

### **Gratitude**

With all the uncertainty that surrounded the entire world throughout the year, efforts from Planact's donor partners, board of directors and staff members enabled it to navigate through the unpredictable terrain and at the end, it has emerged successful in most actions. A great appreciation to such commitment, goes out to all!

*Frederick Kusambiza - Kúngi*  
**Executive Director**



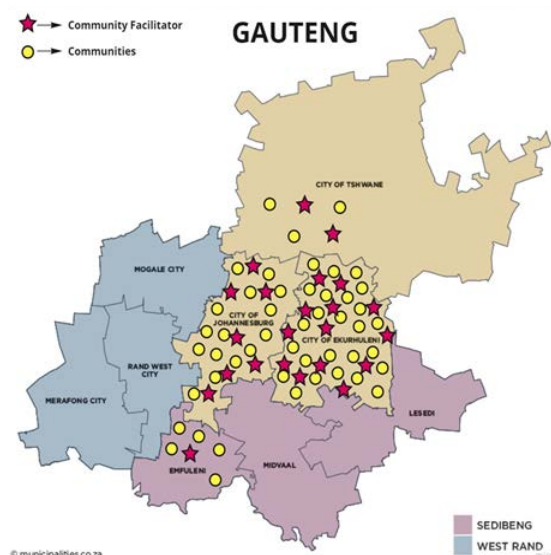
# PROGRAMMES

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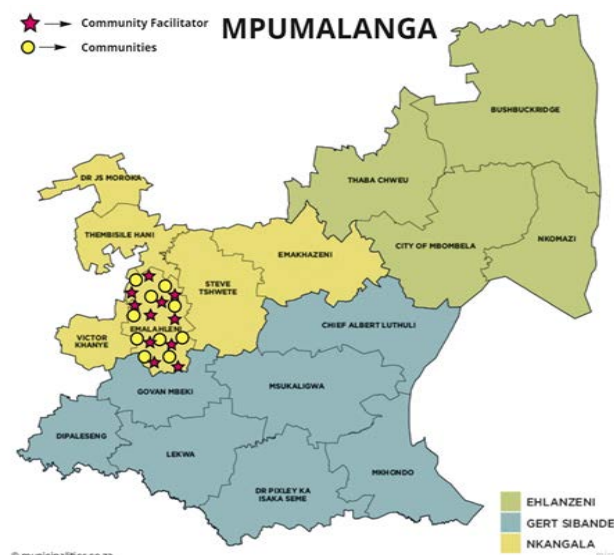


## AN OVERVIEW OF PLANACT'S PROGRAMMES AND APPROACH

Planact's **multi-sectoral approach** to strengthening advocacy and systemic change has benefited vulnerable communities in South Africa. This includes the reorientation to evidence-based knowledge to inform programmes and buttress the advocacy work. Thus safeguarding the development of appropriate interventions likely to result in systemic change at local and national levels of government. This report summarises successes, challenges and opportunities experienced by the communities as a result of the implementation of Planact's approach and the three programmes, namely, Strengthened Grassroots Voices, Responsive Living Environment and Sustainable Livelihood Initiatives. The programmatic interventions were implemented in three metropolitans in Gauteng province, namely City of Johannesburg, City of Tshwane, and Ekurhuleni Metropolitan Municipality and in three local municipalities in Mpumalanga Province, namely, Emalahleni Local Municipality, Nkangala District Municipality and Steve Tshwete Local Municipality. The maps below shows the project areas:



Map: project areas in Gauteng province



Map: project areas in Mpumalanga province

## STRENGTHENED GRASSROOTS VOICES

*Strengthened Grass Root Voices contributes to the development of the organisational capacity of civil society in vulnerable and marginalised communities by equipping and supporting them to have a strong presence in local government planning and development processes, and to demand recourse concerning systemic failure in service provision. In the process, the programme connects local government with communities through participatory processes.*

### **Adaptive and progressive interventions for improved community involvement**

This year has been characterized by the severe Covid-19 pandemic and strict lockdown levels, which prompted a shift from traditional advocacy to virtual advocacy as an intervention to facilitate inclusion of vulnerable communities in local government and basic service delivery. As a result, vulnerable communities in four municipalities (City of Johannesburg, City of Ekurhuleni and City of Tswane and Emalahleni Municipality) were able to retain their interaction with their municipalities during the pandemic period by using technology.

As the pandemic intensified in 2020, Planact and its partners had to leverage appropriate strategies for facilitating continued engagements between communities and municipalities. It was a necessary intervention due to the pandemic which ushered in significant changes in interaction with communities, particularly the restrictions in movements and gatherings. Yet, the Covid-19 pandemic put spotlight on the economic inequality and the poor basic services in the vulnerable communities.

Training sessions that required face-to-face interactions were put on hold during the lockdown period, while adaptation to the remote model and the use of technology required much effort on the part of Planact and the volunteers. At the beginning of this adaptation, the vulnerable communities expressed frustrations with the fact that the majority of them lacked smartphones that could enable them to collect data and participate in social media engagements regarding the poor services in their communities. Planact had to provide smartphones, at least to the community volunteers, to ensure that they were able to capture the data and send pictures/evidence through social media to Planact which fed into engagements with municipalities.

### **Informal settlement clusters negotiate the lockdown restrictions and engage their municipalities**

Planact supported informal settlement clusters to use online platforms to influence local government during the pandemic period and lockdown. The intervention was crucial given the fact that the Department of Cooperative Governance and Traditional Affairs (Cogta) introduced an online platform to enable public

participation during the COVID-19 lockdown restrictions. Nevertheless, most municipalities, including Emalahleni, City of Johannesburg and Ekurhuleni municipality, did not support the communities with the tools such as smartphones and data bundles necessary to use these platforms. This gap suggested that only affluent communities were likely to maximise the platforms while vulnerable communities would be excluded.

Communities' participation in the IDP and Budget is a legislative requirement. As such, municipalities are obliged to take all the necessary means to engage communities in identifying and addressing their basic needs. With the support of Planact, the informal settlement clusters comprising approximately fifty communities, were able to make their submissions to both processes.

Planact therefore bridged the gap in the project areas of mainly vulnerable communities by supporting the informal settlement clusters to leverage digital platforms in municipal budgeting and the IDP processes. The communities were provided with data bundles and smartphones to make the submissions.

The support enabled members of the clusters to engage with the local governance processes through online platforms. Hence, they made online submissions to the IDP and the municipal budget process, registered their basic service needs, and challenged marginalisation in local governance. This resulted in the municipalities addressing some of their challenges such as water and sanitation. Approximately sixty settlements benefited from the interventions implemented in the Ekurhuleni and Emalahleni clusters.

The clusters also utilised other digital platforms, including WhatsApp, to engage the municipalities on their basic service needs. They sent group messages and petitions to the Emalahleni Local Municipality and other communications asserting their rights to housing and upgrading projects. In response to the pressure, the Emalahleni Municipality made a written commitment to formalize some of the informal settlements and to provide permanent services such as water and sanitation. The municipality provided a list of 14 communities that will benefit from upgrading projects: the indication was that out of the 14 informal settlements, 11 would be relocated.

The beneficiary informal settlements include Benicon, Klarinet, KwaGuxa, Extension 17, Mandela Road among others. Further engagements between the cluster and Planact are currently taking place to understand how the upgrading projects and relocations will take place. Experience has taught informal settlement communities that the municipality's commitment should be followed up with constant engagement and advocacy by the communities to ensure its translation into projects.

### **Progressive impact from strengthened numbers for advocacy**

Planact supported informal settlement clusters from the four municipalities by conducting both physical and virtual platforms to engage relevant municipal departments, such as those responsible for housing and basic services provision, to reinforce its advocacy efforts. One of the strategies that Planact used was developing in-depth videos that clearly displayed the poor conditions of the informal settlements and how these affected residents on a daily basis. Such videos act as a reference point and a basis for further advocacy with the municipality.

The community-based structures regained their collective agency, invented new spaces of engagements with influential politicians and municipal officials (such as the Chief Whip of Council and the Member of the Mayoral Committee (MMC) for Housing. The advocacy strategy resulted in responsiveness of the municipalities to some of the communities' basic needs.

The parallel advocacy work conducted by the community-based structures and Planact during the year contributed to moderate improvement in service delivery. Further advocacy strategies for improved results have been developed and their implementation will be conducted in the following year.

To reinforce the advocacy, Planact strengthened mobilization and capacity building of the community structures and community volunteers from various informal settlements who are part of the clusters. The community structures included those from Tsakane, Etwatwa, Langaville, Winnie Mandela, Volsloorus, Mgewana, Rockdale and Protea South informal settlements (to mention a few).

The work had some glitches in the beginning as the communities and the

volunteers had to adapt to the new modus operandi. However, they eventually became confident and participated effectively in the training sessions, and devised joint advocacy strategies necessary to exert pressure on municipalities for improved service delivery.

### **Challenging the poor implementation of the tender specifications by the Ekurhuleni clusters**

This year saw the Ekurhuleni informal settlement clusters (groups of informal settlements) exercising their agency and seeking recourse on poor service delivery and non-responsiveness of municipalities to the needs of informal settlements. Positive outcomes have been realized by the Ekurhuleni informal settlement through their engagement with the Department of Water and Sanitation in Ekurhuleni Metropolitan Municipality.

Following the revision of the tender specifications for the provision of sanitation facilities in 2019 to include the disabled and improve other aspects, the clusters committed to monitoring the implementation of the facilities. The outcomes of the monitoring and advocacy include the provision of sanitation facilities to some communities and additional facilities for disabled persons. Selected beneficiary communities are extension 21

To achieve the above, the clusters closely monitored the implementation of the sanitation regulations and gathered data which pointed to discrepancies in the implementation of the regulations, particularly as they relate to provision of sanitation facilities. Subsequently, Planact and the community volunteers challenged the poor implementation of the tender specifications on sanitation provision and sought recourse for the poor sanitation. This approach could be replicated by other communities who sought the same results regarding service delivery.

### **Inclusive monitoring improves service delivery in informal settlements**

This extraordinary year was characterized by the coronavirus pandemic affecting and worsening the conditions of the vulnerable communities in the country. Not one intervention could be implemented in project areas without taking into

cognizance the devastating disruption in the settings and the compounded nature of the challenges posed by the coronavirus pandemic. Consequently, Planact had to adapt its approaches and embrace innovative interventions to navigate and support the communities, meanwhile advancing its mandate to promote accountable and responsive local government.

The Asivikelane Campaign was one of the intervention – monitoring strategy adopted by Planact during this difficult period of the pandemic.

The *Asivikelane Campaign* (*asivikelane* is a Zulu phrase meaning “let’s protect each other”) serves as a monitoring tool to promote inclusion of vulnerable communities in generating data on basic services provided by service providers to their settlements and to advocate improvement and municipal systemic change. Through the Asivikelane Campaign, Planact reached and facilitated improved delivery of water and sanitation for approximately 50 informal settlements from four municipalities where Planact executes its interventions. These are the City of Ekurhuleni, City of Johannesburg, the Emalahleni Local Municipality, and the City of Tshwane Metropolitan Municipality.

Approximately, fifty communities benefited from the Asivikelane Campaign in which Planact was involved during the reporting period. A hundred and fifty community volunteers collected the data.

In turn, the community volunteers and Planact used the evidence to hold municipalities and service providers accountable in service delivery, especially during this pandemic period.

The questions guiding the survey were mainly the following:



**Is there clean water in your area?**

**Were the toilets cleaned in the last 7 days?**

**Was waste collected in the last 7 days?**

The volunteers asked questions every week on whether water had been delivered

in their settlement, whether ablution facilities were well-maintained, and whether waste had been collected in their settlement. Planact analysed the data and developed reports which were shared with the respective municipalities for consideration. The picture below shows some of the conditions of the informal settlements where the survey was conducted.



Picture 1:  
Temporary water tanks



Picture 2: Poor waste management

Certainly, the coronavirus pandemic highlighted the poor basic services such as water and sanitation and necessitated intensification of basic services delivery. The volunteers also compiled videos to show the gaps in service provision. For example, the videos demonstrated how the communities were subjected to long queues in their efforts to access Jojo tanks/communal water taps. They shared their frustrations concerning basic services with the community volunteers. Click on this video link for further details on the frustrations



<https://www.youtube.com/watch?v=PQI0y1tI2fQ>



The gaps were documented and the report, which included recommendations, was shared with the relevant municipalities. In some instances municipalities responded positively to the concerns raised by communities by providing additional facilities. Hence, an average improvement in service delivery was witnessed in these communities. The diagram below captures the processes involved in the Asivikelane Campaign.

#### ASIVIKELANE CAMPAIGN PROCESSES



**Figure 1: Asivikelane campaign processes**

**Source: Diagram prepared by Planact**

The progressive intervention was necessary because the corona virus pandemic highlighted the poor conditions of the informal settlements, which manifested in poor basic services such as water and sanitation. Yet these basic services are critical in applying the non-pharmaceutical measures necessary to prevent the spread of the disease. The basic services monitoring campaign therefore empowered vulnerable communities to monitor service delivery, generate evidence and engage in advocacy. Thus, resulting in municipalities' responsiveness to the needs and moderate improvement in basic services in the beneficiary communities.

The sentiments of the communities demonstrate the value of the campaign:

"We used to obtain water from the nearest landlords at costs or fetch water from the river".

'Now it is convenient for us to have water in our households'.



6 Jojo tank were delivered in ward 26, ext 27 and 34 at Barcelona

426 portable chemical toilets, including one that caters for people with disabilities, were delivered per household in Etwata-Extension 18, a settlement awhich endured many years of inadequate sanitation facilities

Sanitation workers provided with protective equipment/ clothes including face marks, gloves as well as hand sanitisers and toilet rolls in some in some vulnerable communities -Winnie Mandela and Tembisa.

Residents of Tsakane Ext 21 were excited to receive a new communal ablution block and 3 new communal taps





Certainly, the tool has served as an important link between municipal governments and residents of informal settlement who are faced with poor access to water, proper sanitation, and waste management. The community volunteers also succeeded in advocating provision of soap and sanitisers to the community volunteers to enable them to monitor service delivery and interact with the municipality frequently on the identified gaps. The intervention triggered active involvement of communities in local governance processes and influenced municipalities to recognise their role. In the process, the community volunteers continued to share the knowledge and skills in local governance with other community members and external communities. However, the vulnerable communities continued to experience gaps in other basic services as demonstrated by the Asivikelane briefs available at <https://planact.org.za/media-room/monitoring-of-service-delivery/>. Nevertheless, Planact therefore views the Asivikelane as an alternative space for meaningful engagements based on empirical evidence.

### Grass root interventions saving lives of residents

During this reporting period, Planact had to adapt its interventions to contribute towards health education, in particular about the corona virus pandemic. Whilst the interventions had previously focused mainly on local governance processes, it became pressing to support the vulnerable communities during the pandemic period and educate them on the non-pharmaceutical measures required to prevent the spread of the coronavirus and the residents' susceptibility to the disease attributable to the poor conditions.

Some of the donors who fund Planact's programmes permitted a redirection of part of the budget to tangible resources meant to benefit the communities. Planact therefore reoriented a small part of its budget towards the provision of masks. Due to the limited budget, Planact provided masks and the sanitisers to the community volunteers from approximately ten communities who serve as front liners in monitoring service delivery in the communities.

Planact also printed pamphlets and distributed them to the community volunteers/facilitators to promote reading about the pandemic and adherence to the non-pharmaceutical measures – social distancing, hand sanitizing, and isolation

necessary to curb the spread of the COVID-19 pandemic. Some community volunteers conducted home visits to sensitize members of the community about COVID-19 and the need for social distancing.

Planact, also contributed vouchers of R400.00 to 165 community volunteers to mitigate against lack of nutritional meals to some of the vulnerable partner communities who reside in informal settlements. The private sector also supported Planact by donating sanitisers and masks. The gesture was well received by our partner community volunteers, and some of them posted pictures on our social media showing how the voucher was used to buy basic food such as mealie meal, tins of fish, sugar and tea.





More interventions could have been implemented in the vulnerable communities if there were no financial constraints. However, the moderate contribution has incentivised the communities and enabled them to continue focusing on reinforcing collective advocacy on service delivery during these difficult times. The lesson learnt is that communities realise when there is commitment to addressing their needs and are not oblivious to limitations beyond the control of support organisations. It is important to note The community volunteers continued mobilising and sharing the lessons concerning active involvement in local government processes.

### **Successes of women using information to reinforce advocacy**

This reporting period saw women in the informal settlements invoking the Promotion of Access to Information Act 2 of 2000 and exercising their right to information. Following capacity-building workshops on local government policies, and consistent mentoring by Planact, women in Tsakane informal settlements gained confidence and began inventing alternative spaces of improving access to information. The group of 15 community volunteers (women) mobilized women from the community and shared information with them.

The women proactively sought reading material (information) on service delivery and the COVID-19 pandemic and packaged it for distribution at the community mobile office. The initiative improved the community's access to information on service delivery and increased the community's understanding of the gaps in service delivery.

Marginalized communities often do not receive adequate attention and education from municipalities who prioritise posting information on websites, which are not easily accessible to the poor with limited or no access to Wi-Fi. Consequently, communities are often characterized by poor access to information. The women-driven intervention addressed this gap and benefited the communities concerned.

The community-driven distribution of information is being scaled up to other communities who struggle to access information. The women from Tsakane informal settlement shared the initiative with other communities. Such an achievement was necessary in an environment where the majority of women

do not understand how to engage municipalities and service providers on issues affecting them. The women felt empowered and committed to playing an active role and monitoring service delivery in their community.

Please click on the link below to access more information on achievements accruing from active involvement of communities in monitoring service delivery. Ms Mpho Sithole – alludes to the achievements.



<https://youtu.be/vn5RArbcohM>



Mobile container used by the women in Tsakane informal settlement

Certainly, the realization of the Sustainable Development Goals warrants that marginalized communities be empowered with information to serve as a basis for their inclusivity in local government.

### **Women exercise their right to monitor service delivery**

This year Planact built the capacity of women from fifty-eight informal settlements to monitor basic services in their area. The women participated actively in monitoring service delivery in their communities. To strengthen this process they engaged in focus group dialogues on public participation to raise awareness and improve their knowledge base and that of other women. The sessions improved their understanding of gaps in the public participation processes and enabled them to monitor service delivery effectively and generate relevant evidence through the monitoring process. They educated community members about the importance of being active in monitoring service delivery and local governance processes such as the the integrated development plan (IDP).

Planact provided support to the women regarding the use of technology, specifically smartphones to generate the evidence necessary to inform their

engagements with municipalities. Planact provided the community volunteers with cellphones in this period so that they could better capture evidence of the concerns/issues raised by their community members. It was necessary to provide the women with the cellphones during the lockdown period because the communities recognized them as intermediaries/reliable sources of information and felt safe relaying their problems through them. Their new role made it necessary to provide reliable devices with good internet capabilities. The devices allowed them to also source information on local representatives and municipal authorities regarding water and sanitation.

Additionally, the women employed surveys as a tool to gather evidence systematically. These included bi-monthly surveys to collect evidence on water and sanitation in informal settlements. The survey reports revealed the poor state of sanitation in informal settlements. For example, the chemical toilets that the municipalities provide to the settlements are poorly maintained and irregularly drained.

***“We thought we had rights, we thought we had dignity, but when they leave open sewerage all over the settlements, are we considered as human beings?”***

**Nobantu Shabangu, Middelburg.**

Furthermore, the survey found that in the informal settlements in Ekurhuleni, over 50% of women had incidents where the chemical used to clean their plastic toilet affected their body, with over 10% of women claiming to have needed to go to a clinic due to the severity of the situation.

As narrated by a resident from Duduza informal settlement:

***“The toilets are not safe for women because they use certain chemicals which affect their body negatively. I was also affected by it; I felt some discomfort in my body and consulted with the doctor at the clinic who confirmed that I have an infection.”***

Nevertheless, the advocacy by the women triggered improved responses from municipalities of Ekurhuleni and Johannesburg and recourse to some of the gaps revealed by the women.

Women refrained from being spectators, intensified their involvement in service delivery, monitoring and advocacy, and shared the strategy with women from other informal settlements.

Context-based evidence is critical in fostering development of appropriate interventions aimed at addressing basic services for the poor. In addition, the feminist perspective to basic services is essential to highlight the violation of women's rights at local government level and the obligation of the state.

### **Bridging the gap in knowledge and integrating communities in local government**

In the previous report, we reported that Planact have developed a manual on citizen participation to educate vulnerable communities on their rights to information, and other printed material rarely reach the vulnerable citizens who do not have easy access to the internet. Unfortunately, little attention is paid to the fact that vulnerable communities often do not have resources to access these websites. Nor is the distributed material always simplified for ease of understanding and, as such, the majority of the marginalised communities have little information about the IDP and the municipal budgeting processes. Poor knowledge of vulnerable communities about local governance processes affects their participation and development.

Planact therefore prioritised bridging this gap by developing simple guidelines covering the IDP and the municipal budgeting processes. These guidelines highlight the role of the communities during different processes and stipulate what they need to understand, what they need to do and the reasons for their involvement. This is a simple and user-friendly guide to benefit all residents, including those with only a basic level of education. The guidelines are critical because the participation of community-based movements in municipal budgets and IDP is required to influence resource allocation and development planning.

Some of the informal settlements are already using the manual to guide them in

their advocacy and participation matters. This has also been shared with strategic municipal officials. A key highlight of this manual is that the communities find it easier to understand and draw on it during various engagements, including those with municipal officials.

Planact has developed a strategy to share the document with municipalities for consideration of adoption by the Public Participation Department units

tasked with the responsibility of educating manuals/ guidelines on how communities can engage with local municipalities in development planning processes and contribute meaningfully to planning decisions within their respective areas. This year Planact presented the guidelines to different audiences to improve and make it most appropriate to the beneficiary communities.

## RESPONSIVE LIVING ENVIRONMENT PROGRAMME

*This programme aims to influence actions at local government level and contribute to systemic change regarding the quality of the built environment for vulnerable communities. It catalyses the responsiveness of municipalities to the housing and service delivery needs of the communities through gathering of evidence on the current state of the services and facilitating their active participation in development planning and upgrading projects.*

### Impact of engagements with state institutions responsible for housing

This financial year saw Planact and its partner organisations conducting a parallel advocacy initiative to that of informal settlements clusters. The advocacy initiative targeted the state institutions overseeing housing and basic services provision. Planact and its partner organisations engaged with the Department of Human Settlements, Water and Sanitation for systemic change in service delivery.

The pandemic presented a critical opportunity for advocacy on housing and basic services. In general, it dawned on government institutions that these communities were more vulnerable to the coronavirus pandemic and, as such, the country would not be spared from the effects of the pandemic if these gaps were not addressed.

Serving in the Informal Settlement Sector Network established by the Minister Lindiwe Sisulu as a response to the pandemic was an unprecedented opportunity for effective advocacy. Planact's role in this sector network was threefold: firstly, providing evidence on the gaps in service provision in the informal settlements, drawing on the Asivikelane surveys reported in the above section. The statement below confirms the gap:

***"We give them a title [referring to the councillors] and they leave us in the same state we were in before"***  
**Beatrice Ditshego, Ekuthuleni.**

Secondly, mobilizing the community leadership to responsibly monitor the delivery of basic services, communicate with the service providers on basic services and advocate addressing of challenges emerging during the implementation of the new interventions/services provided by the department. An unprecedented outcome was that some municipal officials approached Planact for information on gaps in service delivery. This resulted in legitimisation and increased credibility of the evidence collected by the community volunteers and improved service delivery.

The diagram below captures the process of interactions which took place through the network.



Figure 2: Successes of the Asivikelane campaign

A notable achievement is the fact that municipal officials drew on this data to devise the interventions required to address poor service delivery in informal settlements. The municipalities provided water tanks and sanitisers in some communities. Whilst Planact had previously conducted engagements with some of the institutions, there had been less enthusiasm on the part of the department to consult and engage directly with the non-governmental organisations.

Thirdly, Planact and its partner organisations influenced housing-related policies through the engagement with the Department of Human Settlements, Water and Sanitation. Consequently, the minister introduced a moratorium on evictions of informal settlements during the pandemic period, which enabled the residents to focus on preventing the spread of the pandemic and the safety of their families and not evictions. Furthermore, the department committed to prioritise in situ upgrading projects to improve the living conditions of informal settlements, thus reaffirming the importance of the Upgrading of Informal Settlement Programme introduced more than a decade ago.

Yet, the implementation of this programme remains quite poor, despite the verbal commitments made by politicians and municipal officials. The Asvikelane results produced in March 2021 are very revealing and point to the fact that various Metros across the country are allocated budgets to invest in upgrading projects but do not invest in long-term upgrading projects. The survey also shows that almost half of the informal settlements have been promised upgrades, for many more than five years ago. The failure to implement the programme has meant that residents have continued to live in poor conditions for many years, a situation affecting their lives adversely.

In an effort to support the advocacy efforts, Planact conducted different virtual workshops sessions and provided training to approximately one hundred leaders of the informal settlement cluster on the Upgrading Informal Settlement Programme (UISP). The workshops aimed at empowering the cluster leaders towards the launch of a campaign on UISP implementation in both municipalities. The campaign was communities response towards the failure of municipalities to implementing the UISP. The workshop bolstered the informal settlement clusters' engagement on security of tenure, as they advocated from an informed perspective and invoke the



policy during their engagement with municipalities. This video demonstrates the advocacy efforts: <https://planact.org.za/media-room/videos>. This culminated in the Municipalities engaging them on the issues of concern. The Emalahleni Local Municipality indicated selected communities to be upgraded. The advocacy efforts is being reinforced through strengthening numbers.

### **A bottom-up initiative to security of tenure through street naming**

Last year we reported that Planact supported two communities in piloting an alternative road map towards incremental tenure security. The purpose of this intervention is to advocate for incremental security of tenure and eventual recognition of informal settlements and their residents and contribute to effective urban management. Realising the failure of the municipalities to implement the Upgrading of Informal Settlement Programme despite the existence of resources directed towards it by the government, the communities engaged on street mapping as one way to assert their right to the land. Moving away from despondency to reactivity, Thembelihle and Skoonplaas informal settlements began piloting the street naming projects with the support of Google International and Google South Africa. In Skoonplaas, the project has entered phase II, that is, decoding.

The initiative is the first of its kind in the City of Ekurhuleni and has invoked mixed feelings from municipal officials who feel conflicted, especially during the introduction of the project. The residents will benefit from the project because having a physical address allows them to have a personalised mail box as opposed to communally-owned mail boxes. Such a facility benefits both the young and mature adults who need to use personal addresses for various purposes including applications for admission to universities and colleges. Critically, the volunteers who are involved in the project have gained the skills on the App called Address Maker, used to identify each unique household's coordinates and address.

An important achievement was the fact that the Ekurhuleni Municipality acknowledged the benefits of the project. Residents believe that these street names will help them access both hospital and police ambulance services more easily. They lamented that some of their loved ones passed on before accessing

ambulances, as the drivers could not find their location. Likewise, institutions such as hospitals, police and the fire department have lauded the initiative, which will make the area much more accessible. The pictures below show the community volunteers in action.



The community will continue to advocate upgrading of the area. The area has an approved physical layout plan, thus the street naming process will adhere to this plan. Importantly, the community and Planact hope to share this approach to tenure security with other communities and municipalities and advocate integrating its integration with municipalities.

### **Progressive councillors commit to community engagements**

This reporting period saw Planact strengthening engagements between councillors and residents of selected informal settlements in an effort to facilitate meaningful engagements and share critical policies and accountability tools. Ward councillors play a critical role in communities as conduit of development, therefore they need to be well versed with policies, tools and interventions for promoting community inclusion and accountability in local government. In general, reports indicate that few councillors execute their role of consulting and providing feedback to communities in a satisfactory manner. Consequently, communities are often resentful of councillors who are aloof and fail to communicate with them on issues affecting their lives.

Planact introduced certain tools and strategies such as social audits, the street naming process and community planning to some of the progressive councillors and three of them embraced the tools and strategies.

In turn, these councillors supported informal settlements in their wards in the process of implementing the tools and the strategies.

### **Strengthening municipal accountability through collaboration with the Auditor General**

Planact and its partners realised some achievements in engaging oversight institutions such as the Auditor General who is responsible for promoting accountability of municipalities. The Auditor General acknowledged the need to create spaces for collaboration with the non-governmental sector in monitoring service delivery and improving accountability at the local government level.

The poor service delivery by local municipalities cripples the development of informal settlement residents who find it difficult to access decent basic services and engage in economic opportunities reliant on the provision of water

and electricity. The Auditor General's report released in July 2020 revealed an increase in irregular expenditure to R32 billion, attributed to non-compliance with procurement systems and processes related to provision of toilets in informal settlements and schools. This phenomenon implicates poor monitoring of municipalities, hence the assertion that the above-mentioned collaboration is important

The commitment of the Auditor General to collaborate with civil society is likely to result in effective detecting of irregularities in procurement and service delivery and possibly timely recourse. Hence, Planact continued to share with the Auditor General's office the social audit reports generated from different informal settlements. In 2020, during an interview with Planact, the former Auditor General, Mr Kimi Makwetu, noted that 'social audits are much closer to what the experience of the ordinary people is, and can be used to determine the reflections of the communities in respect of how the money gets spent'. Please see the link to a video which features the sentiments of the former Auditor General at <https://www.youtube.com/watch?v=hB3AYH1CPLc>.

Whilst the passing of the progressive Auditor General Kimi Makwetu (may his soul rest in peace) brought sadness to the organisation, his legacy remains crucial in terms of recognition of the role of social audits. Planact welcome his successor, Ms Tsakani Maluleka, who demonstrated same inclination to the same approach. In her first public statement, she called for better collaborative engagements between civil society and her office and she has made this call repeatedly

The Auditor General made a commitment to draw on social audit reports as part of their risk assessment strategy. Certainly, open communication between the civil society and the Auditor general is a critical intervention in improving municipal accountability. The collaboration between these parties will improve monitoring of municipalities and service delivery and contribute towards curbing abuse of state resources.



## SUSTAINABLE LIVELIHOOD INITIATIVE PROGRAMME

*This programme aims to improve access of vulnerable communities to resources necessary to improve their livelihoods. Our Interventions focus on supporting the communities in identifying and using their assets appropriately for their benefit and the benefit of their future generations.*

### Systemic change for improved livelihood and accountability

After five years of Planact's commitment in advocating accountability through implementing accountability tools, the social audit methodology has eventually received recognition from the South Africa's Department of Public Works and Infrastructure (DPWI) and supported by the International Labour Organisation. Poor accountability of state institutions including municipalities often leads to misuse of public funds and skewed resource allocation, thus affecting the economic development of residents. This gap manifests in poor economic opportunities and inadequate basic services and frustration of disadvantaged communities, resulting in service delivery protests.

On realisation of this gap and the role of social audits, the DPWE contracted Planact to pilot social audits on the Expanded Public Works Programme in three municipalities: the City of Ekurhuleni Metropolitan Municipality in Gauteng province, and Steve Tshwete Local Municipality and Nkangala District Municipality, both in Mpumalanga province

The EPWP seeks to provide poverty and income relief through temporary work for the unemployed. The EPWP has four sectors: Infrastructure, Social, Environment and Culture, and Non-State. All spheres of government and state-owned entities are required to implement the programme

The pilot social audits aimed to analyse the compliance of municipalities to the Expanded Public Works Programme (EPWP) recruitment guidelines and implementation of EPWP grant projects.

Five priority topics provided by DPWI guided the social audit pilot project: a) How participants were recruited to participate in EPWP projects; b) Degree and

nature of involvement of community in decisions regarding participant selection c) Project implementation — whether the projects are implemented as per the incentive grant requirements and guidelines; d) Satisfaction with program: objectives, mode of operations, and subprojects; and e) Recommendations for improvements in program operations.

Below are some of the projects that were audited.



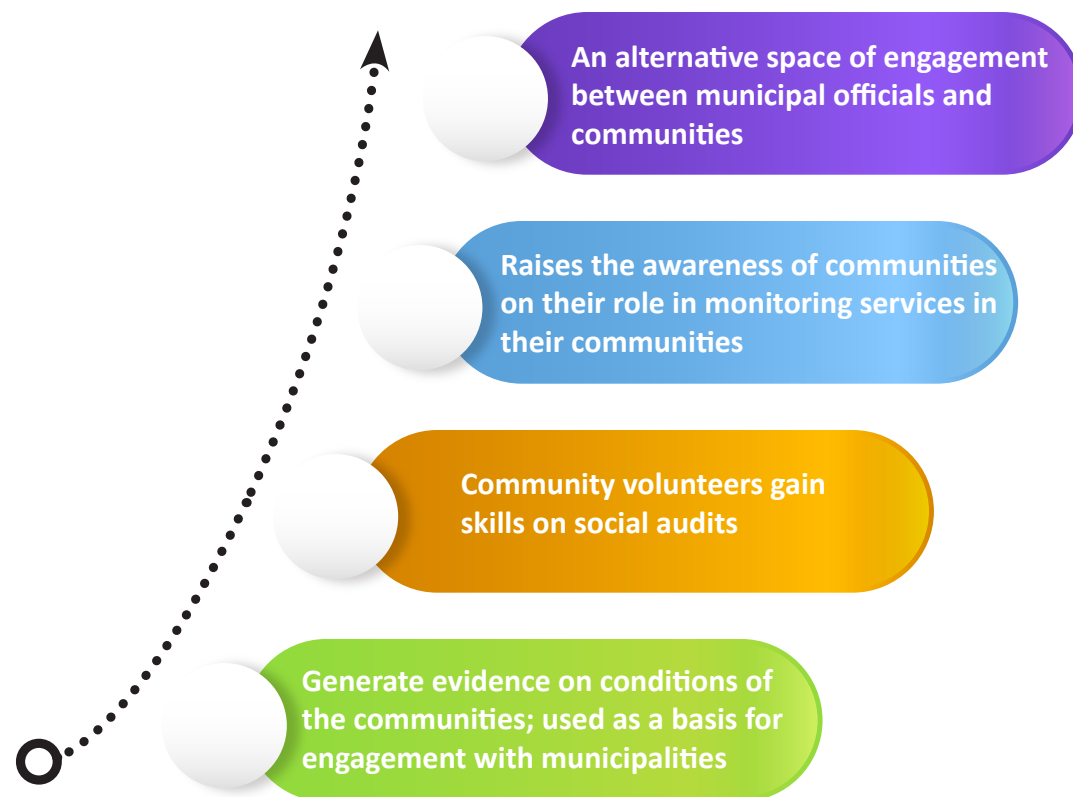
Pictures: Food produce market in Springs, Ekurhuleni

Approximately 10 communities participated in the social audits. The list of communities is presented in the boxes below.



Figure 3 Social Audit Project Areas

In its pursuit to empower marginalised communities, 81 community volunteers were involved in the social audit processes to gain skills on social audits. They collected data and five of them captured the data electronically. The benefits of the social audit realised during the implementation stage cover the following:



Participants collecting data from residents in Nkangala District Municipality

The volunteers were mainly young people, who valued the temporary opportunity and the stipends received, and emphasised its contribution to their livelihoods. The project also had multiplier effects including raising awareness of communities on their role in monitoring services in their communities and promoting accountability of municipalities in service delivery.

Figure 4: Benefits of the social audits





Participants in a workshop in Hendrina, Steve Tshwete

Whilst the social audit project was still incomplete by the end of the financial year, preliminary findings pointed to poor accountability of municipalities and the exclusion of the marginalised areas/target communities in the EPWP planning, management and resource allocation. These are the very factors underpinning the poor economic development and service delivery in informal settlements.

Planact would build on the findings and develop a social audit framework required by DPWI to roll out social audits. The International Labour Organisation (ILO) and the DPWI retained copyrights for the report and the framework. Nevertheless, Planact considers the commitment of the DPWI to pilot the social audits and the development of the social audit framework a significant milestone that could contribute to improved economic development, community participation and accountability of South African municipalities in the EPWP.

### Improving the living conditions of residents in bad buildings – Johannesburg inner city

This year, Planact, strengthened its partnership with 1to1 Agency of Engagement and the Inner City Resource Centre and improved the living conditions of Bertrams Precinct, which were in a dire state. The City of Joburg had been promising to upgrade this building many years ago, but failed to take the necessary actions.

The residents initiated a project to upgrade their building. They sought funding to help pay for the upgrading processes. The three organisations supported the process of upgrading the building to alleviate the dire conditions that the

residents of the block were currently living in. These upgrades comprise:

- Fixing a leaking roof.
- Securing water connections in the buildings to ensure that residents have reliable access to clean water.
- The proper placement of electrical cables within the buildings.
- The cleaning up and repurposing of the open area between the four main buildings of the Bertrams Precinct to include a small garden, a play area for children, space for traders and a clear pathway for ease of access.

The initiative improved the conditions of the residents and enabled them to engage in economic activities, which require electricity and water. Subsequently, some of the women were able to venture into informal trading.

### **Watville garden project**

This year Planact continued to support the garden project at Wattville Township. In the 2020 Annual Report, we reported that the cooperative formed by a group of youth and women in Wattville started an agro-processing and dairy project. The South African Bureau of Standards approved the cold storage facilities.

The number of the cooperative members has grown to 30 members (30 households) with each receiving a stipend of R750 per month from government. This project provided a meal for approximately 120 individuals. COVID-19 has exacerbated unemployment and poverty in the country. The pandemic negatively affected the livelihoods of the vulnerable, this Project therefore bridged the gap in the lives of the residents of Wattville township.

### **Contribution to international development agenda**

- Planact continued to participate in the Global Platform for the Right to the City and advocated inclusion of marginalised communities and groups in cities.
- Planact joined the Women and Habitat Africa Working Group, which links up Habitat International Coalition (HIC) with many member organizations in Africa and with projects of HIC-HLRN on Women's Land and Housing Rights. The WHAWG's concept note (2021) stipulates that the aim of this group is to jointly address challenges facing women and girls in their habitat and advocate equal realization of their habitat-related human rights
- Planact participated in the dialogues hosted by the Cities Alliance to discuss challenges of the cities in the developing countries. Through these dialogues, municipalities, non-governmental organisations and academics were able to share experiences and perspectives regarding the urban population growth and informal settlements.

These international platforms informed Planact's interventions in communities,

and improved its understanding of the international development agenda.

However, the Staff also prioritised participating in relevant local platforms. Planact continued to share its experiences and work with a broader audience through various platforms.

### **Effective communication strengthens advocacy**

This year saw further improvement in Planact's social media engagements, gaining attention and reaction from municipal authorities. Importantly, Planact prioritised the use of social media to exert pressure on municipalities to respond on issues affecting the lives of marginalised communities during the pandemic period. In an effort to achieve this goal, Planact engaged with residents in partner communities via WhatsApp on daily service delivery updates and other regular communication. The WhatsApp platform comprises various groups from partner communities and organisations.

Social media platforms such as WhatsApp and Skype gave these communities a voice in the comfort of their homes as they observe the lockdown regulations. For instance, the Mayor of Ekurhuleni Metropolitan Municipality and the Mayor of Emfuleni Local Municipality addressed basic service issues raised by Planact through social media.

- Planact communicated its work through publications. These are available at <http://www.planact.org.za/publications-commentary/research-reports/>. Communication of Planact's work was reinforced through an active website, a newsletter distributed quarterly. Coverage of Planact's completed work was also done through video, Facebook (Meta), and Twitter, resulting in the visibility of Planact's interventions. During the period from April 2020 to March 2021, there were 1002 followers and 916 "likes" of Planact's Facebook page. Planact had 2 524 twitter followers. Approximately 8000 people accessed Planact's website. These people read about the programme activities and accessed the publications. Certainly, the communication of Planact's work through various modes augmented its interventions and promoted the effective sharing of the experience of the vulnerable communities.

## Documents on undertaken work

Media Interaction/Engagements: October 2020 - August 2021

NAME	THEME	LINK TO THE ARTICLE	AUTHOR
City Press	Service delivery funds poured into a leaky local government system will not translate to better services	<a href="https://www.news24.com/citypress/voices/service-delivery-funds-poured-into-a-leaky-local-government-system-will-not-translate-to-better-services-20200716">https://www.news24.com/citypress/voices/service-delivery-funds-poured-into-a-leaky-local-government-system-will-not-translate-to-better-services-20200716</a>	Chelesile Ndlovu-Nachamba and Sipiwe Segodi
Business Day	Pandemic creates ways for scorned shacklands to call government to account	<a href="https://www.businesslive.co.za/bd/opinion/2020-05-28-pandemic-creates-ways-for-scorned-shacklands-to-call-government-to-account/">https://www.businesslive.co.za/bd/opinion/2020-05-28-pandemic-creates-ways-for-scorned-shacklands-to-call-government-to-account/</a>	Mike Makwela And Albert Van Zyl
Witbank News	Billions allocated for services	<a href="https://witbanknews.co.za/160137/billions-allocated-for-services/">https://witbanknews.co.za/160137/billions-allocated-for-services/</a>	Chelesile Ndlovu-Nachamba
Witbank News	Emalahleni informal settlements -sanitation situation	<a href="https://witbanknews.co.za/160015/emalahleni-informal-settlements-sanitation-situation">https://witbanknews.co.za/160015/emalahleni-informal-settlements-sanitation-situation</a>	Sipiwe Segodi
Springs Advertiser	Planact to help informal settlement communities	<a href="https://springsadvertiser.co.za/246878/planact-to-help-informal-settlement-communities/">https://springsadvertiser.co.za/246878/planact-to-help-informal-settlement-communities/</a>	Chelesile Ndlovu-Nachamba
Mail & Guardian	Informal settlements should actively participate in local government	<a href="https://mg.co.za/coronavirus-essentials/2020-05-31-informal-settlements-should-actively-participate-in-local-government/">https://mg.co.za/coronavirus-essentials/2020-05-31-informal-settlements-should-actively-participate-in-local-government/</a>	Hloniphile Simelane
Mail & Guardian	Covid-q-19 and the call for solidarity: challenges for informal settlements	<a href="https://mg.co.za/article/2020-04-12-covid-19-and-the-call-for-solidarity-challenges-for-informal-settlements/">https://mg.co.za/article/2020-04-12-covid-19-and-the-call-for-solidarity-challenges-for-informal-settlements/</a>	Hloniphile Simelane
Mail & Guardian	Women are entitled to own land	<a href="https://mg.co.za/opinion/2020-10-18-women-are-entitled-to-own-land">https://mg.co.za/opinion/2020-10-18-women-are-entitled-to-own-land</a>	Hloniphile Simelane

MODE OF COMMUNICATION	NAME	SUMMARY OF CONTENT	LINK TO THE ARTICLE	PLANACT'S REPRESENTATIVE
National Radio Stations	Lesedi FM <a href="http://www.lesedifm.co.za">www.lesedifm.co.za</a> Radio 2000 <a href="http://www.radio2000.co.za">www.radio2000.co.za</a> SAFM <a href="http://www.safm.co.za">www.safm.co.za</a>	Sikhaba iCovid 19  Educative program where selected community representatives share on the impact of COVID19 and how people can flatten the curve.	<a href="https://soundcloud.com/sikhaba/sets/10-june-sikhaba-covid-19">https://soundcloud.com/sikhaba/sets/10-june-sikhaba-covid-19</a>  <a href="https://soundcloud.com/sikhaba/sets/10-june-sikhaba-covid-19">https://soundcloud.com/sikhaba/sets/10-june-sikhaba-covid-19</a>  <a href="https://soundcloud.com/sikhaba/sets/10-june-sikhaba-covid-19">https://soundcloud.com/sikhaba/sets/10-june-sikhaba-covid-19</a>	Elizabeth Motloung Emalahleni community leader  Wetu Memela  Planact Programme Coordinator  Albert Mkhabela  Skoonplaas Community Leader
Commercial Radio	KayaFM	Unpacking the need to increase service delivery particularly in informal settlements during the nation-wide lockdown in the context of Covid-19 pandemic.	<a href="https://planact.org.za/media-room/audio/">https://planact.org.za/media-room/audio/</a>	Mike Makwela  Senior Programme Coordinator
Community Radio	Hot 919 FM  <a href="https://www.hot919.co.za/">https://www.hot919.co.za/</a>	A discussion centres on the need for metros to use the R11 billion of additional equitable share funding to address poor basic services during the covid-19 pandemic in informal settlements.	News Bulletin	Mike Makwela  Senior Programme Coordinator
Community Radio	Voice of Tembisa	This conversation is on the impact of collective agency on better service delivery – Ekurhuleni Cluster of informal settlements and the pro-activeness of residents in monitoring municipal services in communities.	<a href="http://ndstream.net/vot/2017/android.htm">http://ndstream.net/vot/2017/android.htm</a>	Mike Makwela  Senior Programme Coordinator
National Television	Newzroom Afrika	The COVID19 infection rates need to be reduced, particularly in informal settlements. The Asivikelane campaign provides tangible evidence for the need to flatten the curve in vulnerable communities.	<a href="https://youtu.be/G8RkH9F6n-s">https://youtu.be/G8RkH9F6n-s</a>	Mike Makwela  Senior Programme Coordinator
National Television	SABC News & SABC 1	Inadequate access to basic services raises concerns in informal settlements as shown by the Asivikelane number 9 report.	<a href="https://www.youtube.com/watch?v=mGgUhSSyJU">https://www.youtube.com/watch?v=mGgUhSSyJU</a>	Shumani Luruli  Programme Coordinator

MODE OF COMMUNICATION	NAME	SUMMARY OF CONTENT	LINK TO THE ARTICLE	PLANACT'S REPRESENTATIVE
Community Radio	EKFM Interview	The impact of inadequate service delivery	<a href="https://planact.org.za/media-room/audio/">https://planact.org.za/media-room/audio/</a>	Siphiwe Segodi Programme Coordinator
National Radio	Ikwekwezi FM <a href="http://www.ikwekwezifm.co.za">www.ikwekwezifm.co.za</a>	Understanding municipal processes and how to address service delivery challenges in South Africa.	1 hour segment aired live	Mike Makwela Senior Programme Coordinator
National Television	Newzroom Afrika	Asivikelane campaign on informal settlements as COVID-19 hotspots.	<a href="https://www.youtube.com/watch?v=G8RkH9F6n-s&amp;t=1s">https://www.youtube.com/watch?v=G8RkH9F6n-s&amp;t=1s</a>	Mike Makwela Senior Programme Coordinator

## VIDEOS:

'We fight over water': Go inside this Mpumalanga community's ongoing struggle to access services. - <https://www.youtube.com/watch?v=03lZcmbTi3c>

Mpho – Achievements video <https://www.youtube.com/watch?v=vn5RArbcohM>

Facilitators educate fellow residents about Covid19 - [https://www.youtube.com/watch?v=4vAPM\\_bqGHk&t=18s](https://www.youtube.com/watch?v=4vAPM_bqGHk&t=18s)

Advocating for Improved Sanitation for Women in Informal Settlements - <https://www.youtube.com/watch?v=LbnShxx0Zzc>

Women, community development and sanitation - <https://youtu.be/PQl0y1tI2fQ>

Ward Councillors and Community Development: Cllr Pakgadi - <https://youtu.be/XCqjaoDJS4s>

Housing is not just a roof campaign - <https://www.youtube.com/watch?v=HJs0NBySktk>

Women, Water and Sanitation challenges - [https://www.youtube.com/watch?v=olsAC7\\_PAmQ](https://www.youtube.com/watch?v=olsAC7_PAmQ)




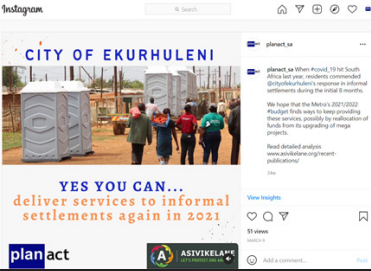

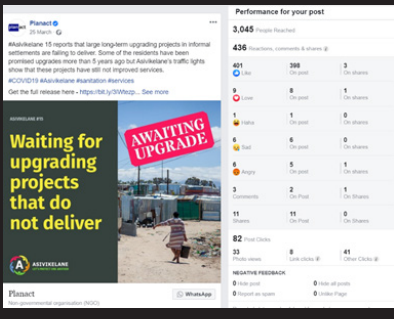
Impact of Covid19 on service delivery - <https://www.youtube.com/watch?v=grzSalV8gxk>

Why South Africa needs to flatten the Covid-19 curve in informal settlements. - <https://www.youtube.com/watch?v=BBH8TgINGjo>


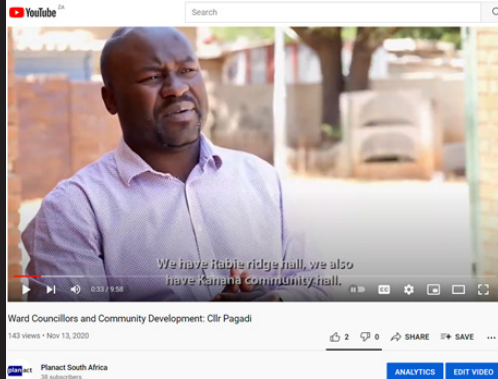
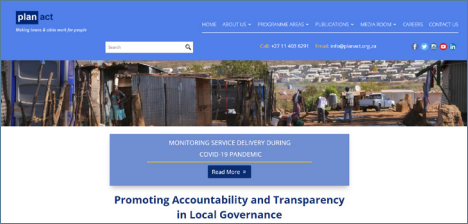

Public participation problems facing informal settlements (Episode 01) - <https://www.youtube.com/watch?v=6fzUYgDIN50&>

## SOCIAL MEDIA MONITORING REPORT

Below are Social Media Platforms which have been used for the visibility of the work that Planact has been doing in the period April 2020 – March 2021

<p><b>TWITTER</b></p> 	<p>Current followers: 2 524.</p> <p>Followers Increased by 1 181 in the past year.</p>	<p>Tweet which earned the most impression in the past year:</p>																																					
<p><b>INSTAGRAM</b></p> 	<p>Current followers: 258</p> <p>Followers Increased by 105 in the past year.</p>	<p>Mostly viewed video in the past year:</p>																																					
<p><b>FACEBOOK</b></p> 	<p>Current followers: 1 002</p> <p>Followers increased by 149 in the past year</p> <p>Total Page likes for the past year: 916</p>	<p>Post that reached the most people in the past year:</p>	 <table border="1"> <caption>Performance for your post</caption> <thead> <tr> <th>Platform</th> <th>Reactions</th> <th>Comments</th> <th>Shares</th> </tr> </thead> <tbody> <tr> <td>Facebook</td> <td>401</td> <td>388</td> <td>3</td> </tr> <tr> <td>Twitter</td> <td>1</td> <td>1</td> <td>1</td> </tr> <tr> <td>LinkedIn</td> <td>1</td> <td>1</td> <td>1</td> </tr> <tr> <td>WhatsApp</td> <td>1</td> <td>1</td> <td>1</td> </tr> <tr> <td>Instagram</td> <td>1</td> <td>1</td> <td>1</td> </tr> <tr> <td>YouTube</td> <td>1</td> <td>1</td> <td>1</td> </tr> <tr> <td>Other</td> <td>1</td> <td>1</td> <td>1</td> </tr> <tr> <td><b>Total</b></td> <td><b>406</b></td> <td><b>392</b></td> <td><b>10</b></td> </tr> </tbody> </table>	Platform	Reactions	Comments	Shares	Facebook	401	388	3	Twitter	1	1	1	LinkedIn	1	1	1	WhatsApp	1	1	1	Instagram	1	1	1	YouTube	1	1	1	Other	1	1	1	<b>Total</b>	<b>406</b>	<b>392</b>	<b>10</b>
Platform	Reactions	Comments	Shares																																				
Facebook	401	388	3																																				
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LinkedIn	1	1	1																																				
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Instagram	1	1	1																																				
YouTube	1	1	1																																				
Other	1	1	1																																				
<b>Total</b>	<b>406</b>	<b>392</b>	<b>10</b>																																				



<p><b>YouTube</b></p> 	<p>Current Subscribers: 38</p> <p>Total Number of views since 2016 (Planact joined YouTube): 2,991</p>	<p>Most viewed video in the past year:</p>	
<p><b>WEBSITE</b></p> 	<p>People who found the website on Google: 7731</p> <p>Audience Demographic who visited the website:</p> <p>Female: 45.85%</p> <p>Male: 54.15%</p>	<p>Most viewed page on the website in the past year:</p>	

## FINANCIAL NARRATIVE REPORT 2021

**(01<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021)**

### **Administrative Issues**

Planact's administrative costs amounted to R 758,644 during the 2021 financial year. This amount includes all the fixed operational overhead costs, which represent an overall 2% increase on the previous financial year.

The organization was able to keep within the available budgets provided by the donor partners. Planact complied with all the government's statutory requirements and within the stipulated timeframes.

An external financial audit was performed during April 2021 and the financial audited statements are available for public examination on the Planact website. Smith Savage Chartered and Professional Accountants, based in Johannesburg, South Africa, performed the audit.

### **Human Resources**

Planact's staff complement increased during the 2021 financial year. Our intern was appointed as a full-time staff member to provide support to the communication and resource section which is responsible for the dissemination of content to partners and through the media. Overall the organization is understaffed and therefore has limited capacity to execute new programmatic interventions. To address this gap, Planact continued with the engagement of community volunteers to provide support at various intervals.

Of course, the predominant factor in this reporting period was the COVID-19 lockdown, which presented numerous challenges to the way we work. Staff had to adapt to a substantially new way of operating both internally and externally

to achieve our program goals. In this regard, our engagement with community volunteers became critical to implementing our programmes.

Planact has to constantly navigate the pressures in the donor-funding environment. The development sector is competing for skills built up from NGO expertise, and organisations such as ours face the constant threat of losing well-experienced staff. However, efforts are continuously invested to improve the situation.

### **Planact Staff**

The two staff who received Planact support for their Diploma in Public Policy with the University of Western Cape, successfully completed their studies in December 2020. The Planact staff complement was ten staff for the 2021 year:

Frederick Kusambiza-Kiingi – Executive Director

Hloniphile Simelane – Programme Manager

Mike Makwela – Senior Programme Coordinator

Shumani Luruli – Programme Coordinator

Siphiwe Segodi – Programme Coordinator

Wetu Memela – Assistant Programme Coordinator

Chelsea Ndovu-Nachamba – Resource and Communication Coordinator

Bafana Tshabalala - Assistant Program Coordinator

Spiros Paxinos – Financial Manager

Tshidi Morotolo – Senior Administrator

The staff was augmented by community field assistants and volunteers.

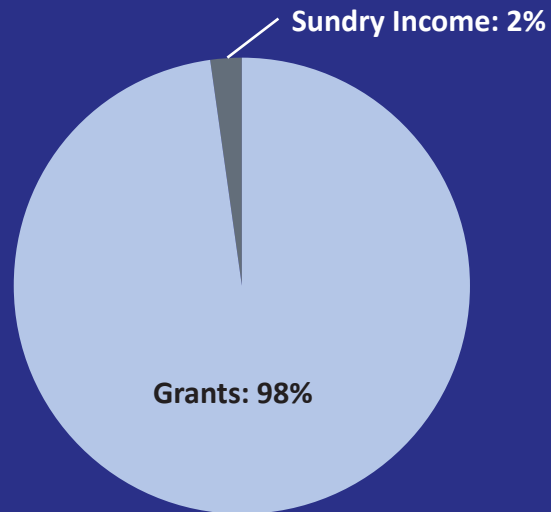


# FINANCIAL REPORT

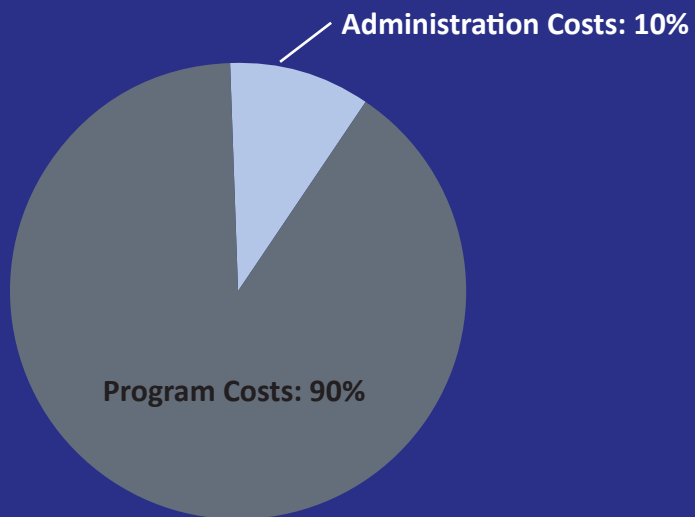
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## REVENUE 2021



## EXPENDITURE 2021



## PLANACT FINANCIAL PERFORMANCE 2021 FINANCIAL YEAR

### Condensed Statement of Revenue and Expenditure

	2021 R		2020 R	
Revenue				
Grants	7 660 372	98%	5 916 276	96%
Sundry Income	157 522	2%	253 841	4%
Total	7 817 894		6 170 117	
Expenditure				
Program Costs	6 688 592	90%	4 950 944	87%
Administration Costs	758 644	10%	743 661	13%
Total	7 447 236		5 694 605	
Surplus (Deficit) for the year	370 658		475 512	

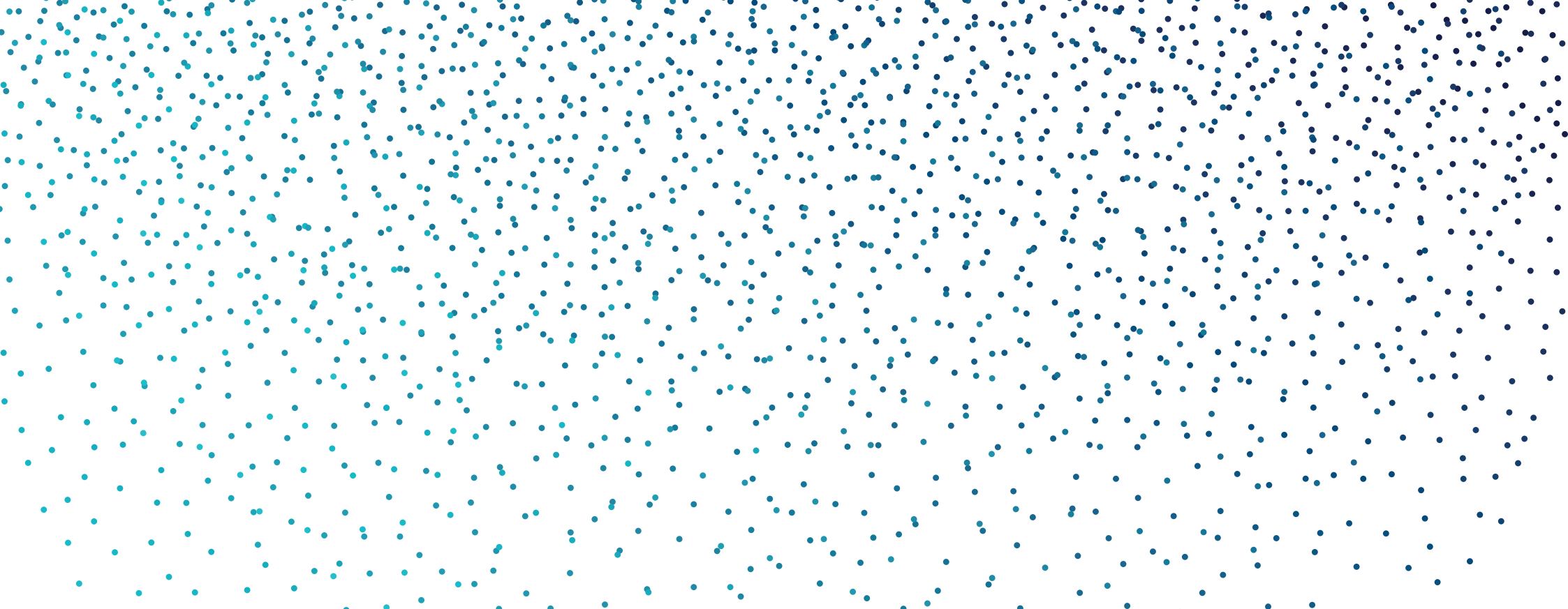
## SUMMARY OF REVENUE AND EXPENDITURE FOR 2021

“Planact is pleased to report that despite the uncertainties and challenges of the entire 2021 financial year affected by lock down, the organization adapted, and successfully implemented all program activity with complete budget expenditure.

Total Income for the year was R7,817,894 and Total Expenditure was R7,447,236. The organization had a positive cash flow throughout the 2021 financial year. As in the previous financial year, the realised surplus amount from the year under review, will be added to the accumulated resources to enable Planact to reach the areas of work where it has not secured funding support yet, or will not get any funding support in the near future. Planact continues to cover some of the cost for this work from accumulated funds. We express our thanks and appreciation to the donors and partners who enabled us to receive our strongest financial support to date.

Our adapted strategies included engaging in many new partnerships and in particular working with Community based Facilitators. This greatly increased the level of grass roots participation, was very beneficial to the nature of Planact’s work, and in perfect synergy with our strong focus on awareness building and mobilization. An unprecedented and exciting public profile is developing which has immensely enhanced the visibility of Planact’s work, and greatly benefitted the advocacy efforts of the constituencies which Planact supports.

Management is continuously challenged by the changing environment and is striving for opportunities that will lead Planact to an all-round sustainable position”.



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