



PLANACT

ANNUAL REPORT

APRIL 2018 - MARCH 2019



GRATITUDE TO DONOR PARTNERS

Planact would like to extend its gratitude to: International Budget Partnership; MISEREOR; Open Society Foundation; Ford Foundation; Raith Foundation; and the European Union for the financial support provided during the reporting period which has enabled Planact to execute all its programmes, in its quest to realising a just society in South Africa.

During the same time, Planact entered into partnerships that has brought synergy to its projects. These partner organisations included: The University of Witwatersrand together with the University College of London; Centre for Municipal Research and Advice; and Save the Children 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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Once again I invite you to read through Planact's Annual Report for the period 01st April 2018 to 31st March 2019, which presents the programme work undertaken, the achievements made and lessons gathered. In my overview report, I link Planact's programme work to the status of the environment and how Planact manoeuvred the terrain to achieve its mission.

The NGO sector has continued to demonstrate resilience and proved that it is committed to its cause of ensuring that the institutions in authority, carry out their responsibilities diligently. Planact as part of the sector, has again demonstrated its strength this year, building on the experiences from the previous years. South Africa and the world at large, need to give untiring support to the NGO sector, which still faces threat from the limited financial support.

Development processes are a life time experiences, which require constant innovative approaches to combat the ever changing environment, which contributes to shaping the needs of society, especially the vulnerable ones. For this matter strong partnerships between NGOs, government institutions, private sector and communities need to be consciously formed with good and lasting intentions. Such formations will enable understanding and appreciation of the limited abilities available and constraints that each party faces.

Government institutions must correctly understand and recognise the role of NGOs in bridging vulnerable citizens

MESSAGE FROM THE BOARD CHAIRPERSON

ENDING **MARCH 2019**

to government development programmes and be able to collaborate with NGOs without prejudice and underestimation of their worth. South Africa as a developmental state has to ensure that all government development programmes are influenced by the citizen needs as they are presented.

Planact's project activities in the Annual Report, emphasise sustainable development within a development state, hinging on the principles of social inclusion and efforts to ending poverty, ensuring sustainable and inclusive urban prosperity and opportunities for all. Given the increasing population in urban centres, Planact's activities in the year, illustrate that there was effort in promoting environmentally sustainable and resilient urban development. All this work, might sound enormous for Planact however, it was undertaken in partnerships and collaborations.

Through its three programmes of Strengthening grass root voices; Promoting responsive living environments; and Creating sustainable livelihoods initiatives, Planact has carefully continued to play a mediatory role between state and citizen engagements. It has supported local government institutions to understand the plight of the many communities in need of various basic municipal services and has supported communities to identify platforms and create ways to engage with their respective local governments.

The growing and changing need in the most vulnerable households of society has placed these households as

the forgotten and neglected in the South African society. However, Planact has worked to change the power dynamics between citizens and state, especially citizens that live in informal arrangements in the inner outskirts of the cities, which make them feel most neglected. Citizens' capacity has been developed to get in positions to present alternative options of development within their local settings, which include negotiating with their respective local municipalities to secure tenure in the informal areas where they live and also make a mark of their presence.

It is evident that this achievement has given confidence to citizen and the local authorities have seen the act of citizen participation and therefore revere Planact's approach. Although more strides still need to be covered in local municipal performance, where this recognition has been taken genuinely, Planact has contributed to improving local municipal adherence and performance.

All this work has been driven by a team of dedicated staff members at Planact and therefore Board gives gratitude to their great efforts. I note the commitment from my fellow Board Members and appreciate the time they contributed during the past year. The Board and Staff of Planact thank Planact's donor partners for the trust and confidence in Planact, and therefore the funding extended for Planact to carry out this work.

Seana Nkhahle

Chairperson

Introduction

Once again Planact provides a report on the work it carried out during the period 01st April 2018 to 31st March 2019. The year under review had some great achievements to note besides the mile stones that were set for the programmes. A number of issues pertaining to impartiality, exclusion and neglect by authorities within local government institutions that are supposed to ensure fair distribution of resources, were evident. This was not only recorded in South Africa but also on the African continent.

The scene

It is noted that citizen participation in local development agendas has challenges on many African States¹ and therefore this aspect is not yet reached an acceptable level where citizens are effectively included in development processes.

In South Africa more low-income and no-income households still feel that they are excluded from the basic benefits that are enshrined in the South African Constitution. This has continued to place such households at extreme stress levels and therefore desperation. This occurrence has been exacerbated by the notable socio-economic factors within South Africa and the world.

¹ *Citizen participation and promotion of democratic governance in Africa: Mindzie, M.A. 2015. Citizen participation and the promotion of democratic governance in Africa. Great Insights Magazines, Volume 4, Issue 3. April/May 2015.*

MESSAGE FROM THE EXECUTIVE DIRECTOR

ENDING **MARCH 2019**

In South Africa more low-income and no-income households still feel that they are excluded from the basic benefits that are enshrined in the South African Constitution. This has continued to place such households at extreme stress levels and therefore desperation.

Therefore with this scenario, Planact has in the past year further concentrated on how to build a strong agency within its targeted partner communities so as to continue amplifying their presence in the development discourse at the local level of governance.

The year saw Planact consolidate one of its new methodology, which it has applied in its intervention strategies. In the same year, more of Planact's work was posted on various platforms, to broadcast the progress that was being made towards reaching the different project objectives. The project activities undertaken, built on work from previous years regarding citizens understanding of their Rights and their role in the local development processes, as well as the role of local government.

Mandate of the organisation in summary

Planact focused its work on mobilising citizens so that it promoted effective citizen participation in the integrated development planning, municipal budgeting, informal settlement upgrading and assessing outcomes from the municipal planning and expenditure of funds.

Description of the project themes in summary

The main aims from the projective activities included:

Growing confidence within citizens to feel able to be involved in local municipal dialogues related to local development planning;

This dealt with citizens developing and understanding various ways of conducting campaigns in a peaceful and effective way to increase their voice and presence to achieve a high level of citizen activism that would give credence to their needs.

Moulding ways that would equip citizens with tools on how to hold municipal authorities on effectiveness of their actions and transparency, and accountability of decisions;

Planact continued to build on, and utilise social audit methodology and this has been a valuable tool to facilitate meaningful public participation in the process of monitoring and improving the delivery of local municipal basic services in the targeted municipalities. The results from projects in this work revealed that social audits

would need to be extended beyond assessing outcomes from municipal performances, to fully understand budget formulation, prioritising and planning of expenditure.

Furthermore, the projects applied the **"Promotion of Access to Information Act"** (PAIA) to enable citizen access to municipal information that pertains to how individual projects were prioritised, budgeted for and expertise skills to execute the projects were procured. Although this was not easy to follow up in some instances, but enabled some project activities proceed where the exercise was successful.

Improving the arrangement within informal settlements and support, and services given to them;

Planact supported community groupings to identify collective interests on initiatives that contributed to improving their living conditions as well as identifying initiatives that would respond to economic needs and environmental awareness. Improvement in regulation and procedures in one of Ekurhuleni Metropolitan municipality was influenced.

Influencing impartiality within the local government systems in towns

with mining activities, to advance women and youth opportunities.

Planact's work undertaken in towns with mining activities, identified shortcomings regarding the way social labour plans (SLPs) were included in the integrated development plans (IDPs) in local government systems. Campaigns on improvement of this occurrence, with emphasis to prioritising women and youth groups were planned and targeted at the municipal authorities on prescripts of the National Environment Management Act regarding mining activities, as well as the portfolio committee at the National Assembly. Unfortunately the contractual period of the project did not allow Planact to see through the entire intended project plan.

Key challenges

Planact is always cognisant of its community partners' needs beyond the support it provides and for that reason there is sometimes great delays in project processes due to community partners' priority needs, which bring about ripple effects in the project cycles. In some cases issues became complex at community levels. The complex elements in processes,

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was also experienced within government institutions that resulted in a slow pace in reaching milestones.

The capacity to undertake project tasks was at a strain and is likely to remain that way for the foreseeable future. The up-side to this was that there was continuity in skills and therefore knowledge in managing the set projects plans.

Further plans and required support

Nevertheless plans to circumvent these occurrences are constantly drawn and reviewed. The New Year will look at developing further tools that will enhance the social audit tool, to fill gaps that still impede citizen full participation in their local development.

More partnership arrangements on implementation of people centred approach, negotiating with government institutions, funding initiatives, and organisational development are required and will be sought.

Gratitude

Having completed the year on high note, I thank the staff for continuously working hard to achieve Planact's mission as well as the governing board in providing the strategic direction. The project activities reported about, were carried out with the support of five donor organisations (listed on the front page), who embrace Planact's cause.

I am certain that the coming year will bring along opportunities and challenges that will be undertaken from a position of increased understanding based on previous experiences!

Frederick Kusambiza - Kiingi

Executive Director

PROGRAMMES



STRENGTHENED GRASSROOTS VOICES

ACTIVE PARTICIPATION

Consolidation of community-based structures empowers communities

The past year saw Planact further consolidating seven community-based structures and supporting them in community mobilisation necessary to achieve effective participation in local government. These community-based structures serve as a link between the communities and municipalities, therefore their efficiency has implications for community participation in local governance processes. During the past year Planact consolidated and worked closely with the following community-based structures: Phatsima Youth Forum, Etwatwa Development Forum, Wattville Ward Committee, Thembelihle Crisis Committee, Greater Sophiatown Economic Development Forum (GSEDF Kameelsdrift community-based structure), Masakhane community-based structure and KwaZenzele community-based structure, running workshops in all these structures.

The poor participation of communities in municipal processes can be attributed partly to weak and poorly informed community-based structures. Planact addressed this gap through developing the capacity of

the community-based structures on local governance processes, mentoring and coaching. Approximately 200 leaders of these structures were capacitated and mentored on local governance processes. Planact intensified building the capacity of the community leadership structures on integrated development planning and municipal budget analysis to improve their understanding of municipal resource allocation and participation in the municipal budgeting process. This knowledge enabled the community leadership structures to identify resources allocated to projects which the municipality plans to implement in their communities during the current year and in the future. Such knowledge informed their advocacy strategies for improved service delivery. It further capacitated them on development of their constitutions, effective leadership skills, conflict management and basic administrative skills.

The participants indicated that the sessions helped them improve their knowledge of the local government processes. It also improved their understanding about the role of teamwork in their organisations. Referring to the support provided by Planact, a community leader explained:

“We used to attend IDP meetings as a community but we lacked a common goal. We would get there and randomly shout out our different demands. One asking for a house, or a toilet, while another demands for a swimming pool. Then came Planact who taught us how municipal budgets work. They also showed us how to focus and prioritise our demands during the IDP.”

(B. Miya – Thembelihle Crisis Committee)



Capacity building workshop in Middleburg.

The above statement demonstrates the outcome of the capacity building workshops provided by Planact. For this reason, other informal settlements have approached Planact for support on the same processes. Their requests are currently being reviewed based on the available resources and their proximity to existing project sites.

Planact also developed new partnerships with ten new community-based structures in Ekurhuleni Metropolitan Municipality. These structures were from Coronation, Langaville, Mkhancwa, Kamgewane, Railway Extension 21, Benicon, Duduza North and Somogodla, Winnie Mandela, and Etwatwa. Planact will build the capacity of these community-based structures in the following year.

Consolidation of community-based structures was also promoted through learning exchange between communities. For instance, Watville informal settlement representatives shared information and experiences with some of the community-based structures. Thembelihle Crisis Committee also participated in the exchange program, drawing on its vast experience and strong advocacy approach to support the new community-based organisations and clusters. This was important given that these two informal settlements have had been trained by Planact and were already at an advanced stage in their engagements with the municipality on service delivery. Such an exchange programme encouraged other community-based structures which then used some of the knowledge to feed into their advocacy strategies.

Table 1 shows selected achievements attributable to active and capacitated community-based structures

Table 1: Selected achievements of community-based structures

COMMUNITY-BASED STRUCTURE	ACHIEVEMENTS
Thembelihle Crisis Committee	Relocation threats not carried out and improvement of sanitation provision by Joburg Water. A commitment by the City of Johannesburg to upgrade the settlement.
Sophiatown Economic Development Forum	Capacitated on social audits, thus the identification of the health clinic as a facility to be audited.
KwaZenzele community-based structure	Successfully advocated provision of housing in the area and the provincial government made a commitment to provide it with water and electricity in the area.
Wattville community-based structure	The introduction of tender specifications which cater for the needs of the disabled.
Masakhane community-based structure	Successfully engaged ESKOM which has started providing electricity in the community.

Clustering of informal settlements creates great impact on community participation

In the previous annual report we reported that Planact adopted a cluster approach to effectively promote community participation in local government. The cluster approach brings together communities from unplanned settlements who share common challenges to organise into 'clusters' and in turn collectively advocate improved community participation in local governance processes. During the past year, Planact consolidated and supported two informal settlement clusters: the Emalahleni and Ekurhuleni informal settlement clusters. The Emalahleni cluster consists of ten informal settlements characterised by poor basic services: Springvalley, Masakhane, El Paso,

Coronation, Benicoal, Mgewana, Lindokuhle, Kwa-Juma, Emkataneni, and Somgodla.

The Ekurhuleni informal settlement cluster comprises fourteen communities: Benicon, Duduza North, Winnie Mandela Railway Ext 21, Langaville Ext, Harry Gwala, Home seekers, Emlotheni Etwatwa, Daveyton, Etwatwa, KwaShamase, Steve Biko, Extensions 18 & 19, and Cloverfield. A common factor among the informal settlements who are members of the two clusters is they are characterised by poor basic services and poor participation in local government.

Lack of genuine participation in local governance is a form of deprivation exacerbating social injustice such as poor service delivery, therefore the clusters find it important improve collective agency and address the cause of the poor participation in local government. Communities' frustration with poor inclusion in local government too often results in violent protests which undermine the existing infrastructure and do not result in improvement of their conditions.

Capacity building workshops conducted by Planact improved the clusters' knowledge about participation-related legislation such as the Local Government Municipal systems Act 2000 and the Local Government Structures Act 1998. Subsequently, the clusters identified gaps in municipal practice and developed strategies to address it. In addition, these clusters received institutional support from Planact during their engagements with the relevant municipal officials and politicians.

A notable achievement of the clusters was the identification of gaps in local government, especially with regard to community participation. This was followed by engagement with the relevant municipal departments, including the Public Participation Department, Housing and Energy Department, local Economic Development Department, and Finance Department. Intricately linked to this achievement is that the clusters were able to exercise their right to information on basic service delivery (electricity, housing, water) and obtained necessary pieces of information on projects planned by the government. This information was critical in engaging the municipalities.

The clusters used the information in the process of advocating improved community involvement in service delivery and other local governance processes. The clusters also confidently sought recourse regarding community participation and service delivery from policy makers such as the Chief Whip, councillors and Speakers who are directly involved in policy making. Some of the achievements are shown in Table 2.

Table 2: Achievements of the clusters

- Clusters being recognised by two municipalities (Emalahleni Local Municipality and Ekurhuleni Metropolitan Municipality), thus engaging them on community participation and basic services issues.
- Successfully accessing information on basic services, enabling them to monitor provision of basic services and lobby for improved service delivery.
- Obtaining list of communities earmarked for reblocking, which helped them engage from an informed perspective.
- Obtaining a list of communities to be electrified, making it easier to monitor implementation.
- Participation of municipal officials from the Public Participation and Local Economic Development departments in dialogues with the communities, promoting municipal responsiveness and accountability.
- The Ekurhuleni informal settlement cluster obtaining a draft community participation policy which the Ekurhuleni Metropolitan Municipality has in its archives, thus lobbying for its finalisation and approval.



Ekurhuleni Informal settlement Cluster workshop – identifying challenges regarding community participation

“A notable achievement of the clusters was the identification of gaps in local government, especially with regard to community participation”

In the following year, the cluster will intensify these engagements in its pursuit to facilitate improved community participation and service delivery.

In addition, over the past year, the clusters successfully consolidated their advocacy strategies through the use of community radio slots. This use of community radio strengthened the numbers of cluster members and opened up the often stifled dialogues and interaction between the marginalised communities and the municipalities. This strategy will be optimised in the following year. It is an important space given the fact that many of the communities actively listen to the community radio rather than using other forms of media. These communities will also mobilise residents of the informal settlements for collective action through this space and reinforce their collective advocacy approach.



Programme Coordinator Nkululeko Ndlovu facilitating Emalahleni informal settlement cluster meeting

Communities in mining towns empowered to challenge exclusionary social and labour plans

During the past year Planact successfully facilitated dialogues on social and labour plans between four communities (Nasert, Rockdale, Mhluzi, and Breyten) and two municipalities (Msukaligwa Local Municipality and Steve Tshwete Local Municipality). Planact also empowered the community through building their capacity on social and labour plans, integrated development planning and municipal budgeting to enable their meaningful engagement with the municipalities and improved relationships.

The drift in relations between the communities in mining towns and municipalities yields apathy and hinders the effective flow of information necessary for improved service delivery. The dialogues hosted by Planact were attended by communities and some municipal officials

from departments such as Integrated Development Planning, Local Economic Development and the Speaker's office.

Outcomes from the dialogues included the establishment of a network of communities to advocate improved participation in social and labour plans and integrated development planning, the latter being considered as an augmenting process. The network engaged Londani Mining Company and the municipalities on their needs and concerns, including economic opportunities. During the next financial year the communities hope to intensify their engagements with the mine on their concerns.

The dialogues also improved communication between Msukuligwa's Department of Participation and the communities. The department also assured the communities that future social and labour plans will be developed in a participatory manner.

THE CALL FOR EFFECTIVE POLICIES AND SYSTEMS

Facilitating reengineering of the ward committee system

The previous year saw Planact hosting a round table discussion with 72 members of ward committees to improve their knowledge of public participation legislation and their interactions with communities. The platform allowed the ward committees to discuss their challenges and frustrations with the current legislation and municipal practice.

Poor public participation and concerns from different stakeholders including the Department of Cooperative Governance and Traditional Affairs (CoGTA) about the non-effectiveness of the ward committee system cannot be overlooked, as this affects a majority of the marginalised

communities in South Africa. The prevalence of violent protests by low-income communities demonstrates the frustrations with ineffective local government. Planact therefore facilitated inclusion of the ward committees' concerns into the process of reviewing the ward committee system. In Planact's view, this was crucial given that CoGTA had not effectively collected the views of the ward committees on the system.

A total of 103 ward committee members from the City of Johannesburg, Ekurhuleni and Emalahleni municipalities participated. The ward committees assessed their role in local government and the effectiveness of the existing ward committee system in relation to the Municipal Systems Act, 2000 (Chapter 4). Table 3 shows some of the issues identified by the ward committees.

Table 3: Issues identified by the ward committees

Failure of the government to effectively empower the ward committee members.
Discrepancy between the term of office for Ward Councillors and Ward committees which affects the performance of both parties.
The failure of municipalities to provide skills necessary to tackle the issues.
Poor transparency of municipalities and a lack of clear evaluation criteria for the ward committee system.
Poor representation of women in municipal councils, which demonstrates gender imbalance and has repercussions for service delivery.

The ward committees also made recommendations on how the ward committee system could be improved. Table 4 shows some of the recommendations.

Table 4: Selected recommendations made by ward committees

- Section 75 stipulates that the term of office of members must be linked to the term of office of ward councillors.

Ward committees should commit to the full term of their service which is 5 years, even if the ward councillor is recalled by his/her political party before his/her term of office comes to an end.

- Section 73 (2) (b) stipulates that no more than 10 persons must form the committee.

The number of the ward committee members should be proportional to the population size of that ward.

- They also requested that there must be equal representation of women in the ward committees as there is a lack of women's participation in the ward committees.

Skills development programmes should be developed to equip women to carry out their duties in the communities.

Planact is currently building on these engagements and conducting an in-depth research on the gaps in the ward committee system. The aim is to devise a manual on community representation which is likely to improve community participation in local

government. In the next period, Planact will support the ward committees in advocating improvement of the ward committee system and community participation with the relevant state institutions including CoGTA.



Ward committee members at the workshop held in Braamfontein 2018

Lobbying policy makers to promote community participation

Planact hosted a breakfast meeting with seven councillors of Ekurhuleni Metropolitan Municipality to discuss how they can meaningfully contribute to the policy making process. Councillors act as an intermediary between the municipality and the residents, therefore community participation is an integral part of their role. They need to effectively represent the communities in council.

During this meeting, councillors shared their challenges regarding interacting with ward committees. One of the key challenges raised concerned the poor collaboration between parties. The councillors also alluded to the ineffective functionality of the current municipal structure which limits their role and presents a number of conditions, some of which compromise their effectiveness. Complicating the situation is the poor orientation which does not adequately equip them for their work. Two councillors shared how Planact enhanced their knowledge on local governance processes such as IDPs and municipal budgets. Both Councillors commended Planact's intervention and

encouraged their colleagues to draw on the support that Planact provides.

The Councillors explained how the social audits conducted on chemical toilets in the ward have resulted in improvement in the bid specifications and municipal practice regarding sanitation. Councillor Sibiya indicated that in his ward some of the leaders already 'boast' about how they now understand the budgeting process and contribute meaningfully to the municipal budgeting process. The councillors alluded to how the community's lack of understanding of the process causes 'trouble' for councillors. These troubles include community members blaming councillors for having abused council funds: certain councillors' houses were burnt down by a mob who believed that councillors had abused community funds.

Such spaces are important in sharing knowledge, experiences and advocating commitment of policy makers in prioritising community participation in local government. In the following financial year, Planact intends to scale up this platform to other municipalities and intensify knowledge sharing.

“The aim is to devise a manual on community representation which is likely to improve community participation in local government”

MUNICIPAL ACCOUNTABILITY

Collaborative efforts against sanitation social injustice and its benefits

This year saw a majority of the 118 informal settlements of Ekurhuleni Municipality who use chemical toilets benefiting from collective advocacy which was based on a scale-up social audit conducted in fourteen informal settlements. These informal communities supported by Planact collaborated with the municipality in conducting the social audits. The municipality provided the necessary documents such as tender specification,

service delivery schedules and invoices required to conduct the social audit.

Poor sanitation in informal settlements of South Africa demonstrates a violation of the Sanitation Policy 2016 and the socio-economic rights of the residents of informal settlements. The social audits and the collective advocacy which aimed to address this social injustice revealed specific gaps.

Table 5 shows some of the selected social audit findings.

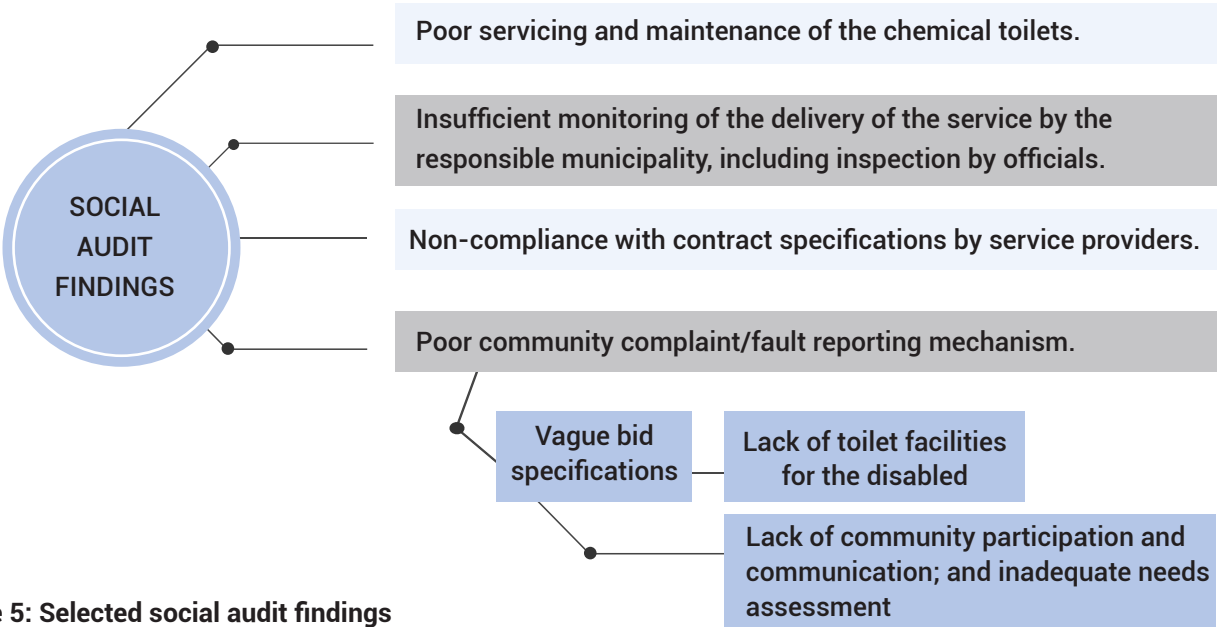


Table 5: Selected social audit findings

Subsequent to the compilation of the social audit findings, engagements were held between representatives of the informal settlements and the Ekurhuleni Metropolitan Municipality's Water and Sanitation Department on the conditions of the sanitation and the social audit findings.

The residents presented the social audit report to the departments, with emphasis on the need to implement the recommendations. Below is a synopsis of the recommendations that the representatives presented to the municipality.

Table 6: Selected social audit recommendations

- The municipality should provide additional toilets to ensure all residents have access to toilets.
- The municipality should provide facilities/toilets which are accessible to the disabled.
- The municipality should provide a service delivery schedule to the communities.
- The municipality should develop a functioning complaint or fault reporting system.
- The municipality should ensure that relevant contractors provide each informal settlement with detailed maintenance and cleaning schedules for servicing of chemical toilets.
- The municipality should conduct information briefings for the community and provide hygiene education.

Following the subsequent engagements, the Ekurhuleni Metropolitan Municipality's Water and Sanitation Department incorporated the social audit recommendations into the new tender specification, thus benefiting a majority of the informal settlements.

The Benefits:

The new tender specifications, which will commence in July 2019, include clauses about the following: facilities for the disabled, provision of maintenance schedules, provision of cleaning and disinfecting chemicals, inoculation of workers, and provision of contracts. These new tender specifications will benefit a majority of the 118 informal settlements. Communities will be able to better monitor the service providers as clarity of the bid specifications improves.

This is a win–win outcome for both the communities and the municipality. The residents of the informal settlements celebrate this victory as demonstrated by the following quote:

“The social audit has really benefited me because the contractor provided a bigger toilet after the social audit therefore I am able to use my toilet without asking for assistance from anyone because it fully meets my needs.”

(A disabled resident from Tsakane)

Other residents also expressed the same satisfaction with the improvement in the ender specifications. For instance a social audit volunteer from Wattville informal settlement asserted:

“Ever since we conducted a social audit on sanitation, our toilets have been improved. They are now cleaned on a regular basis, something that never used to happen. We are very grateful to the social audit network, particularly Planact, for being of great help to us. I would like to encourage other communities to follow our path as I am sure they will receive the same kind of help.”

(B. Gincana, Wattville resident)

The victory was also celebrated by councillors who were impressed with the outcome of the social audits.

“The ward that I serve consists of three informal settlements, namely Home seekers, Harry Gwala and Emlotheni. All of these informal settlements were struggling with proper dignified sanitation. Given the outcome realised in these three informal settlements, I would like to encourage other councillors to use the social audit because it is really a working system.”

(Councillor Sibiya, Wattville)

“The social audit helped me and my community to understand transparency and procurement processes as well as to study the budget by the City of Johannesburg, something I would never have dreamt of doing. I am now able to determine the level of service adequacy versus the money allocated to the service we receive.”

(Resident)

The collaboration with the municipality from the beginning of the social audit underpinned this success. For this reason, the communities were able to readily access municipal documents required to carry out the social audit. Mr Maseko, who was the Director of the Water and Sanitation Department at the time, seemed to value community involvement in provision of services, hence his commitment to the engagements and revision of the tender specification. He also took

pride in having made improvements in the tender specifications and monitoring service provision.

This project has taught Planact that not all municipal officials are averse to service delivery and community participation, hence the relevance of engagements. Promoting engagements with municipalities is another approach necessary to foster communication between municipalities and communities.



A dialogue on social audits.



A mass meeting on social audits.

Communities empowered to monitor the sanitation service

Over the past year, most of the fourteen informal settlements of Ekurhuleni who conducted social audits on sanitation are able to effectively monitor sanitation services in their communities. Communities find it important to monitor tender specifications on provision and maintenance of chemical toilets in order to facilitate effective implementation. They are community volunteers who monitor implementation of

the existing tender specifications on chemical toilets. These volunteers apply their skills and knowledge on social audits and procurement to monitor contractors providing and maintaining sanitation services. Planact continued to support the volunteers in monitoring implementation of the old tender specification for the provision of chemical toilets which will expire in June 2019. The communities will monitor implementation of the new tender specification as from July 2019.

Closely linked to this is that Planact continues to build

the skills of forty community volunteers on monitoring the service. This has been necessary to bridge the gap between sanitation policy, processes and practice.

Poor sanitation in informal settlements can be partly attributed to communities' inadequate knowledge about their constitutional rights to monitor service provision and promote improved service from municipalities. Such discrepancies occur despite the fact that the South African Constitution 1996, Section 152, instructs local government to be democratic and accountable to local communities and ensure the provision of sustainable services. However, in practice, municipalities' failure to monitor service providers (contractors) thrives.

The involvement of communities in monitoring therefore has seen the contractors improving maintenance of sanitation service in some areas and also improving their communication with the communities they service.

A community leader also highlighted the benefits of community involvement in monitoring of sanitation services.

“The social audit gives us the privilege as ordinary citizens to address the challenges and discrepancies we see on the ground, as recipients of the service delivered by our government.”

(M. Mabuza, resident of Thembelihle informal settlement)

The above sentiments are shared by other residents and demonstrate the value of building the capacity of communities on social audits and monitoring services provided by the government. Key outcomes of the monitoring of sanitation services by the communities were identification of gaps in the provision and maintenance of service, and timely reporting of such to the municipality. Thus there was some improvement in the responsiveness of the municipality to some of the community challenges.

The monitoring of service by communities is a unique approach that Planact has adopted to challenge ineffective service delivery. Its relevance and importance lies in that it enables communities to identify gaps in practice and collectively advocate improved service delivery and community involvements. Such an approach promotes sustainable community participation and advocacy. Planact will scale up the concept of monitoring of services by communities to other informal settlements in the following year.

RESPONSIVE LIVING ENVIRONMENT

Strengthened engagements with policy makers on upgrade of informal settlements

Policy makers are an indispensable stakeholder in addressing the needs and the plight of poor communities. Over the past year, Planact targeted certain policy makers responsible for development of municipalities and cities and engaged them on the realities of the conditions of informal settlements.

Poor conditions in informal settlements can be attributed to municipalities' failure to prioritise the needs of vulnerable communities and poor understanding of the conditions. Planact's programmes promote engaging municipalities and advocating improved tenure security, basic services and community participation in decision making.

In 2018/2019 Planact engaged the City of Johannesburg on sanitation and other basic services. To maximise the benefits, Planact also supported Thembelihle community in its engagements with the City of Johannesburg on upgrading projects. Until recently. This community had been threatened with eviction: the municipality argued that they were on dolomite land. Planact joined other organisations that fought against eviction of the community, and provided institutional support to the community in their advocacy. Until the end of the financial year, the City of Johannesburg insisted that the community is located on dolomite land thus

could not be upgraded *in situ*. However, with regard to sanitation provision, an undertaking was received from Johannesburg Water (city of Johannesburg entity) in a form of a letter giving details of actions to be taken to respond to the recommendations.

In efforts to augment the advocacy for decent basic services in informal settlements, Planact drew on the social audit report and engaged the Auditor General. The Auditor General's South Africa report 2017/2018 demonstrates that corruption has increased, and funds intended for service delivery for poor communities are abused. This has implications for the incremental



Auditor General Kimi Makwetu during their engagements with Planact (Shumani Luruli) and the International Budget Partnership-SA (Albert Van Zyl)



The Planact and IBP team at the Auditor General's office to discuss accountability issues.

Front row: Frederick, Sipiwe, Chelsea and Shumani (Planact employees)

Back row: Albert and Jessica (International Budget Partnership-South Africa)

provision of services and residents' living conditions.

The Auditor-General stated that he would draw on the social audit to monitor spending on service delivery and feed into the risk assessment processes. Advocacy around implementation of upgrading projects in informal settlements will be continued next year.

Similarly, the two informal settlement clusters of

Emalahleni and Ekurhuleni engaged their municipalities on electricity and human settlements issues. Outcomes of the engagements include that clusters accessed basic services information and demanded improved services and tenure security. These clusters are currently intensifying their advocacy strategies and partnering with other social movements to ensure effective advocacy.

European Union-funded project improves residents' living conditions

In the previous annual report we reported that Planact collaborated with Afesis-Corplan, the Built Environment Support Group (BESG), the Heinrich Böll Foundation (HBF) Southern Africa Office, and the Isandla Institute on Accounting for Basic Services (ABS) project funded by the European Union. At the centre of the project was strengthening targeted communities' political voice and influence by supporting the emergence of skilled and unified leadership structures and facilitating alliance building. In 2018/2019 Planact continued to implement the ABS project. Of the six marginalised communities from different provinces which were beneficiaries, Planact worked in two: KwaZenzele and Masakhane informal settlements. The communities were capacitated to exercise their participation rights in local governance and effectively hold municipalities accountable for the provision of basic services.

In the previous annual report we reported on progress of the project which included the enhanced skills of the community leadership on municipal budgeting process. During the this reporting year, Planact further built the

capacity of the communities on municipal budgeting and supported them in their engagements with their municipalities. Subsequent to the engagements, the following outcomes were achieved:

A HOUSING PROJECT IN KWAZENZELE COMMUNITY

In the beginning of the project, KwaZenzele community continued to engage their municipality on the provision of basic services, in particular water and housing. Although their participation was later affected by a threat made by the government to merge the area into Ekurhuleni Metropolitan Municipality, notable successes were realised. For instance, the government made a commitment to implement a housing project in the community. This will benefit a majority of the households in the area who currently reside in shacks.



Excavations in preparation for building houses

The community-based structure also drew on the knowledge of integrated development planning and municipal budgeting process to resist the re-demarcation of their ward. Based on their knowledge, the leadership successfully invoked how these

processes could compromise the inclusion of their needs into the municipal budgets, particularly because the Ekurhuleni Metropolitan Municipality covers many communities and had already carried out its budget prioritisation process.

MASAKHANE COMMUNITY ELECTRIFICATION

Masakhane community-based movement used the knowledge acquired through training on the municipal budgeting process to finalise its engagements with ESKOM (a parastatal organisation providing electricity in South Africa) on their energy needs. Consequently, Eskom has already made a commitment to provide electricity in the informal settlement.

Towards the end of the ABS project, the community leadership from the six communities held a reflection

session at Stay City in Johannesburg. The three-day workshop enabled them to share experiences on their engagements with their respective municipalities around basic service provision and on lessons learned, as well as challenges they faced. The information from this platform was compiled and it contributed to developing briefs that were presented to various stakeholders, including government institutions, as part of advocacy for improved municipal services in informal settlements.



Site visit by Heinri Boll Stiftung Foundation Project Coordinator (Far right) – seen Programme Discussing with the community members



Kwazenzele and Masakhane leadership workshop Coordinator Nkululeko Ndlovu facilitating.

SUSTAINABLE LIVELIHOOD INITIATIVES

Planact's support to cooperatives in informal settlements improves their livelihoods

This year Planact explored various livelihood initiatives with communities in the city of Ekurhuleni. The high poverty levels manifest in most families depending on the government social grant which is not sufficient to cover the basic needs of a family. Some families do not have decent nutritious meals as expected. Planact therefore facilitates livelihood

strategies in its project areas to help communities cope with the challenges.

In an effort to meet this pressing need, Planact explored livelihood opportunities with the Ekurhuleni informal settlement cluster. Some of the communities previously involved in social audits developed their livelihood strategies. However, during this reporting period, only a youth association from Watville had started implementing its strategy.

WATVILLE YOUTH COOPERATIVE

The thirty young people who established an agricultural project in Wattville in January 2018 continued to improve crop production. Planact linked them with the Community Works Programmes (CWP) in the City of Ekurhuleni which offered to provide financial and technical support for the next three years.

The CWP programme provides technical support, equipment and a stipend for each member of the cooperative and this support will expire in 2020. Important is that more than 50 percent of members of the cooperative come from single-headed families, thus the produce (though still young) has become an important source of income for the families.



Agricultural produce in Greater Watville

Planact engaged state institutions such as the Department of Social Development in Pretoria and Emalahleni Local Municipality's Department of Local Economic Development regarding the importance of supporting newly established cooperatives and facilitating development of new ones.

Communities empowered to address poor environmental conditions

During the year Planact educated four communities of Ekurhuleni on environmental issues which included safe disposal of solid waste. Subsequently, the communities formed a voluntary association which conducted a clean-up campaign in the communities. The squalid conditions of informal settlements adversely affects the health of informal settlement residents.

Whilst the municipality considers these communities as unplanned, it should not deter their responsibility to ensure that the communities are free from environmental risks.

The most affected category is children who often are highly vulnerable to poor environmental conditions. With the support of Planact the volunteers obtained refreshments and protective equipment from the City of Ekurhuleni. The collaborative efforts influenced the municipalities practice, hence twenty of the volunteers

were employed by the municipality's environment department. Whilst this improved the income of the twenty volunteers who were employed, Planact is concerned that the municipality's decision to employ the volunteers has adverse implications. It compromises the culture of responsibility and environmental awareness that Planact sought to inculcate in the community. Instead, community members may expect to be remunerated for keeping their environment clean in future.

Below are the pictures of the clean-up campaign which were held by the communities voluntarily before involvement of the municipality.

With regard to the informal settlement environment, Planact continues to support the community leadership structures concerning improving the environment. The worsening poor environmental conditions are a cause for concern in these informal settlements therefore such intervention remain relevant in their development.



Tsekane Extension 21 clean-up campaign

CORRIDORS OF FREEDOM RESEARCH PROJECT REVEALS POOR COMMUNITY PARTICIPATION

Knowledge and scientific evidence informs Planact's work, hence collaborating with research institutions on different projects is fundamental. In 2018, Planact continued to work with the University of Witwatersrand on research related to the Corridors of Freedom project. The research project focused on a comparative analysis of governance innovations in large scale urban developments in Shanghai, London and Johannesburg. Planact provided a social facilitation role which encompassed data collection from the marginalised communities and other groups.

The corridor of freedom project dates back to 2013, when the City of Johannesburg started investing in demarcated zones to encourage mixed-use developments and communities to access convenient public transport and economic opportunities. Some are currently still under construction and these include Soweto, Empire-Perth linking Soweto to the Central Business District (CBD), Louis Botha Corridor linking the CBD to Alexandra and Sandton, and the Turffontein Node.

In the research project undertaken by the University of Witwatersrand with its partners, Planact was subcontracted to provide a social facilitation role. The role entailed understanding the extent of public participation in the Corridors of Freedom and the effects of the project in shaping of social innovation and economic growth in cities.

Planact developed a particular methodology for assessing community participation and the effects of the corridor of freedom project to the communities. Planact conducted focus groups, consultative meetings and transect walks with residents to understand the level of community participation in the project, and produced a report which highlighted the failure of the city of Johannesburg to include communities in large urban development projects and other effects. This report is available on Planact's website: <https://planact.org.za/publications/reports/>

Below are some of the research findings:

- **Poor consultation with transport stakeholders, thus failing to effectively interface the Bus Rapid Transit (BRT) system and the communities. The result has been some residents have been cut off from routes they previously used to access public transport quickly.**
- **The corridor areas have increased traffic congestion due to the reduction in lanes, lane closures, dysfunctional traffic lights and the presence of construction equipment.**
- **Social service provision has also been impacted across the corridors by the lack of access. Bramley Police station has reported that crime levels have increased since the BRT system was built because access has been hindered.**
- **Restricted access has impacted business operations along the corridors. Businesses interviewed indicated that they were not consulted about alternative access points during the construction process and afterwards.**



Please see the complete report on Planact's website:

<https://planact.org.za/publications/reports/>

<https://planact.org.za/publications/case-studies/>

<https://planact.org.za/publications/reports/>

There is no doubt that City officials and departments should devise alternative methods of engagement to improve community involvement in development projects. Community radio stations could play a key role, especially, in poorer, less resourced communities.

SELECTED DOCUMENTATION

- a) Planact, supported by the International Public Budget, developed a guide on “Finding information about municipal contracted services in your community”. It is important that Planact worked with the communities to improve their understanding of the process and to scrutinise budgets and contracts effectively. Understanding that all projects within a municipal budget are planned, communities will use this guide to help them source useful information about projects in their area or planned for their area, thus making more informed and effective responses and submissions on municipal budgets.
- b) Scaled up Sanitation Social audit report – City of Ekurhuleni 2018.
- c) Planact's social facilitation role in the research project “Governing the Future City: A Comparative Analysis of Governance Innovations in Large Scale Urban Developments in Shanghai, London, and Johannesburg”.

PARTNERSHIPS FOR ACTION

Planact makes concerted efforts to retain meaningful partnership with the communities, donors, nongovernmental organisations, research institution and other individuals to achieve its objectives. During the previous year Planact also collaborated with organisations that are part of the Good Governance Learning network, an association of NGOs advocating community participation and accountability in local government. Planact participated in all engagements on ways of improving government's responsiveness to the needs of marginalised communities. The organisations include, among others, Afesusa Corplan, Isandla Research Institute, Development Action Group, Bench Marks Foundation and the Built Environment support groups.

Planact also continued to participate in the advocacy

work conducted by the Global Platform for the Right to the City (GPR2C). GPR2C aims to contribute to the adoption of commitments, policies, projects and actions aimed at developing fair, democratic, sustainable and inclusive cities by United Nations bodies and national and local governments. Planact will continue to support the network in advancing the right to the city's integration and visibility at the international level.

Donors have always provided invaluable support to Planact's programme through providing the necessary financial resources. Planact values the donor support which enables it to implement the programmes. These donors carry out regular monitoring of projects and sometimes evaluating the work.

PLANACT'S CONTRIBUTION TO INTERNATIONAL DEVELOPMENT

In 2018, Planact participated in the World Urban Forum in Malaysia which discussed, among other issues, land use governance and the challenges of informal settlements.

These international platforms informed Planact's interventions in communities, and improved its understanding of the international development agenda.

Staff participated in local conferences on the right to the city, human settlements and good governance, some of which were hosted by the government. Staff also had the opportunity to present its work in different platforms, including academic institutions. Such platforms enabled Planact not only to share its experiences and work with a broader audience but also provided an opportunity to gain additional partners.

PLANACT'S STAFF AND VOLUNTEERS

Planact's staff complement of ten is multidisciplinary and reflects gender balance. In an effort to augment its capacity, Planact engages field assistants and volunteers at the different project levels, based on their skills and proximity to the project areas. This has become an important strategy to improve its capacity to execute interventions in vulnerable communities. Planact strives to continually equip its employees with the necessary support and ensure that they remain productive while also prioritising their well-being. At the centre of the organisation's success is teamwork which enables the team to channel its synergy to the interventions and retain the confidence of communities.



CAPTION

COMMUNICATION

Over the past year Planact intensified its advocacy and communication through community radio as part of its strategy to continually empower communities with the necessary information and clarify advocacy strategies. Planact held information sessions with some young people to promote their understanding of the value of social media in monitoring service delivery and advocacy. The news journal is an important source of dissemination information to partners on a quarterly basis.

Coverage of Planact's work was also carried out through

video, Facebook and Twitter. During the period from April 2018 to March 2019, followers of Planact's Facebook page increased to 449. There were - Twitter followers. By March 2018 Planact's website was accessed by 12,000 people who accessed programmes, publications and media. During the reporting period, this coverage included budgeting for change, Inter Metro Dialogue on Social Audits in Gauteng, Thembelihle Community Cohesion against Xenophobia and Wattville Informal Settlement Social Audit film. These statistics are important and demonstrate the traction of the interventions executed by Planact.

FINANCIAL REPORT

Administrative Issues

Planact's administrative costs amounted to R706,978 during the 2019 Fin year. This included all the fixed operational costs that is rent, electricity and all supporting overheads. These costs were kept to well within budget. These costs have been escalating each year by between 7% and 10%. Where a grant funding has the administration line item capped below the escalated percentages, it has a negative effect on Planact's budget in that given financial year.

Planact complied with all the government's statutory requirements and in the stipulated time. Auditing for the financial year was carried and an audited report is available to anyone if and when required. The auditors are Smith Savage and are based in Johannesburg South Africa.

Human Resource

Regarding staff turnover, Planact's number of employees remained constant during the 2019 financial year. One intern was appointed to provide support in media and publishing. The number of Programme coordinators is still stretched compared to the work activities that were carried out and the overall organization capacity is under in all aspects, and various incumbents have to double up on certain roles.

This scenario is likely to persist due to the pressures seen in the donor funding environment. However, all effort is continuously invested to improve the situation. The development sector is competitive of skills built up from the NGO expertise and therefore, organisations like Planact

are constantly threatened of losing well experienced and competent staff.

Program Support

The programmes were managed and implemented by seven staff members in the categories of Programme Manager and Programme Coordinators. A team of two Human Resources staff provided financial and administrative support to the program staff and program activities.

Monitoring of programme activities was headed by the Programme Manager in set periodic engagements with Programme Coordinators. Two of the three programmes maintained their pace, while the third programme was taken a process to reinforce its intervention methodology. This process started in the mid of the financial year and carried on into the new financial year.

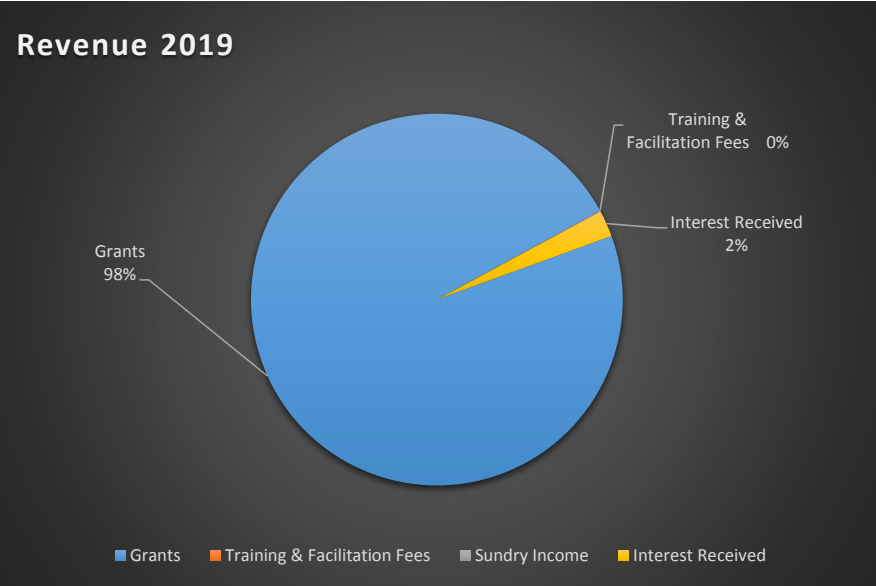
Financial Support

The scale of Planact's financial operations increased by approximately 10% and total funding support reached its highest level ever in the history of the organisation.

Ongoing funding support continued from four major donors as well as additional funding support from the European Union.

Planact's total income for the 2019 financial year amounted to R6.7 million. Expenditure for this period amounted to R6 million and resulted in an overall surplus of R767K due to some government institutions or partners' assistance in project activity costs.

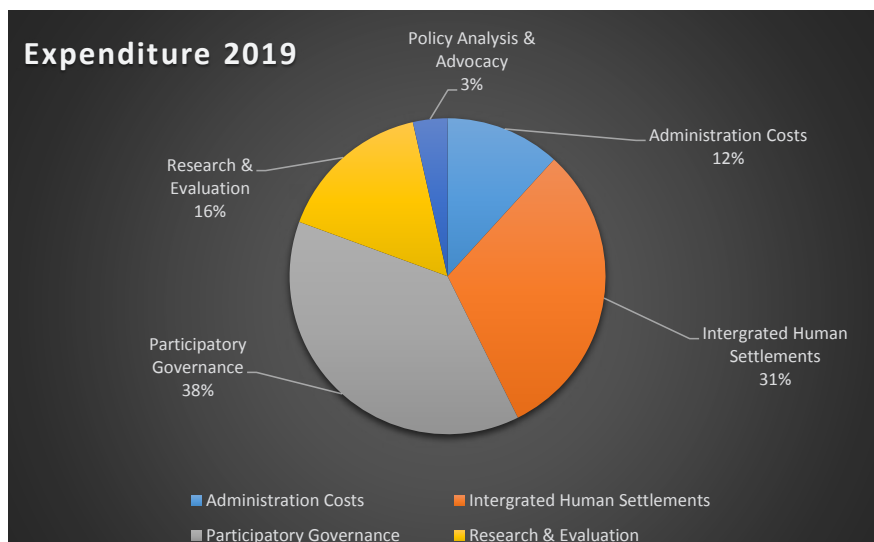
FINANCIAL REPORT



Condensed Statement of Income and Expenditure

	2019		2018	
	R		R	
Revenue				
Grants	6,612,261	98%	5,950,379	97.0%
Training & Facilitation Fees	-	0%	133,530	2.2%
Sundry Income	5,480	0.1%	1,672	0.0%
Interest Received	156,029	2%	51,894	0.8%
Total	6,773,770		6,137,475	

FINANCIAL REPORT



Condensed Statement of Income and Expenditure continues

	2019 R		2018 R	
Expenditure				
Administration Costs	706,978	12%	671,356	11%
Intergrated Human Settlements	1,854,666	31%	1,637,451	31%
Participatory Governance	2,278,590	38%	2,011,725	38%
Research & Evaluation	953,828	16%	842,118	16%
Policy Analysis & Advocacy	211,962	3.5%	187,137	4%
Total	6,006,024		5,385,409	
Surplus (Deficit) for the year	767,746		752,066	

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