



**LAWLEY STATION
INFORMAL SETTLEMENT
SOCIAL AUDIT REPORT
ON SANITATION
NOVEMBER 2019**



Lawley Station Social Audit Community Volunteers

Acknowledgements

Planact would like to thank the following key role players:

Funders	Partners
International Budget Partnership South Africa Open Society Foundation South Africa	The community members of Lawley Community Leaders Community Volunteers Social Audit Network South Africa

Findings from the Sanitation Needs Assessment in Lawley Station Informal Settlement

November 2019

Executive Summary

In June 2019, the residents of the Lawley Station Informal Settlement (situated in Region G in the City of Johannesburg), supported by Planact, the Social Audit Network, and the International Budget Partnership South Africa, conducted a sanitation needs assessment in their community. The community receives sanitation services from Johannesburg Water (JW) in the form of Ventilated Improved Pit (VIP) toilets, and these toilets are desludged by a contractor appointment by JW.

Based on the findings of this needs assessment, it is recommended that JW provides additional VIP toilets to improve access to sanitation for households with no access to VIP toilets and for households which currently share toilets. The needs assessment also recommends the provision of suitable sanitation for disabled people who are not able to use the VIP toilets, as well as “potty seats” to make it safe for children under 12 years of age to use the toilets.

Wide-ranging major and minor damages to the toilets were recorded and the immediate repair of these is requested. In addition, it is recommended that JW does a full assessment of all pits in Lawley Station to identify those in need of rehabilitation or replacement. The needs assessment also found that there is no consistency in how often the VIP toilets are desludged, and recommends that JW, in consultation with the community of Lawley Station, reviews the desludging schedule and shares this with the community to ensure that all residents know which contractor is responsible for desludging their toilet and when this should happen.

Earlier in 2019, a similar needs assessment was conducted in the Thembelihle Informal Settlement. A comparison of the key findings of the two assessments shows that both settlements struggle with the same challenges when it comes to access to sanitation in general, and the VIP toilets in particular. This points to underlying problems with the delivery of the service which are not site or settlement specific, and which might be systemic to the delivery of outsourced basic services in general.

Table of Contents

1. Introduction.....	6
2. Recommendations based on the key findings of the sanitation needs assessment.....	9
2.1. Pit renewal/ replacement and new schedule for desludging.....	9
2.2. Immediate repair of major and minor damages of VIP toilets.....	10
2.3. Provide all households with access to a JW VIP toilets.....	11
2.4. Provide a disabled friendly sanitation solution for disabled residents in Lawley Station.....	11
2.5. Provide a potty seat for all toilets in households with children under the age of 12.....	11
3. A detailed overview of the needs assessment in the Lawley Station Informal Settlement.....	15
3.1. Data collection.....	15
3.2. Key Findings: Access to sanitation.....	16
3.2.1. Households with no access to sanitation provided by JW.....	16
3.2.2. Access to sanitation for people with disabilities.....	16
3.2.3. Access to sanitation for children under the age of 12 years.....	17
3.2.4. Improved ration of households to JW VIP toilets.....	18
3.3. Key Findings: Assessment of need for repairs.....	18
3.3.1. Major structural damage.....	18
3.3.2. Minor structural damage.....	23
3.4. Desludging of the JW VIP toilets.....	25
3.5. Community's experiences of the service.....	27
3.5.1. Most common challenges.....	28
3.5.2. Communication and education.....	30
3.5.3. Employment of local labour.....	30

1. Introduction

The residents of the Lawley Station Informal Settlement, situated in Region G in the City of Johannesburg, receive sanitation services from Johannesburg Water (JW) in the form of Ventilated Improved Pit (VIP) toilets. Contract JW OPS 004/16RT for the **Hire of vacuum tankers for the desludging of pits and VIP toilets at various informal settlements within the City of Johannesburg**, awarded in August 2018, covers the desludging of these VIP toilets.

The supply and installation of the VIP toilets is done according to a different contract.¹

Sanitation provision is a challenge across informal settlements in Region G, and a number of the informal settlements have approached Planact to support them in engaging more meaningfully with JW on these issues, in the hope that it will bring improvements to the service. Lawley Station is the second community in Region G where a sanitation needs assessment has been conducted.



Sewage of another settlement passing through the street of Lawley station

¹Early in 2019, JW requested tenders for the Provision of basic sanitation services in informal settlements within the City of Johannesburg on an as and when required basis (**Tender number JW 13855**). This tender covers the installation of **Ventilated Improved Pit (VIP) latrines, Waterborne Toilets, Mobile Ablution Facilities and Conservancy Tanks**. The closing date was the 8th of March 2019. The most recent information about this tender indicates that the cancellation of this tender (based on the recommendation of the Bid Evaluation Committee) was discussed at JW's Bid Adjudication Committee meeting on the 29th of September

The first community was Thembelihle Informal Settlement, a large community of 11 000 households, which also receives sanitation services in the form of VIP toilets from JW. Contract JW OPS 004/16RT also covers the desludging of these toilets.

Between February and May 2019, the Thembelihle Crisis Committee, along with community volunteers from Thembelihle, the Social Audit Network and with support from Planact and the International Budget Partnership South Africa, conducted a comprehensive sanitation needs assessment in the settlement. The needs assessment provided a number of very specific recommendations for the repair and replacement (where necessary) of VIP toilets; for the improvement of access to VIP toilets for all residents, including children and people with disabilities; and for improvements to the desludging service.

In June 2019, the community of Lawley Station, a neighbouring informal settlement in the same ward as Thembelihle, decided to conduct a similar assessment of the sanitation needs in their community and requested support from Planact. Earlier this year, JW installed additional VIP toilets for people who relocated



One of the toilets with a broken door in lawley station informal settlement.

from the Precast Informal Settlement to Lawley Station. 320 toilets were installed for those who relocated, but the community indicated they expected 500 toilets to be installed. This means that some of the toilets assessed are relatively new. In contrast, the first VIP toilets were installed in the settlement as far back as 2007.

One of the key objectives of the needs assessment was to assess whether the residents in Lawley Station are experiencing sanitation challenges similar to those identified in Thembelihle. Similar challenges would point to underlying problems with the delivery of the service which are not site or settlement specific, and which might be systemic to the delivery of outsourced basic services in general.

The needs assessment in Lawley Station asked a few additional questions to specifically assess the residents' experiences of the desludging of the VIP toilets, including any challenges they face as a result of having to use the VIP toilets.

This report provides a summary of the needs assessment forms completed for 1 166 stands across the Lawley Station Informal Settlement. A total of 2 840 households live on these stands. There are approximately 1 500 stands in total in the settlement, which means that the needs assessment covered about three-quarters of the stands. The key findings are similar to those from the Thembelihle needs assessment. Together, the findings from the two needs assessment are starting to identify shared sanitation challenges across informal settlements and the need for systemic changes to address these common problems. For example, if JW shares with affected communities all additional agreements and service delivery schedules drawn up after the award of contracts for outsourced sanitation services, these communities would know when a service should be delivered and by whom, and would be able to report to JW if a service is not being delivered according to the schedule.²

The needs assessment recorded the following information:

- For each stand in the settlement: the number of the stand, the number of households residing on that stand, the number of JW VIP toilets (if any) on that stand, as well as the number of children under the age of 12 years living on each stand. Please note that in Lawley Station not each stand has its own unique number, which means that in many cases more than one stand has the same number.
- The number and details of disabled people living in the settlement who are unable to use the JW VIP toilets as a results of their disability.
- All major and minor structural damages to the JW VIP toilets.
- Residents' experience of the desludging of the JW VIP toilets, as well as their challenges around using the VIP toilets

² <https://www.johannesburgwater.co.za/invitation-to-all-bidders-and-interested-parties-to-public-adjudication-of-bids/>. The minutes of this meeting are not online, so the outcome of this discussion is unknown.

2. Recommendations based on the key findings of the sanitation needs assessment

2.1. Pit renewal/replacement and new schedule for desludging

- While some residents have received new VIP toilets, the state of some of the pits of the older VIP toilets in Lawley Station is a major issue affecting the desludging of these toilets. Due to the age of the pits, the waste at the bottom of the pit has begun to harden and cannot not be removed. The result is that the pits are consistently close to full, and this impacts on the regularity with which these toilets need to be desludged. It is recommended that JW does a full assessment of all pits in Lawley Station, and either rehabilitates aging pits or replaces their sub-structure i.e. excavate a new pit and lay a new foundation.
- JW should, in consultation with the community of Lawley Station and in consideration of the other recommendations listed in this report, review the desludging schedule for Lawley Station to ensure that desludging is done on a regular basis and often enough to ensure that no toilets are overflowing. The evidence collected during the needs assessment suggests that there is currently no consistency in how often the toilets on different stands are being desludged.
- Such a schedule should be shared with the community to ensure that all residents know which contractor is responsible for the desludging of their toilet and when (time and day) this should be done. For example, in a new tender for the hiring, delivery, and maintenance of chemical toilets in informal settlements (Tender number A-WS-03-2019), the City of Ekurhuleni included in the specifications that all contractors should provide a “relevant, approved and weather durable servicing schedule” on the front and back of every toilet door of the chemical toilets.

2.2. Immediate repair of major and minor damages to VIP toilets

Below we provide the number of toilets in need of repair or replacement, for each component of the toilet as well as the overall structure. Note that the numbers presented here are only for the structures that were examined during the needs assessment and do not provide an accurate count of all repairs and replacements needed in Lawley Station.

- As a priority JW should attend to:
 - a) Major repairs:
 - Improve the stability of 599 unstable toilet structures
 - Repair/provide ventilation pipes for 492 toilets
 - Repair/provide cement slabs for 428 toilets
 - Repair/provide doors for 658 toilets
 - Repair/provide toilet bowls (boxes over pit) for 411 toilets
 - Repair/provide walls for 281 toilets
 - Repair/provide roofs to 185 toilets
 - b) Minor repairs:
 - Repair/provide toilet seats for 263 toilets
 - Repair/provide lids for seats for 457 toilets
 - Repair/provide locks for 502 toilets
 - c) In case where extensive major repairs are required, JW should provide a completely new super structure (i.e. toilet unit, including the door, and the floor slab)

- We also recommend that JW provide a hand wash facility in all VIPs provided in Lawley Station.
- A number of stands received new toilets during 2019. During the needs assessment it was found that some of these toilets are already in need of repairs, particularly regarding the cracked cement slabs – this suggests that JW should improve their monitoring of the installation of new VIP toilets to ensure a high quality of workmanship.

2.3. Provide all households with access to a JW VIP toilet

- JW should provide at least one JW VIP toilet on each of the 46 stands that are currently without a JW VIP toilet.
- On stands with a JW VIP toilet, the household to toilet ratio is more than one on 745 of these stands. It is recommended that JW provides additional VIP toilets to these stands with the ultimate objective of achieving a 1:1 ratio of household to VIP toilet. JW should also develop a process that residents can follow to request additional VIPs where and when needed.

2.4. Provide a disabled friendly sanitation solution for disabled residents in Lawley Station

- JW should provide one disabled friendly toilet for each of the 19 disabled residents that have been identified as living in Lawley Station.
- In addition, we recommend that JW puts in place a clear and simple process that a resident can follow to request an additional toilet suitable for a disabled person, when the need arises.

2.5. Provide a potty seat for all toilets in households with children under the age of 12

- As a matter of urgency, JW should provide a potty seat for the VIPs on the 750 stands where children under the age of 12 years reside.
- Subsequently JW should work towards providing a potty seat for all VIP's – current and additional toilets – in Lawley Station.

Table 1 provides a comparison of the findings from the two sanitation needs assessments conducted in the Thembelihle and Lawley Station Informal Settlements, clearly illustrating that both settlements struggle with the same challenges when it comes to access to sanitation in general, and the VIP toilets in particular.

In both settlements there is a significant number of stands with children under the age of 12 living on those stands; clearly illustrating the need for potty seats. In both settlements there are disabled residents who are unable to use the VIP toilet; again indicating that JW needs to provide alternative sanitation solutions for disabled residents. In both areas more than one household has to share a VIP toilet on a significant number of stands (79.6 percent in Thembelihle and 63.9 7 percent in



Lawley Station). Finally, there are 373 stands in Thembelihle and 46 stands in Lawley Station without *Some of the toilets which are full and cannot be used in Lawley Station* a VIP toilet.

Overall, the comparison shows that in both settlements the VIP toilets are in need of repair to address both major and minor structural damages. In Thembelihle the share of toilets that are unstable (85.5 percent), is high in comparison to Lawley Station (53.5 percent), and the social auditors found that in most cases the toilets were placed on unstable ground.

The findings suggest that structural damage is more prevalent in Lawley Station.

Table 1: Comparison of Needs Assessment Findings*: Thembelihle and Lawley Station Informal Settlements

	Thembelihle	LAWLEY STATION
TOTAL NUMBER OF STANDS ASSESSED	3598	1166
STANDS WITH CHILDREN UNDER 12	2739	750
NUMBER OF DISABLED RESIDENTS	19	19
STANDS WITH NO VIP	313	46
STANDS WITH MORE THAN 1:1 HOUSEHOLD TO VIP RATIO	2541 (70.6%)	745 (63.9%)
NUMBER OF JW VIPS ASSESSED	3225	1120
<i>MAJOR STRUCTURAL DAMAGE</i>		
STRUCTURAL UNSTABLE	85.5%**	53.5%
1. DOOR		
NO	0.7%	3.8%
DAMAGED	5.4%	54.9%
2. CEMENT SLAB		
NO	0.6%	1.9%
DAMAGED	8.5%	36.3%
3. VENTILATION PIPE		
NO	2.8%	3.4%
DAMAGED	7.7%	40.5%
4. THREE WALLS		
NO	0.3%	1.2%
DAMAGED	3.2%	23.9%
5. TOILET BOWL		
NO	2.6%	12.9%
DAMAGED	2.3%	23.8%
6. ROOF		
NO	0.7%	1.0%
DAMAGED	2.1%	15.5%
7. CEMENT FLOOR		
NO	0.5%	2.8%
DAMAGED	0.4%	1.5%
<i>MINOR STRUCTURAL DAMAGE</i>		
8. LOCK INSIDE		
NO	4.3%	44.8%
9. LID		
NO	17.6%	39.6%
DAMAGED	1.2%	1.3%
10. TOILET SEAT		
NO	14.4%	22.1%
DAMAGED	1.0%	1.4%

Notes:

*The findings presented here are based on the results in the Thembelihle Needs Assessment Report and not the full dataset.

**The relatively large share of VIP toilets found to be unstable in Thembelihle is due to the unevenness of the ground on which they are built, and not necessarily as result of the damage to the toilet structures themselves.



Some of the streets in Lawley Station

3. A detailed overview of the needs assessment in the Lawley Station Informal Settlement

3.1. Data Collection

The data was collected using a needs-assessment form. Where available, the stand number was recorded as well as a contact name and number for the household(s) living on that stand. It should be noted that not every stand has its own unique number, which means that in many cases one or more stands have the same number. It also means that if one would like to follow up on a sanitation issue on a specific stand, it would be best to contact the person listed in the database to assist in locating that stand.

The demographic information was collected by interviewing at least one resident per stand. The physical assessment of the JW VIP toilets was done by a social auditor and the information was recorded on the same needs-assessment form. For stands with a JW VIP toilet, the toilet number was recorded where available. In the case of more than one JW VIP toilet on a stand, information for only one of the toilets was collected, with a few exceptions. We are confident that this will not have a major impact on the results of the needs assessment as only 24 stands have more than one JW VIP toilet. (These stands can be identified in the data.)

Forms were completed for 1 166 stands, with 2 840 households living on these stands. This means that an average of 2.44 households live on each of the stands assessed. In reality, this ratio varies widely with only one household living on some stands, and up to 19 households living on other stands.

3.2. Key Findings: Access to sanitation

3.2.1. Households with no access to sanitation provided by JW

Table 2 shows that 46 out of the 1166 stands assessed do not have access to a JW VIP toilet. This implies that 107 households, or 3.8 percent of those living on stands that were assessed, do not have access to sanitation provided by JW.

The majority of these households indicated that they either have no toilet or that they use a “self-made” toilet. It appears as if some of the self-made toilets might be pit toilets as a number of respondents indicated that the contractor hired by JW does not desludge their toilet because it is self-made.

Table 2: Number of stands and households without access to JW VIP toilets

<i>Number of Stands</i>	<i>Number of Households</i>
46	107

3.2.2. Access to sanitation for people with disabilities

Currently there are 19 people living with physical disabilities which prevent them from using the JW VIP toilets in Lawley Station. This, for example, includes people in wheelchairs who are not able to use a VIP toilet. This means that they have no access to sanitation in the settlement. The names and contact details for these residents, as well as stand number where available, have been recorded.



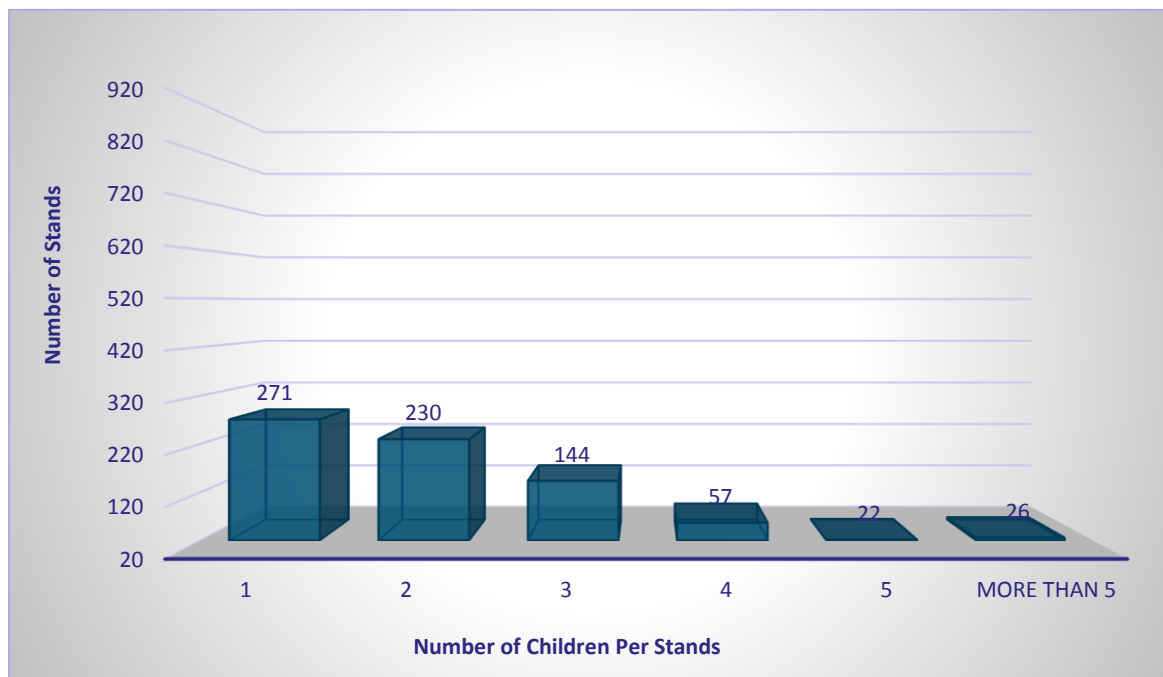
A disabled person on the left is expected to use the JW VIP toilet on the right

3.2.3. Access to sanitation for children under the age of 12 years

In addition to the JW VIP toilets not being suitable for use by people with physical disabilities, they are also unsafe for use by children. Residents have indicated that children under 12 years of age are generally too small to use the JW VIP toilets safely. A media statement released by JW in June 2018 indicated that new VIP toilets would come with a “potty seat” that can be used by children.³ But this statement did not provide information on whether existing VIP toilets would be provided with potty seats.

Table 3 shows that at least one child under the age of 12 lives on 750 of the stands assessed, which corresponds to 64, 3 percent of stands assessed. The table also shows that more than one child lives on at least 479 of these stands.

Table 3: Number of stands with one or more child under the age of 12



³ See <https://www.johannesburgwater.co.za/johannesburg-water-to-provides-dignity-to-informal-settlements-in-the-city-of-johannesburg/>

3.2.4. Improved ratio of household to JW VIP toilet

A total of 1 120 respondents said they have at least one VIP toilet on their stand. But an average of 2.44 households reside on each of these stands, which means that many households have to share a single toilet.

Closer inspection of the data reveals that on only 361 of the stands is the household to toilet ratio one, which means that each household on the stand has its own toilet. There are more toilets than households on two of the stands. And for twelve stands the number of households was not recorded. This means that on 745 of the stands assessed, more than one household share a JW VIP toilet.

On 338 of the 745 stands the ratio is 2:1 which means that two households have to share one toilet. Most of the other stands have a ratio of more than 2:1, and on 98 of these stands the ratio is 5:1 or higher, meaning that five or more households share a toilet.

3.3. Key Findings: Assessment of need for repairs

As part of the needs assessment, the VIP toilets were assessed for damages. This section provides a summary of both major and minor structural damages observed on the 1 120 stands with at least one VIP toilet.

3.3.1. Major structural damage

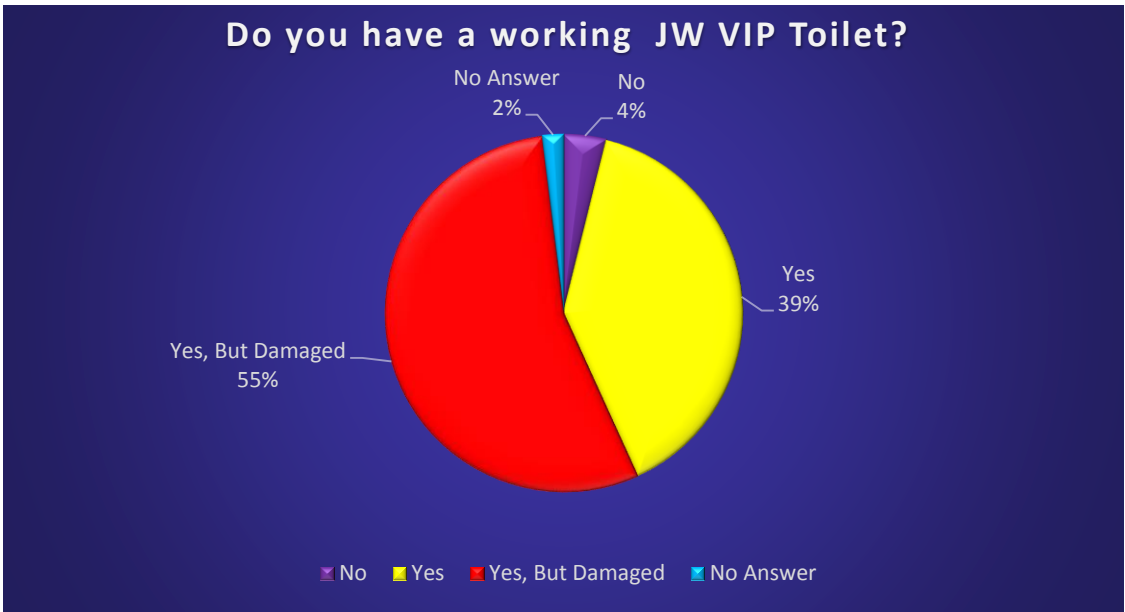
The main major issue identified during the physical assessment of the JW VIP toilets is that the doors of 615 or 54.9 percent of toilets are damaged. A further 43 or 3.8 percent do not have a door at all. With an average number of households of 2.44 per stand in Lawley Station, this means that potentially just more than 1 500 households use a structure with a broken door, and a further 105 use a toilet with no door at all. (As discussed earlier, for most of the 24 stands with more than one VIP toilet, only one toilet was assessed. This means we only have information for one toilet per stand. For the sake of simplicity, we use the number of households



One of the damaged toilet door in Lawley Station

per stand here to calculate the potential number of households impacted by damage to the different parts of the toilet and structure.)

Table 4: The doors of 615 (54.9%) of the JW VIP toilets are damaged



Another major issue identified during the physical inspection of the JW VIP toilets, is that 599 or 53.5 percent of the 1120 JW VIP toilets inspected are unstable.

An absent or damaged cement slab might be one of the factors contributing to unstable toilet structures. While it was found that only 21 JW VIP toilets (1, 9 percent of toilets assessed) are not built on a cement slab, the slabs of 407 structures (or 36.3 percent of those assessed) are damaged in some way.

Table 5: The cement slabs of 407 (36.3%) of the JW VIP toilets are damaged

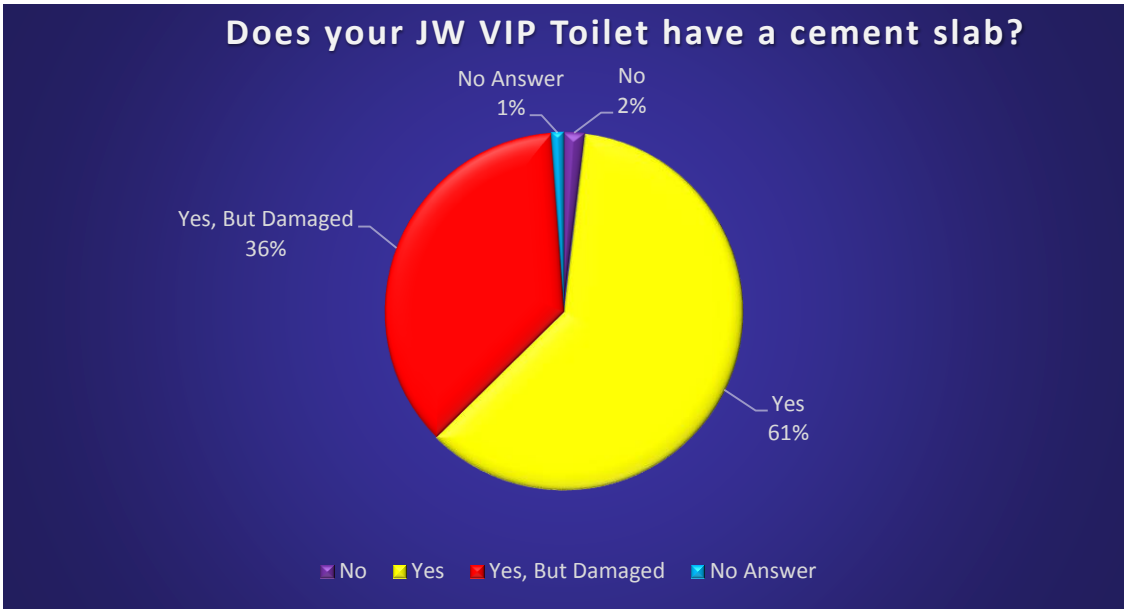
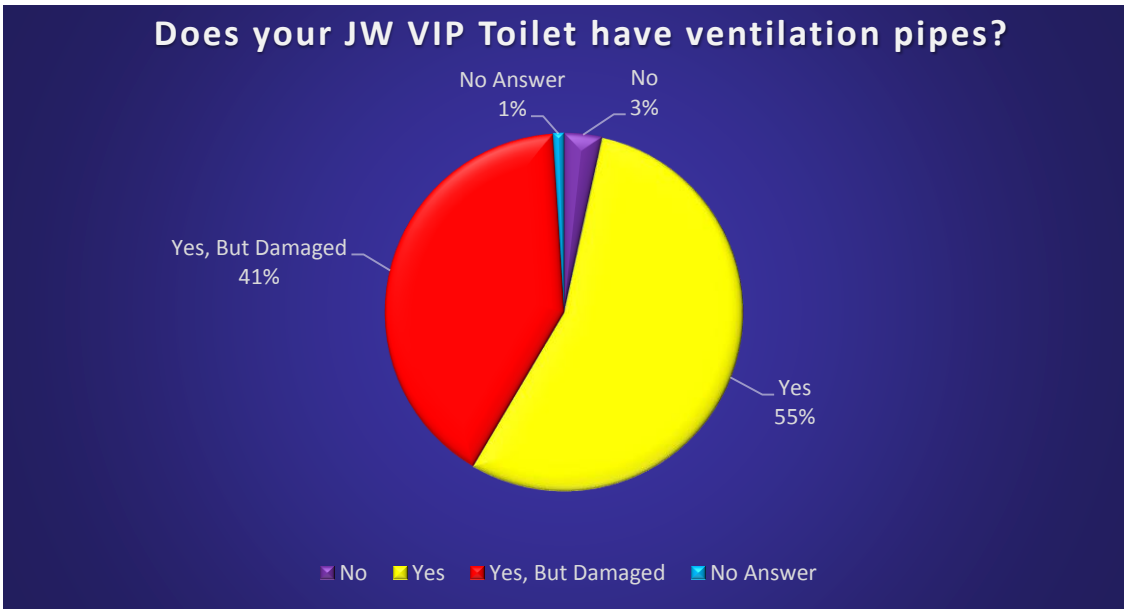


Table 6 shows the number of JW VIP toilets assessed where issues with the ventilation pipes were identified. The ventilation pipe for 454 toilets are damaged, while a further 38 (or 3.4 percent) do not have a ventilation pipe at all.

Table 6: The ventilation pipes of 454 (40.5%) of the JW VIP toilets are damaged.



It was found that while only 13 (1.2 percent) of the structures do not have three walls, the walls of 268 (23.9 percent) toilets are damaged. This can possibly be another factor contributing to the lack of stability of the structures mentioned earlier.

Table 7: The walls of 268 (23.9%) of the JW VIP toilet structures are damaged.

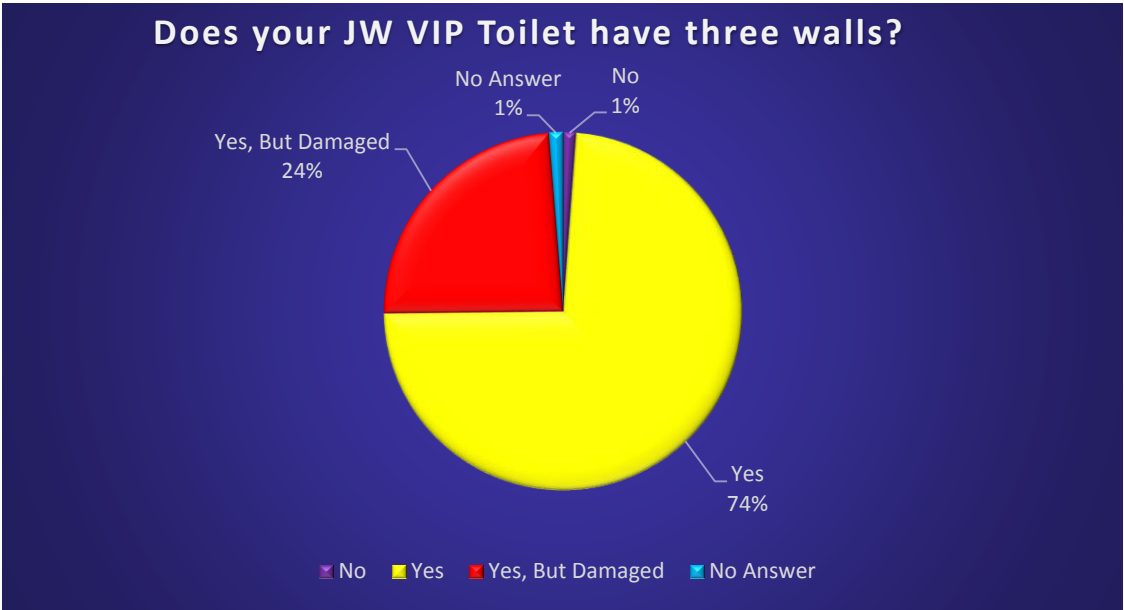
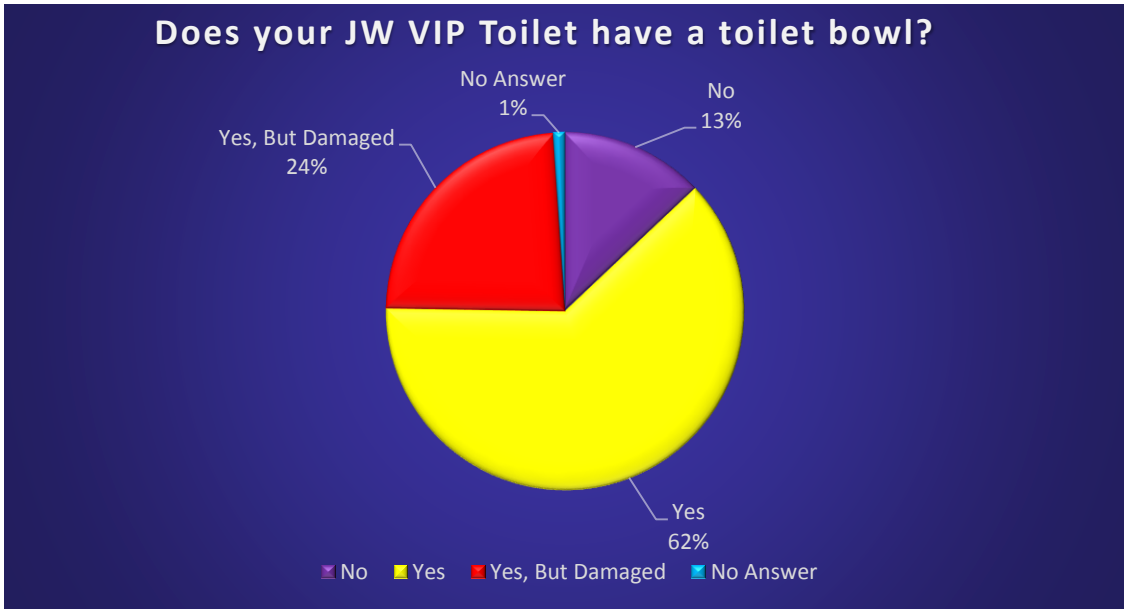


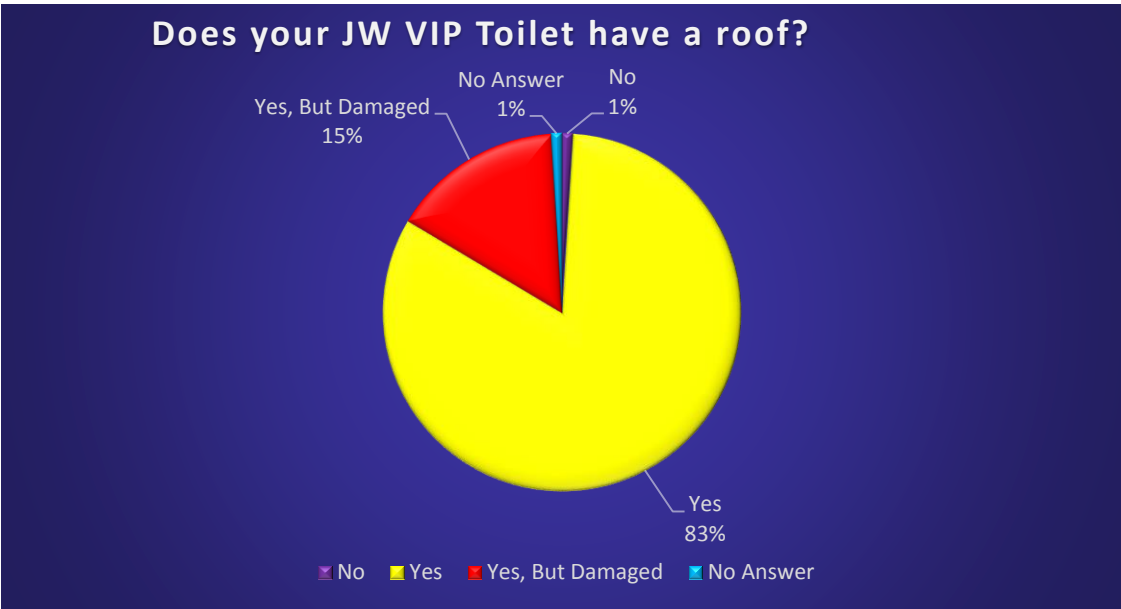
Table 8 shows that 266 (23.8 percent) of the bowls of the VIP toilets are damaged, while a further 145 (12.9 percent) toilets do not have bowls.

Table 8: The toilet bowls of 266 (23.8%) of JW VIP toilets are damaged.



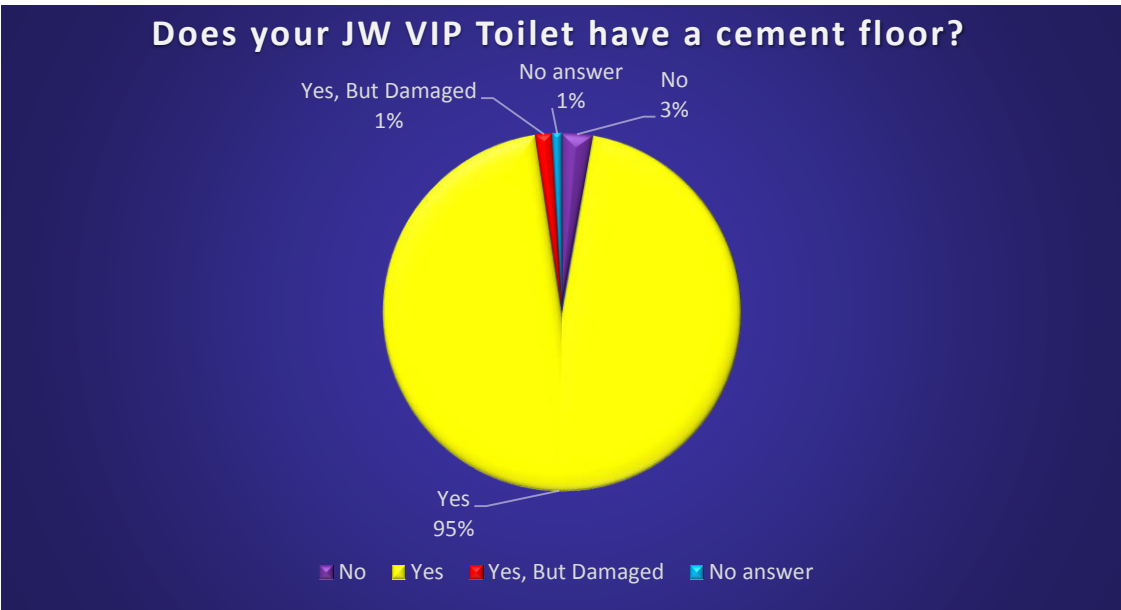
The roofs of 174 (15.5 percent) of the toilet structures are damaged, while 11 (or 1 percent) do not have a roof at all.

Table 9: The roofs of 174 (15.5%) of JW VIP toilet structures are damaged.



The final major area of damage relates to the cement floors of the toilet structures. While the floors of only 17 (1.5 percent) of structures are damaged, almost double that number (31 or 2.8 percent) of structures do not have a floor at all.

Table 10: 17 (1.5%) of JW VIP toilet structures do not have a cement floor.

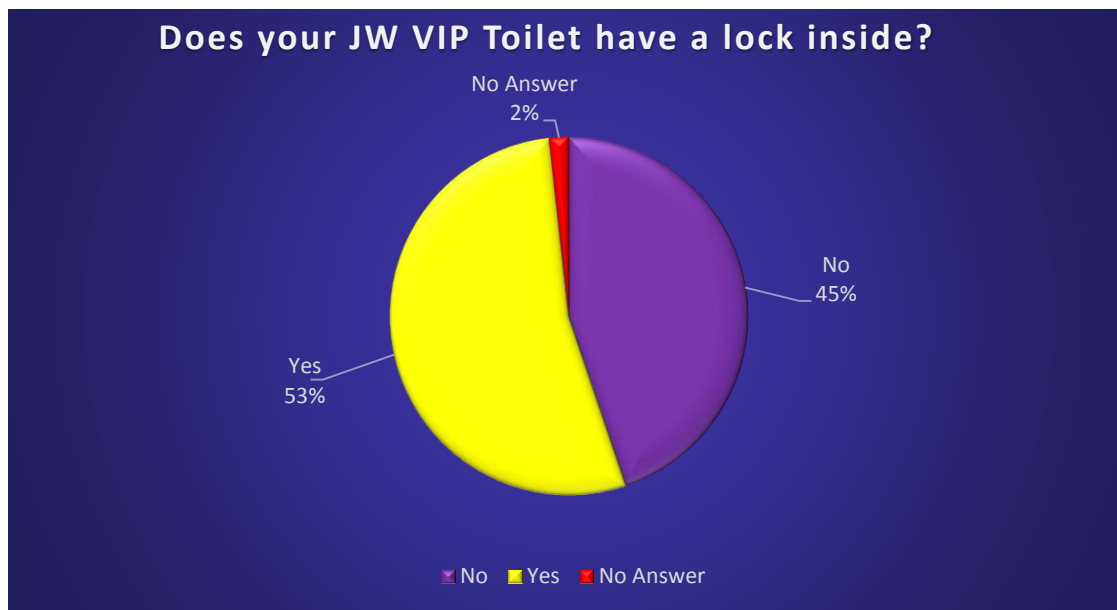


3.3.2. Minor structural damage

Below is an overview of what can be considered relatively minor structural damages.

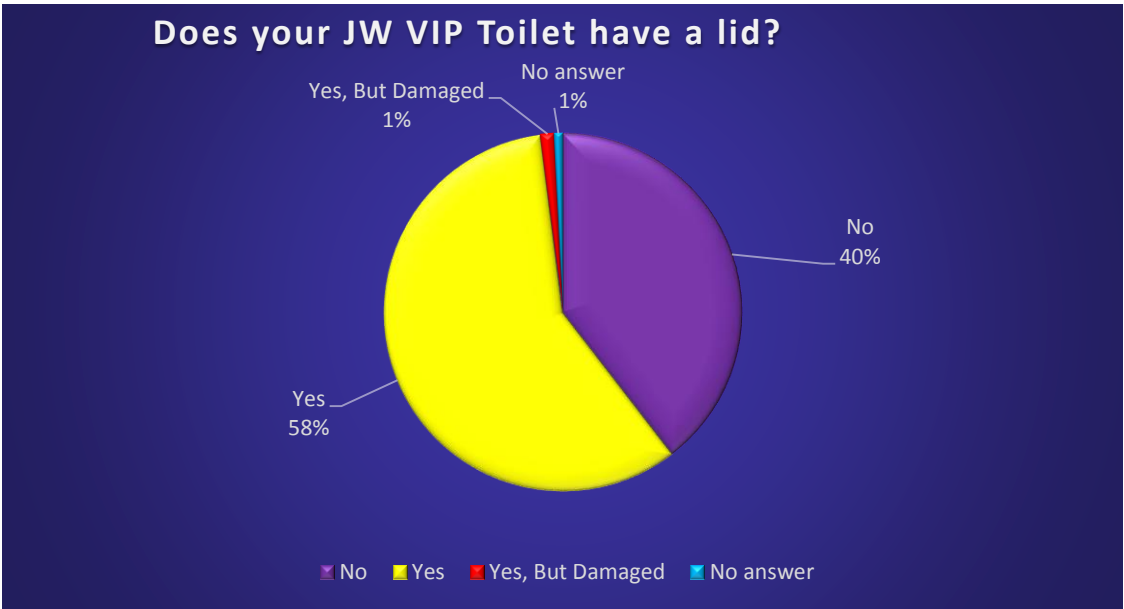
Table 11 shows that a relatively large number of toilets – 502 or 44.8 percent – do not have a lock on the inside which means that a resident cannot lock the toilet while he/she is using it. This is quite an important finding from both a safety and privacy perspective.

Table 11: 502 (44.8%) of JW VIP toilets do not have a lock inside of the toilet.



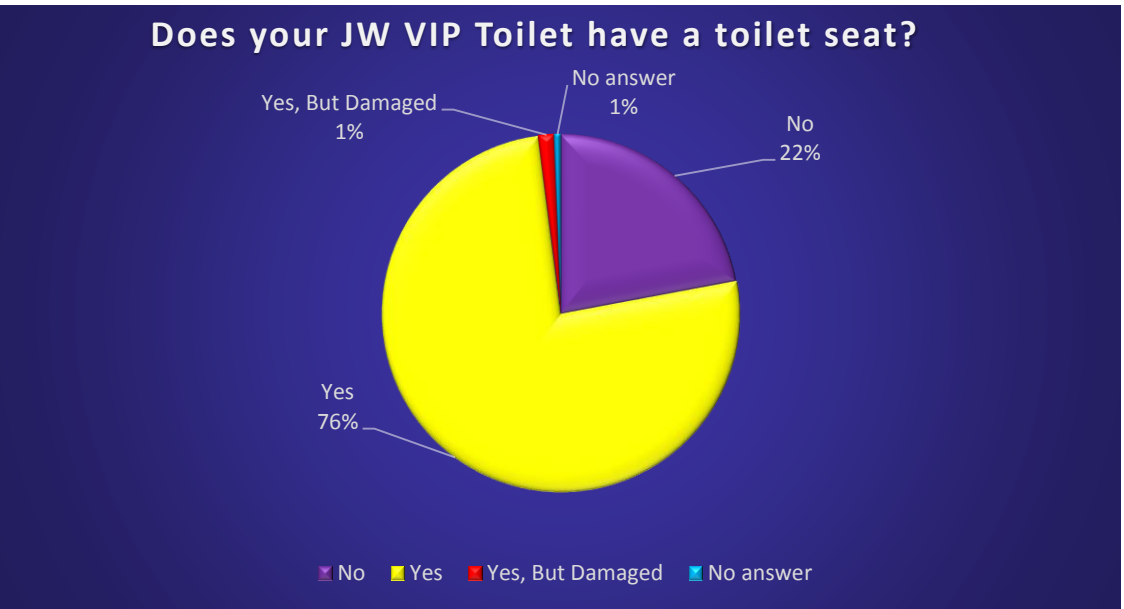
A relatively large number of toilets – 433 or 39.6 percent – do not have lids on the toilet seats, while the lids of a further 14 (1.3 percent) toilet seats are damaged.

Table 12: 433 (39.6%) of JW VIP toilets do not have a lid.



Finally, it was found that 247 (22.1 percent) of the toilets do not have a toilet seat, while a further 16 (1.4 percent) of toilets do have a seat but it is damaged.

Table 13: 247 (22.1%) of JW VIP toilets do not have a toilet seat.



The information provided above is just a summary of the key findings of the sanitation needs assessment conducted in Lawley Station. As indicated earlier, a comprehensive dataset has been compiled with information for each stand assessed during this process.



Current state of toilets in Lawley Station

3.4. Desludging of the JW VIP toilets

As part of the needs assessment, residents were asked how often their toilet is desludged by the contractor appointed by JW, as well as how often their toilet gets full. The community indicated that they do know when or how often the toilets should be desludged.

Table 14 and Table 15 show the most common answers to these questions. It is difficult to see from the evidence if most of the toilets are being desludged when or before they get full. Overall, 509 or 48.3 percent of the respondents who answered the question said that their toilet is desludged once every month. This was also the most common answer for how often the toilet gets full, with 366 or 33.8 percent of respondents saying that it happens once a month.

If we take “after three months” as an arbitrary cut-off point, then 928 or 88 percent of respondents said that their toilet is desludged after three months or more often than that. Using the same arbitrary cut-off point, 722 or 66.7 percent of respondents said their toilet is full after three months or sooner.

What is clear from Table 14, is that there does not seem to be any consistency across VIP toilets in terms of how often they are desludged. What is worrying, is that 67 residents indicated that their toilet is never desludged, while 26 said it only happens once a year.

Similarly, the evidence in Table 15 suggests that the speed with which the VIP toilets fill up also differs widely. It should also be noted that 28 respondents indicated that they have a new toilet and it has never been full. In addition, 206 respondents indicated that their toilet never gets full, but it is unclear if these toilets are new.

Table 14: How often is the toilet desludged?

ONCE A WEEK	21
ONCE EVERY TWO WEEKS	21
ONCE EVERY MONTH	509
ONCE EVERY TWO MONTHS	131
ONCE EVERY THREE MONTHS	102
AFTER THREE MONTHS	144
ONCE EVERY SIX MONTHS	33
ONCE A YEAR	26
NEVER	67

Table 15: How often does the toilet get full?

ONCE A WEEK	27
ONCE EVERY TWO WEEKS	58
ONCE EVERY MONTH	366
ONCE EVERY TWO MONTHS	84
ONCE EVERY THREE MONTHS	58
AFTER THREE MONTHS	129
ONCE EVERY SIX MONTHS	24
ONCE A YEAR	15
TOILET CURRENTLY FULL	49
NEVER GETS FULL	206
NEW TOILET – NEVER BEEN FULL BEFORE	28
NOT SURE	39

According to the bid specifications (Point 28.1 of JW OPS 04/13) the desludging point (VIP toilet) must be “cleaned and disinfected immediately after the truck has discharged the waste”. 97.7 percent of the 1120 respondents said that the contractor does not provide chemicals after draining the toilets.

Community members in other areas have indicated in the past that the workers of the service provider ask for payment or a cold drink before they will desludge the toilet. Only 54 respondents said that this has happened to them; 33 indicated that they paid between R10 to R70, while 16 stated that they paid between R100 to R400. The remaining five either did not pay or did not wish to disclose the amount they paid.

3.5. Community’s experiences of the service

The needs assessment questionnaire also included a few questions to assess the Lawley Station residents’ experiences of the desludging of the JW VIP toilets as well as their experiences of using the VIP toilets.

Overall, 72.6 percent or 813 of the respondents said that they are not satisfied with the VIP toilet system. In addition, when asked to rate the service on a scale from one to 10 (with 10 being good), 60.3 percent or 675 respondents rate the service between one and four.

Below we discuss some of the most common challenges that were given as reasons for the lack of satisfaction with the service and the low rating given by the majority of respondents.

3.5.1. Most common challenges

One of the most common challenges raised relates to ***lack of safety***. Of the 1120 respondents with a VIP toilet on their stand 74 percent or 827 indicated that they do not feel safe when they use the toilet. Of these, 328 respondents said they do not feel safe as a result of the damages to and the instability of the toilet structure and 35 respondents specifically mentioned the lack of privacy as a result of the broken doors.



Toilet barricaded with Zinc Iron and bricks where a 2-3 years old child feel into

As shown earlier, during the physical inspection 599 toilet structures were found to be unstable with the doors of 658 structures either broken or missing.

That the toilets are not safe to be used by children was mentioned by 56 residents. It is a particular problem for children younger than 12 and the needs assessment identified 750 stands with children under 12 years of age.

The **bad smell** inside the structures was repeatedly raised as a major problem – 366 respondents identified it as a challenge that they face because of the VIP toilets, while 291 respondents mentioned it as a reason for their lack of satisfaction with the service. Residents also mentioned that they experience health problems as a result of the bad smell.

One of the toilets in Lawley with a broken slab which emanate bad odor



Overall, 272 residents said that they face **health problems** as a result of the VIP toilets system, with 112 specifically mentioning that they suffer from infections, with 47 saying that they have a skin rash as a result of using the toilet.

Of the respondents who rated the system with a four or below, 353 residents said that the contractor provides a **poor or inconsistent service**, while 120 residents said that the contractor **does not desludge the VIP timeously**. The evidence from the needs assessment shows that there does not seem to be a consistent schedule for desludging the toilets. It should be noted that 204 of the respondents who rated the service as five or better said that the contractor provides a good service.

3.5.2. Communication and education

When asked who they communicate with if there is a problem with the VIP toilet, 711 or 63,5 percent of respondents either did not answer the question or indicated “no one”, while 106 respondents indicated that they communicate with a Ward Committee member, and 103 said they communicate with community leaders. Another 24 indicated that they speak to the “government” while three said the “municipality”. A range of names was also mentioned, while 25 specifically said “Supreme” or “the contractor”.

A follow-up question specifically asked respondents if this person is from the community or government. Of the people who answered this question 85 percent said that the person is from the community. Together with the responses to the previous answer, the evidence suggests that residents communicate with a member of the community rather than with an official from the metro when there is a problem with a toilet.

Finally, only 106 of the 1120 respondents with a VIP toilet indicated that they had received any education about how to use the VIP toilets. The majority of these residents said that this was done through the distribution of pamphlets.

3.5.3. Employment of local labour

In the specifications for the previous contract (JW OPS 04/13) for the desludging of the VIP toilets, the bidders were asked to indicate if they will employ members of the community as drivers or assistants, indicating that employment of local labour was a consideration.

This requirement was not included in the specifications for the new contract. While the implication of the omission is unclear, only 23 of the 1120 respondents with a VIP toilet said that they know a community member that is employed by Supreme.

Lawley Station Community Volunteers



