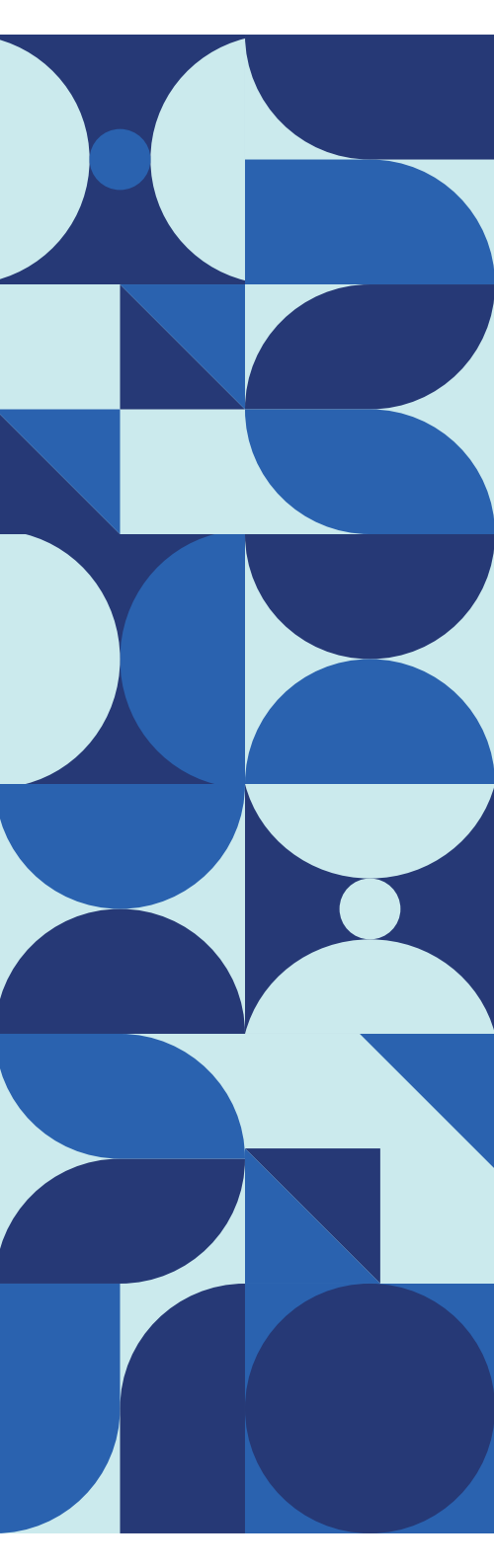


PLANACT

ANNUAL REPORT

APRIL 2019 - MARCH 2020





GRATITUDE TO DONOR PARTNERS

Planact would like to extend its gratitude to: International Budget Partnership; MISEREOR; Open Society Foundation; Raith Foundation; and the French Embassy (Civil Society Development Fund) for the financial support provided during the reporting period, which has enabled Planact to Implement all its programmes, in its quest to realising a just society in South Africa.

MEMBERS OF THE BOARD OF DIRECTORS

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

The Governance Board comprise:

Mr Seana Nkhahle (Chairperson)

Dr Geci Karuri-Sebina;

Ms Jacqueline Sejanamane;

Professor Marie Huchzermeyer;

Mr Michael Kihato and

Professor Steven Friedman.

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Yet again it is a great opportunity to give an overview message about Planact's work for the period 01st April 2019 to 31st March 2020.

In the past Planact applied its expertise diligently while effectively utilising the support acquired from grant funding. Management and the staff team successfully navigated obstacles usually faced by most NGOs and furthered the objectives of the mission towards the desired levels.

Amongst several aspects, partnerships and collaborations have proved to be key elements to reach developmental milestones. So, during the year Planact has continued the effort of building partnerships and collaboration with relevant municipal offices to create avenues of meaningful dialogues and debates related to relevant development issues.

The task of creating collaboration is not an easy one given that municipal offices are represented by both government and political officials. Usually, the government and political officials carry different mandates, and therefore, their priorities tend to emphasis different trajectories and in most cases leaving the vulnerable communities inadequately attended to or in limbo. Nonetheless, Planact managed to register achievement in influencing change in municipal practice. All this was built on the previous year's advocacy and collaboration activities created with various municipal officials and at different municipal levels.

Planact understands that development processes take time to unfold and this brings about anxiety within communities. Where these processes have taken long, it has resulted in communities feeling neglected or forgotten. It is this pace of development processes, where Planact has demonstrated ability to sensibly manoeuvre through the dynamics brought



MESSAGE FROM THE BOARD CHAIRPERSON

ENDING **31 MARCH 2020**



about, from these delays. In several cases delays have brought about hostile relationships in which, Planact used various strategies to diffuse the impact that would have manifested between communities and state. In this regard, Planact has worked with targeted communities to develop their ability to navigate the difficult engagements with their respective municipalities.

In the same year, government announced its intentions and efforts in accelerating economic growth, improving the education system, improving living conditions of the most vulnerable, dealing with corruption activities and improving the state capacity to be able to carry out its mandate effectively. This announcement provided further intensity in Planact's actions utilising various tools towards contributing to turning the inequality levels in South Africa.

Coordination between different government institutions must be bolstered to enable such pronouncements, be

carried through to implementation level, and for that matter Planact has started examining the arrangement of citizen participation in the legislative processes and local government processes, with reference to the Constitutional Rights. With no doubt, this work is expected to take a long time however, short-term milestones can be achieved, and it is these milestones that Planact will continue to focus on.

Although there is still a lot of work to be done, Planact's team has accomplished quite a lot and the Board of Directors appreciates the work undertaken to point and gives gratitude to their great efforts. On behalf of Planact's Board of Directors, I extend gratitude to Planact's donor partners for the confidence they have in Planact and support given.

Seana Nkhahle

Chairperson

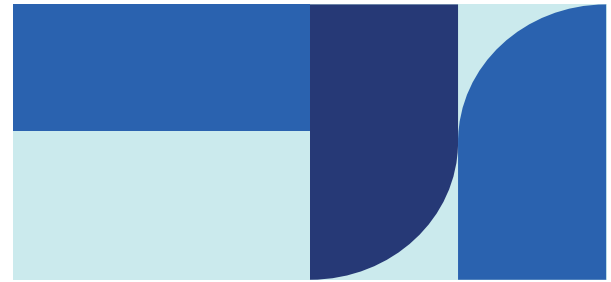
Introduction

I invite you to Planact's Annual Report 01st April 2019 to 31st March 2020. In this report Planact highlights the programme activities as they have contributed to Planact's overall mission, the processes undertaken to complete the activities and the environment that it has operated in during the year.

Planact has been constantly seeking to address the many needs of the vulnerable communities and assisting them to be their own agent in quest for improvement of their livelihoods. Planact can justifiably be proud of its achievements this year.

As it been reported in the past ten to fifteen years, that grant funding to certain sectors in development has been declining over the years, two of Planact's programmes are likely to be affected by this phenomenon. Currently, Planact's management has been monitoring the environment to ensure that the aims in all the three programmes continue to reflect flexibility in their activities, and this will be achieved by attuning the programme objectives where necessary.

For the past four and half years Planact has been working to reposition its programme objectives and intervention approaches as one of the exercises undertaken to monitor the working environment. This has been completed and so far, it has enhanced (grounded) the programmes, and with the outcome the intervention methods have also been adjusted. The programmes have acquired clear corresponding sub-programmes while programme implementation has veered towards supporting clusters of different community groups or community-based movements/organisations as opposed to supporting individual communities. This has been a gradual adjustment and it has enabled Planact increase



MESSAGE FROM THE EXECUTIVE DIRECTOR

ENDING **31 MARCH 2020**



working at scale and reinforced its advocacy work. With this approach Planact is able to amplify citizen voice in various applications and at different government levels.

The programme work is carried out in six projects from four donor contracts and these are in 19 sites or communities. The sites are in five municipalities, comprising three metropolitan and two local municipalities.

Key aspects that contributed to the working environment

Corona Virus

This report is compiled while the world has just been hit by a corona virus and South Africa placed in lockdown to curb the spread of the virus since 26th March. At this stage, the severity of the virus is not known but it is anticipated that the virus will subside within a short period. Fortunately, this occurrence has not had any effect on the project activities.

Socio-economic Impact on the vulnerable citizens

During the period under review there was a spout of attacks on foreign nationals living in and around Johannesburg and Pretoria and this was attributed to several factors that could be categorised under the economic, social and political aspects. These spouts were mainly prevalent in the lower social groups of citizens. Regardless of these aspects, hatred of foreign nationals was illustrated within the vulnerable segment in society.

Most of the informal settlements that Planact works in partnership with, have foreign nationals living amongst them, and always, Planact has been mindful to remain

neutral in all aspects of its relationships with its partner communities. Although Planact always tries to hold objectivity in all its approach, the economic situation continues to push communities living in informal settlements to extreme odds that affect their way of living and sometimes resulting in them behaving in undesirable manner. This continues to have a negative effect on how Planact carries out its project activities.

National elections

In May 2019, the national elections were held, and this brought about disruption in Planact's project activities, which was due to the gradual decrease of the presence of local municipal officials in municipalities, during the weeks before and after voting. Municipal officials are the first point of contact with citizens from government, and so officials are part of the processes Planact engages in, while working with communities.

An assessment carried out by experts, reported that the outcome of national elections reflected how the electorate in South Africa still needs to learn about their responsibility to vote and what it entails. Unfortunately, Planact did not have dedicated support on voter education, to provide to its community partners.

Collaborative initiatives and Networks

Planact has belonged to the Good Governance Learning Network (GGLN) since 2007, which has been one of the few networks engaged in local governance work activities. The network is an example of a platform that has tremendously reduced its work activities because of its inability to secure funding beyond January 2019.

If the GGLN is not successful in securing financial support soon enough, it will not be able to continue with providing a platform where NGOs can collectively engage with different government institutions. This will be an unfortunate occurrence as a collaborative NGO voice is greatly needed.

Collaboration amongst NGOs is vital especially in these tough times of scarce grant funding. As reported in the previous year, there is great need for the NGOs to collaborate more amongst themselves. However, there seems to be many odds that hinder NGOs from forming sustainable collaborations amongst themselves and so there it is noted that there is some level of NGOs drifting in the opposite direction to forming collaborations. It has been observed that one of the causes of this, is that NGOs have been looking more inwards, and concentrating on mobilising funds to overcome the reducing grant funding.

Programme activities

Planact's programmes activities during the year, emphasised a lot on improving community agency, where work was spent on exploring issues related to governance and accountability. The strategies applied comprised looking at multi-level engagement with government to get alternative entry points; Increasing public exposure

of evidence to exert pressure on municipal authorities; Gathering additional evidence on all the issues identified for intervention; and Strengthening community mobilisations. Activities from these strategies were implemented using various tools developed by Planact and various media platforms. Further report on the tools and media platforms, is provided under the section of the programme report.

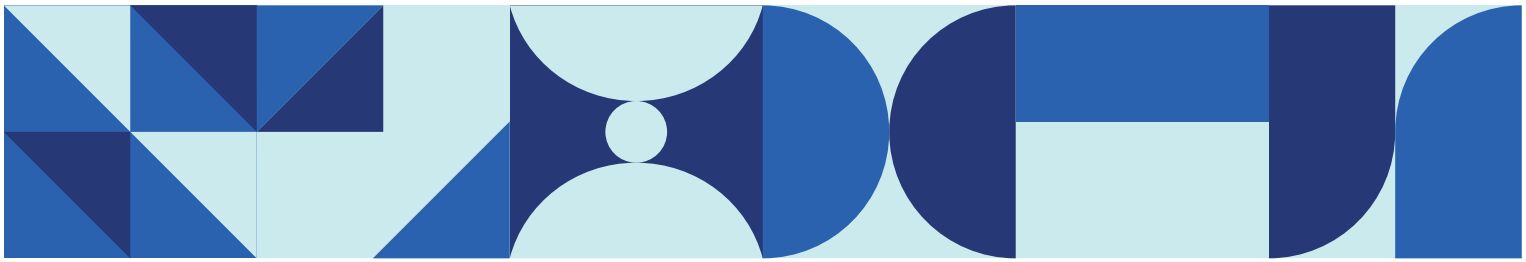
Gratitude

Planact has been able to carry out all its plans as set out for the year ending 31st March 2020 and this was due to the continued dedication staff members and continued support from the donor partners. Management has obtained guidance, from the Board of Directors, in developing strategy to set appropriate outcomes from the adjusted programme objectives. The two different structures mentioned above, provided a healthy foundation for the work that was carried out during the year and so I acknowledge the role the two structures have played in the success Planact has achieved.

Frederick Kusambiza - Kiingi

Executive Director





PLANACT'S PROGRAMMES OVERVIEW



1. STRENGTHENED GRASSROOTS VOICES PROGRAMME

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

Community mobilisation improves collective actions and awareness of rights to participation

Community mobilisation is Planact's pillar and an entry point for supporting vulnerable communities and cuts across all its programmes. A major achievement this year has been the reinforcement of the collective approach adopted by 25 informal settlement communities of Ekurhuleni and Emalahleni municipalities to advocate improved service delivery. This strategy resulted in their acting together effectively to challenge municipal systems impeding service delivery and socio-economic development of these communities.

To support this advocacy initiative, Planact mobilised and built the capacity of the communities to collectively and meaningfully navigate the complex municipal government systems, and engage the relevant municipal officials. The adoption of this strategy further highlighted the interconnectedness of challenges faced by the informal settlements and the imperative for solidarity of different stakeholders in bringing about systemic change. Based on previous experience with municipal engagement, we coached the communities on leveraging lessons learnt

and replication of good practice.

Such strategies have resulted in increased commitment to lobbying state institutions for improved social justice in service delivery. This has also resulted in some of the municipalities at least improving their responsiveness to some of the basic needs of the communities.

Community volunteers in Kameeldrift monitoring sanitation facilities



Raising women's voices in local government to address their basic service needs

This year we prioritised conscientiously, putting women at the centre of capacity building skills on local government. The strategy brought about an increased awareness of their role and amplification of their voices in local government processes. Furthermore, it reinforced advocacy on service delivery in other communities.

We started by training approximately 400 community volunteers in informal settlements of Ekurhuleni and Emalaheni municipalities. Volunteers came from different project areas. The pictures below show some of the participants in action during the training.



Poor knowledge and inclusion of women in local governance decision exacerbates inequalities in South Africa. Raising up missing voices and empowering women with information on service delivery can safeguard women's participation in local government.

The poor basic services in informal settlements affect mainly women who are tasked with the role of caring for children and other members of their families. For example, poor sanitation affects children who tend to be highly susceptible to diseases. Similarly, the disabled, whom women often take care of, struggle to access sanitation facilities, which are not tailor-made for this group. Consequently, the poor sanitation facilities, lack of facilities for the disabled and children, and poor maintenance and unhygienic conditions of the sanitation facilities exacerbates the poor conditions of the women living in informal settlements.

Planact therefore capacitated and mentored female volunteers on engagements with municipalities and monitoring service delivery. This group in turn acted as facilitators in their community to ensure women's involvement in local government and service delivery. This approach enabled Planact to extend its intervention to many women who otherwise would not have benefited from our programmes. Hence, in the project areas women began to confidently walk into municipal offices and make calls to the relevant officials demanding improved service delivery. Empowering these women resulted in the voice of women in local government being amplified and in improved responsiveness of municipalities to the needs of women which manifested either through provision of information about the service or through additional facilities.

Socio-technical support to Lawley informal settlement

In 2019, Planact continued to support Lawley informal settlement in their advocacy effort for improved service delivery. Planact provided socio-technical support to the community regarding conducting a needs assessment on sanitation services. The needs assessment report consisted of statistical information regarding sanitation facilities, which required maintenance – new doors, roofs or rebuilding. The City of Johannesburg was struggling to maintain properly the Ventilated Improved Pit (VIP) toilets constructed in this community. The 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 was awarded in August 2019. However, the residents of this community have been frustrated by the poor servicing and maintenance of the facilities.

Hence, the residents resolved to generate evidence on the state of the sanitation service in their community on which to base their advocacy pursuits. The report revealed major structural and other maintenance-related problems. Below are some of the problems revealed:

Major structural challenges

Lack of facilities for the disabled

Poor desludging

Lack of facilities for children under the age of 12

Lack of safety

Other minor challenges

Poor maintenance

In their advocacy, the community expressed their frustrations with government's tendency to invest significant resources in the provision of temporary toilets as opposed to permanent solutions, which they

considered as a waste of public funds. The full report on the needs assessment is available online at <https://planact.org.za/wp-content/uploads/2020/02/LAWLEY-STATION-SOCIAL-AUDIT-REPORT-Final.pdf>



The community was therefore able to engage the municipality on the assessment report and demand recourse. Major achievements were the recognition of the report by the municipality and the subsequent maintenance work that was done by the municipality. A lesson that the community has learnt through this process is to prioritise engaging municipalities based on evidence.

Clusters bolstered and reinforcing advocacy on service delivery and other needs

In the previous 2019 Annual Report we mentioned that informal settlements of Emalahleni Emalehle Local Municipality and Ekurhuleni Metropolitan Municipality organised into a cluster as a strategy to amplify their voices in local government. This year saw the clusters strengthening their numbers and acting together, resulting in their recognition by the municipalities and improved responsiveness to some of their basic services needs.

We invested time in building the capacity of the two clusters and coaching them on local government processes and engaging effectively. To improve their visibility, the informal settlement communities in Emalahleni and Ekurhuleni officially launched their clusters as an expression of commitment in a united approach to engage municipal authorities on service delivery, development and community participation related matters.



Picture: Emalahleni Informal Settlement Cluster

The launch attracted other informal settlements who were not members, resulting in strengthened numbers. The cluster gained recognition as a body that could engage the municipality regarding the service delivery needs of the informal settlements.

Emalahleni cluster members are from various informal settlements including Coronation, Kamgewana, Spring Valley, El Paso, Benicon, Masakhane, Kwa-Jooma,

Lindokuhle, Emkantaneni, Somgodla and 5-Shaft. These clusters have extended their advocacy work beyond service delivery to include housing and upgrading of the settlements. With regard to the Ekurhuleni informal settlement cluster, members are from fourteen communities including Wattville, Etwawa, Extension 21, Skoonplas, Beononi, Steve Biko and Extension 18. The picture below shows some of the cluster members.



Picture: Ekurhuleni Informal Settlement Cluster and Planact's Programme Coordinators

Some of the achievements accruing from the engagements:

Electrification of some of the settlements

The Ekurhuleni Municipality electrified three informal settlements.

Commitment to upgrading selected informal settlements

The Emalahleni Local Municipality made a commitment to upgrade some of the settlements.

The clusters gaining access to information

Clarity on land ownership, for instance Extension 21 Tsakane in Ekurhuleni Municipality obtained clarity regarding ownership of the land they currently occupy.

The community had received vague answers from the municipality previously, thus they were able to lobby for the electrification of the settlements, something that would not be possible in the absence of this clarity.

Restoration of the dignity of women with regard to decent sanitation

Planact facilitated the restoration of the dignity of women with regard to decent sanitation in approximately twenty informal settlements. We achieved this by working closely with the community volunteers involved in monitoring basic services in the informal settlements and engaging the municipalities of Emalahleni, Ekurhuleni and the City of Johannesburg.

The dignity of women in informal settlements is often undermined by the poor sanitation facilities. Despite the Sanitation Policy 2016, which highlights sanitation as a human right for all, women in informal settlements often find themselves lacking access to decent sanitation facilities. For example, it is common to find more than five households sharing one toilet, which is a violation of the

sanitation guidelines. The structural defects characterising most of the sanitation facilities in informal settlements expose women and girls to vulnerability. Underpinning the poor sanitation in informal settlements is municipalities' failure to invest adequate resources in sanitation

provision for vulnerable communities. Even where temporary facilities are available, maintenance of the existing infrastructure remains poor.

To address this gap, we created a pool of approximately 200 volunteers by building their capacity to monitor service delivery. They collected

empirical evidence from their respective communities to reveal the critical challenges faced by women living in these informal settlements. The evidence served as a basis for engagements and advocacy with the municipalities and other relevant state institutions.

EXAMPLE OF SUCCESSES



In Wattville the women successfully advocated provision of chemical toilets for disabled women. The municipality provided the facilities and made a commitment to respond to other basic needs.



Women have resolved to be active participants and advocate for improved service delivery. Ultimately there has been considerable positive response to collective efforts towards advocacy for improved service delivery.

Effective engagements with local government policy makers

This year, Planact had meaningful engagements with policy makers regarding the need to improve community participation and service delivery in informal settlements.

Meeting councillors as policy makers

A breakfast meeting was held with eight councillors from Ekurhuleni Metropolitan Municipality to discuss the issue of community participation in local government and ascertain a role that Planact could play to support them. At this meeting, two councillors who had previously been supported by Planact shared their experience regarding the workshops they undertook on social audits and Integrated Development Planning (IDP) and municipal budgeting processes. The councillor indicated the benefits and urged other councillors to participate in such workshops to improve their understanding of local government processes. They lamented the fact that the municipality only offers a brief orientation which is often not followed by rigorous specific capacity-building sessions.

The councillors agreed to work closely with Planact on condition that the Speaker of Council grants approval.

This meeting increased the awareness of the councillors about the plight of the vulnerable communities, and helped Planact to better understand their challenges and sharpen interventions to address the gaps. Some of the councillors reflected on their poor understanding of the processes for engaging the community they serve, and expressed their willingness to attend capacity-building workshops offered by Planact.

Dialogue with municipal officials on social accountability

Planact participated in a dialogue session on social accountability held with different regional managers and the Performance Management System office in the city of Johannesburg. In the meeting, there were some councillors and other officials from different divisions who sought to understand Planact's intervention. These participants recognised Planact's role as vital in improving the responsiveness of local government to the needs of vulnerable communities. Through this forum Planact was able to advocate improved inclusion of the informal settlements in local government development and improved accountability on service delivery.

Coproduction of knowledge with vulnerable communities

Social empowerment of Kameeldrift informal settlement in the city of Tshwane

The fight for accountability in local government is crucial given the growing levels of social injustice in service delivery. In 2019, Planact committed to empower communities in the city of Tshwane with accountability tools. We conducted the first social audit in Kameeldrift informal settlement east of Pretoria. This is an informal settlement characterised by poor living conditions reflected by the use of chemical toilets and habitation of shacks.

The city of Tshwane had a myriad of socio-political challenges and such had been placed under

administration. The city's challenges also manifested in poor development planning and poor service delivery in disadvantaged communities.

Empowering the community with accountability tools became necessary to improve collective action and advocacy seeking recourse regarding poor service delivery in the informal settlements.

Planact further initiated educational forums to impart knowledge on their constitutional rights to decent services and inclusion in local governance processes. The knowledge around social audits enabled the communities to conduct a social audit on sanitation services. Below are the selected findings of the social audit.

Improve access of households to chemical toilets to the ratio of 1: 5 in line with the 2017 National Norms and Standards for Domestic Water and Sanitation.

Consider the provision of additional toilets and more regular servicing of toilets for Plot 171, which houses a number of community facilities used by households in all three sections of the settlement. Provide facilities for disabled-wheelchair-accessible toilets.

Provide potty seats for the toilets used by crèches and other community facilities.

Ensure that the contractor employs members of the Kameeldrift community for the servicing of the toilets.

Ensure that the workers employed by the contractor have employment contracts and are issued with protective clothing.

Put a monitoring system in place to ensure that the service is being delivered according to the contract specifications.

The full social audit report is available online at: https://planact.org.za/wp-content/uploads/2020/02/Kameeldrift-Social-Audit-Report_2-December-2019-Repaired.pdf

We intended to support the community in advocating accountability of the city of Tshwane in service delivery and trigger improved responsiveness but the plan was disrupted by the lockdown. However, we adapted the approach to suit the interventions which were necessary to prevent the spread of the coronavirus pandemic. The beginning of the lockdown in March therefore saw some

of the community volunteers drawing on the social audit skills to monitor service delivery (water and sanitation facilities) by the contractors and to engage them on issues with confidence. The volunteers were able to independently identify challenges related to water and sanitation provision. This community-based monitoring of services resulted in improved service delivery.

Unlocking land rights for the vulnerable communities in informal settlements in cities

The violation of land rights for marginalised communities is a challenge that has repercussions since land is central to socio-economic development. In 2019, Planact supported informal settlements in Ekurhuleni and the City of Johannesburg to lobby their relevant municipality and amplify their voices regarding land rights.

A key highlight was that the Ekurhuleni informal settlement cluster reinforced their engagements with the relevant departments and restated their rights to tenure security. Planact augmented their efforts by educating them on the role of tenure security. We also worked collectively to establish alliances and strengthen their advocacy strategies.

The cluster of fifteen informal settlements challenged the municipalities (Speaker's office and other relevant departments) and invoked the Upgrading of Informal

Settlements Programme (UISP) as an important instrument in promoting tenure security for the informal settlements.

The cluster further sought clarification on land ownership for the fifteen informal settlements. This was crucial because the municipality argued that the land settled by the residents was not owned by the government and as such justified their reluctance to provide permanent basic services. Through this process, the clusters learnt that the municipality owned some of the land, and this information empowered the community to direct their efforts to the right landowners. Concerning the municipal-owned land, the clusters started negotiating for re-blocking and provision of decent basic services in confidence.

The discussions were ongoing at the imminent outbreak of the coronavirus pandemic.



Emalahleni Cluster outside the Municipal office meet with the mayor



Planact's Programme Coordinator Siphwe Segodi supporting the Emalahleni informal settlement cluster

Advocating fiscal transparency in local government

Planact reinforced lobbying municipalities for fiscal transparency and responsive budgets to the basic services needs of vulnerable communities. We engaged relevant officials in the municipal budget and IDP departments. Concerning engaging Ekurhuleni Metropolitan Municipality, working in partnership with the International Budget Partnership South Africa (IBPSA), we sought detailed explanations from the Finance Department on the drafting of the metro's budget.

We lobbied the department to facilitate adequate resource allocation for basic services in informal settlements. We also highlighted the need to integrate responses of communities into municipal budgets. The current consultation process on municipal budgets driven by

the municipality seems to be a 'tick-the-box' exercise because it fails to incorporate the views and responses of the marginalised communities after the consultations.

To strengthen our engagements on responsive municipal budgets in 2019, we also worked closely with IBPSA to analyse the budgets of the City of Ekurhuleni and City of Johannesburg to understand resources allocated for service provision in the informal settlements. The analysis report served as a basis for our further engagements with the municipality on the subject. We therefore continued engaging the municipality to facilitate responsiveness of the municipalities to the service delivery needs of informal settlements. The advocacy will continue in the next financial year.

Invoking the imperative for inclusivity in IDPs

Our work this year focused on challenging the marginalisation of informal settlements in the development planning process which worsens the neglect of their pressing basic needs such as water, electricity, housing and sanitation.

Whilst municipalities are mandated to encourage and create conditions for the communities to participate in the affairs that govern them, in practice this is hardly realised, especially for the marginalised communities. Hence the created spaces such as IDP and municipal budgeting process remain exclusionary and underutilised.

Planact therefore intensified its engagements on community participation with four municipalities: City of Ekurhuleni, City of Johannesburg, Emalahleni Local Municipality and Steve Tshwete Local Municipality. To buttress the engagements we empowered communities on their rights to influence the IDP and municipal budgets. Approximately 300 representatives of informal settlements were capacitated on the process, with some going through revision following their participation in such training. This increased their awareness about their rights and obligations concerning influencing local government matters.

The communities drew on the knowledge to make submissions to the IDP process. Five informal settlements in Ekurhuleni made a joint submission, however they were unsuccessful as the municipality insisted that submissions have to be made by a community and not by a collective of communities. These communities then made submissions as individual communities.

With regard to the IDP, a critical challenge that the communities raised concerning the process is the failure

of the municipalities to notify them on time and provide the schedules thereof. In some cases, Planact had to bridge the gap by obtaining a schedule for the September/October IDP and Municipal Budgeting community consultation process and sharing it with the communities.

Planact is currently advocating systematic change regarding the inclusion of the vulnerable communities in the development planning process and communication with vulnerable communities about the process.

Communities in Ekurhuleni celebrate and monitor the revision of the tender specification

In the 2019 Annual Report, we reported that the Director of Water and Sanitation in Ekurhuleni Municipality made a commitment to revise the tender specification as per the social audit recommendations. The new tender specifications on the provision of chemical toilets, which came into effect in July 2019, include clauses about 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.

In 2019, Planact increased the capacity of the community volunteers within informal settlements to monitor service delivery. Volunteerism is a strategy which Planact has adopted to ensure maximum involvement of vulnerable communities in local government and to augment the efforts of the existing community structures. These are usually young people and women from the informal settlements who are passionate about development in their communities. Community volunteers are able to better monitor the compliance of the service providers with the bid specifications which are very specific.

The involvement of the volunteers has had positive impact on service delivery, as contractors know that they are watched closely and all faults are reported immediately.

The strategy on monitoring the execution of the tender specification jointly developed by Planact and IBP-SA team was augmented with advocacy efforts. The result has been a sustained inclusion of communities and meaningful engagements with the contractor for a certain period.

Community radio as an advocacy tool for challenging exclusionary local government

This year Planact intensified its campaign through community radios to sensitise residents of informal settlements about their rights and responsibilities with regard to local government. This strategy has reinforced advocacy and improved acting together of communities and amplification of their voice. The informal settlement residents are despondent with the traditional spaces of engagements, which have often excluded them. The community radio campaign saw ten representatives of the informal settlements of Emalahleni going on radio to discuss different issues affecting their lives. One of the critical issues that cut across all their discussions during the different slots was the poor community participation. This campaign resulted in growing numbers of informal settlements seeking membership with the cluster, and in increased understanding of local government.

Advocacy and communication through radio stations, in particular community radio, is a strategy to continually empower the communities with the necessary information and clarify advocacy strategies. The clusters used invented spaces such as community radio stations and written communication, which is targeted at relevant departments within the respective municipalities including the Mayors' office. They lobbied municipalities to be responsive to their needs.



2. RESPONSIVE LIVING ENVIRONMENT PROGRAMME

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

Street naming as an innovative way of advocating upgrading projects

In 2019, Planact supported vulnerable communities in the street naming process as an alternative way of exerting pressure on the City of Ekurhuleni and the City of Johannesburg Municipality to implement upgrading projects in informal settlements. Despite the introduction of the UISP Policy in 2004, its implementation remains largely in limbo. This reporting period saw Planact supporting the Skoonplaas informal settlement in the city of Ekurhuleni and Thembelihle informal settlements in the City of Johannesburg in piloting street naming projects. The process allowed the communities to number their shacks. Participation of local residents was key in making sure that the street naming process became a success in both areas.

The main purpose of this intervention was to advocate incremental tenure and eventual recognition of the informal settlements. The street naming project would improve access to the informal settlements, and enable emergency services such as ambulances and the police to access those areas easily.

The informal settlement of Skoonplaas situated on the eastern side of Ekurhuleni Metropolitan Municipality does not have a physical layout plan. A proper layout plan had been developed by the residents with the assistance of an architect engaged by Planact. The layout plan showed the street names coined by the residents and other land use. Google South Africa has shown a keen interest in including these street names into Google Maps and training community volunteers on the GPS technology.

Thembelihle informal settlement: in the city of Johannesburg has a layout plan prepared by the municipality but it does not have street names. Recently, the municipality installed electricity, which suggests a gradual shift in the municipality's approach. However, the settlement does receive eviction threats. Just like all informal settlements in South Africa, Thembelihle is deprived of services such as postal services, police and ambulance services. A street naming video is available at <https://youtu.be/3b3yo6KvROk>.

This community has therefore benefited from the

street naming project, just like the Skoonplas informal settlement.

Engagements with the municipalities regarding recognition of the street names are under way and it is envisaged that the projects will serve as a road map to tenure security, especially on municipal-owned land. Considerations are being made for the replication of the alternative road map to tenure security in other informal settlements. Names of the street are important even if a settlement is considered temporary because there are people who need services such as ambulances, policing and transport.



A consultative meeting amongst community members regarding naming the streets in Thembelihle informal settlement



Thembelihle Informal Settlement:
community walk about and naming streets

Buttressing community participation in upgrading projects

This year saw Planact playing a social facilitation role in the process of implementing the UISP in the informal settlement of Johannesburg. We started by building the capacity of the Thembelihle informal settlements on the UISP following the call for partnership made by the City of Johannesburg regarding facilitating inclusivity in the upgrading projects. The recognition of Planact's role in social facilitation followed the fact

that Planact has been supporting any informal settlement communities on local government processes for many years. We therefore drew on our experience and expertise and the relationship we have with the community to play a facilitative role in implementation of the upgrading projects.

The City of Johannesburg sought the partnership following the Budget vote

speech, through which the Member of the Executive Council (MEC) for Human Settlement in Gauteng, Lebogang Maile, announced that at least 10 informal settlements would be upgraded over the next financial year. This was an important announcement given that 14 years have elapsed since the introduction of the UISP policy, yet it remains not implemented.

In Thembelihle informal settlement, which was one of the areas where the project would be piloted, Planact facilitated the establishment of a steering committee comprising the representatives of the communities and community-based organisations to ensure inclusivity of the community in decision-making. The steering committee was also trained on the different phases of UISP to ensure that they understand and are able to engage effectively with the city of Johannesburg regarding their interest in the upgrading projects.

Planact also provided an institutional role during the engagements between the city of Johannesburg and the steering committee and ensured that community participation became integral in the implementation of the UISP and the city of Johannesburg Mandate. Negotiations between the City of Johannesburg and the community continued in parallel with the plot pegging process. If the City of Johannesburg continues to implement this project, the community will have tenure security and access to decent basic services in the near future.

Residents of Mountainview informal settlements waiting for water supply (demonstrating the poor delivery of the service)



Development of the inner-city affordability housing model

Planact, in partnership with the Inner City Resource Centre, 1 to 1 Architects and the University of Johannesburg, began the process of developing an “inner city affordability housing model” to be submitted to the

City of Johannesburg Metropolitan Municipality. The first component was conducting an inclusionary housing affordable study in Bertrams and New Doornfontein buildings in the Johannesburg city centre.



Dilapidated building in the inner city of Johannesburg (Gordon Court and Josana Court)

Affordable housing in the inner city is one of the triggers to avoid a decaying city, necessary to stimulate the local economy. The purpose of the study was to challenge the current social housing policy of the City of Joburg, which excludes the economically marginalised groups who are meant to be the beneficiaries of this housing.

The survey was conducted by a team of volunteers over 6 days, and 77 households currently living in “bad buildings” were interviewed on their living expenses in order to determine their affordability status.

This suggests that any upgrade that

includes paying rent and electricity would render the majority of the 77 households homeless. The findings of the report will be used as a basis for advocating the affordable model mentioned above, as against the current social housing options that are unaffordable.

Alternative model of public participation

Planact has produced a practical and simplified manual for citizen participation in planning and budgeting processes in local government. This manual will empower vulnerable communities and enable them to draw on the simple guide to improve public participation in local government processes.

While the legislation and policies such as the Constitution of the Republic of South Africa and the Municipal Systems Act 2003 highlight the importance of community participation in local government, this has not yet translated into practice. Civil society has an imperative to promote adherence to the law by municipalities and provide the feedback and reports required by law.

The manual empowers communities to participate in local governance processes such as the IDP and Municipal Budgeting, and enables practicalisation of the processes. The manual educates communities on why participation is important, what residents are expected to influence in local government and how to influence it. It discusses the steps to successful participation and outcomes. The full manual on citizen participation is available at: <https://planact.org.za/wp-content/uploads/2020/07/Manual-for-Citizen-Participation-in-IDP-and-Budget-Processes-March-2020-Draft.pdf>. This manual will be workshopped with the communities in the next financial year. Community radio will also be used to promote the usage of the manual by other communities.

3. SUSTAINABLE LIVELIHOOD INITIATIVE PROGRAMME

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

Strengthened livelihood strategies

In 2019, Planact provided support to about ten community enterprises who sought advice on how to register cooperatives. The enterprises included a variety of businesses: window making, building construction, small-scale manufacturing and service provision enterprises. Planact provided training to community enterprises from Ekurhuleni, Langaville, Thembisa, Wattville and Etwatwa. In total 86 people were trained and mentored on registering their businesses.

Planact further linked up some of the enterprises with the relevant government institutions that could provide further technical and financial resources. There were

challenges as the small businesses complained that they were not receiving the much anticipated assistance from the relevant department.

The impact of this intervention by Planact has demonstrated that community members need to be exposed to information and knowledge so that they are able to fend for themselves. With support from government institutions and funding, communities are able to create opportunities for themselves. However, there is a need for the Local Economic Development and other relevant institutions to improve their support to business enterprises from vulnerable communities.

Youth-driven garden project

This year we continued supporting the garden project at Wattville Township. In the 2019 Annual Report, we reported on a cooperative formed by a group of youth and women in Wattville. Planact has been supporting this project for the past three years. During this reporting period, the cooperative diversified its projects. The cooperative has started an agro-processing and dairy project, which has

cold storage facilities, a cooling tank, and a juice blender. The cooperative is producing fruit juice, and the South African Bureau of Standards has approved the juice. Planact has played a pivotal role in making sure that the Cooperative becomes a success given its contribution to the reduction of unemployment and crime. The Cooperative has plans for further expansion.



Planact's Programme Coordinator Mike Makwela and government official, Velaphi Ndaba from the Community Works Programme, in a meeting with the Watville agricultural cooperative



Planact conducting a capacity-building workshop on management of cooperatives (Siyakhula Trust Cooperative)

Pandemic – effects on projects

The reporting period ended with an alert about the corona virus that broke out in China. At the time of writing this report, the country had been placed in lock-down. All project activities had been completed without any effect of the lock-down.

However, the coronavirus pandemic presented an

important opportunity for Planact to further engage with municipal and other state officials. More so because it ushered in an era of heightened attention and commitment of government to preventing the spread of the pandemic. The annual report 2020/2021 will report in-depth on the project activities undertaken during the pandemic period.

Selected Lessons learnt over the reporting period

The commitment of politicians and municipal officials coupled with an enabling environment are prerequisites for effective service delivery and meaningful socio-economic development.

Vulnerable communities should act together to strengthen their numbers and discourage exclusionary local governance processes and practices.

With the right support, the voices of vulnerable communities can be amplified in and accountability can be realised in local government when there is a strong social movement and political commitment.

Evidence-based engagements are likely to promote accountability.

Coproduction of knowledge is critical in local government, data is an asset in every institution and civil society organisations can draw on it to strengthen advocacy.

3. CONTRIBUTION TO INTERNATIONAL DEVELOPMENT AGENDA

Contribution to international development agenda

Planact participated in the inauguration of the 1st UN Habitat Assembly and the endorsement of the UN-Habitat Strategic Plan of 2020-2025, which took place in Nairobi in May 2019. The Strategic Plan focused on reducing spatial inequalities and poverty in cities and other human settlements across the urban-rural continuum.

A highlight of this meeting was the emphasis on the need for genuine and transparent cooperation amongst the different categories in society: professionals, social movements, government institutions, the business or private sector, and the public sector. Participants also emphasised the importance of sharing information freely to enhance knowledge.

Planact continued to participate in the Global Platform for the Right to the City and advocated inclusion of marginalised communities and groups in cities.

Planact participated in the Trialog conference held in Berlin, Germany in November 2019, and made a presentation on the role of social audits in promoting accountability in local government.

Planact also participated in local meetings hosted by various organisations. One of the important workshops was organised by Misereor – one of the donor partners supporting our interventions. At the request of Misereor Planact hosted a 3-day workshop, which brought approximately ten key partners working with Misereor in South Africa together to discuss a number of important issues that are relevant in the country. The issues that

were discussed during the workshop were key issues in the development space in South Africa which affect the interventions of the KZE-Misereor partners. Three key themes of the workshop were:

- a) Inner City Housing – Rebuilding the Social Divide;
- b) The effects of violence against immigrants in the South African urban areas; and
- c) The Upgrading Informal Settlements Policy.

The participant organisations concurred that it was necessary to reinforce collaboration efforts between legal experts, those who work in local governance and those who work on the ground at grass-root levels in order to come up with a strategy that targets smaller and quick wins while waiting for the legal process to take its course.

With regard to the issue of violence against immigrants in the South African urban areas, participants highlighted the need for capacitation around xenophobia, and that foreign nationals should not be reactionary: pro-active approaches would lessen the load on organisations as they would ease the tensions that make working in some areas difficult. Concerning the third item, the participants discussed the challenges emanating from the poor implementation of the UISP. Emphasis was placed on the need for a deliberate and long-term strategy and for government officials to implement the policy and diversify the types of tenure that they implement.

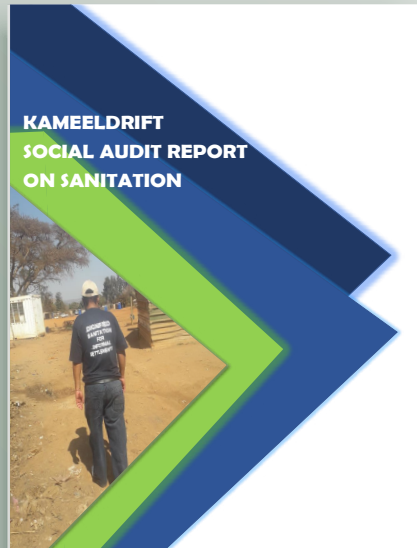
Documentation

Planact have developed both a policy document on participation and a manual with guidelines on how communities can engage with local municipalities in the development planning process, which enables communities to contribute to the planning decisions within their respective areas. This would be shared with the informal settlement clusters to inform their advocacy work. The manual would also be shared with the Department of Cooperative Governance and Traditional Affairs (Cogta), municipal officials and other non-governmental organisations who may draw on it.

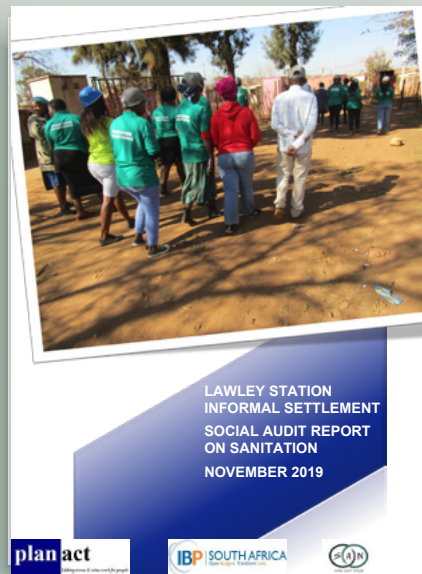
The policy document is entitled 'Review of Public Participation Policy and Legislation in Local Government' and is available at: <https://planact.org.za/wp-content/uploads/2020/07/Review-of-Public-Participation-Policy-and-Legislation-in-Local-Government-Draft.pdf>

The manual is available on our website at: <https://planact.org.za/wp-content/uploads/2020/07/Manual-for-Citizen-Participation-in-IDP-and-Budget-Processes-March-2020-Draft.pdf>

A social audit report on sanitation service in Kameeldrift informal settlements and a Needs Assessment on sanitation services in Lawley informal settlements were compiled.



https://planact.org.za/wp-content/uploads/2020/02/Kameeldrift-Social-Audit-Report_2-December-2019-Repaired.pdf



<https://planact.org.za/wp-content/uploads/2020/02/LAWLEY-STATION-SOCIAL-AUDIT-REPORT-Final.pdf>



Partnerships for action

Planact continues to collaborate with other partner organisations to foster systemic change. We have reinforced our partnerships with communities and facilitated the involvement of community volunteers in our work. We have made the volunteerism structure

an integral part of programme team by providing the volunteers with the tools they need to monitor service delivery and capture the evidence. We have established formal partnerships with other organisations and earmarked projects for mutual collaboration.

Communication

This year Planact intensified its visibility and advocacy through communication. Planact realises that its success depends on support from different partners and communities, therefore it has to clearly communicate its development agenda to this broad audience. Communities need to have confidence in the interventions led by Planact before partnering with them. The consistent communication about project progress to all Planact's partners is valuable. Planact communicated its work through publications including case studies and other articles. These are available at <http://www.planact.org.za/publications-commentary/research-reports/>. Communication of Planact's work through social media improved this year. This is demonstrated by the active website which efficiently shares Planact's work, a newsletter distributed quarterly, and coverage of workshops and dialogues. Coverage of Planact's future and completed work is done through video, Facebook and Twitter and has brought about a reasonable amount of visibility of Planact's efforts. During the period from April 2019 to March 2020, "likes" of Planact's Facebook

page increased to 5 873. There were 1 343 Twitter followers. Instagram followers stand at 186. These were people who read about the programme activities and accessed the publications. During the reporting period, the most watched videos (<https://www.youtube.com/channel/UCIG-0N8p7rNjk-XgB01Lag>) were: 13 Informal Settlements monitor portable toilets service delivery in Ekurhuleni, Auditor General of South Africa on Social Audits, Thembelihle Community Cohesion Against Xenophobia, Langaville ext 8, Tsakane Social Audit Report Back and Accounting For Basic Services.

Planact's Website was under maintenance for approximately six months to make it user-friendly and easy to navigate through. The new website (<https://planact.org.za/>) is user friendly and has the following features: Social Media Plugins: All 3 social media platforms (Twitter, Facebook and Twitter) have been plugged into the website. YouTube Plugin: Shows latest uploaded videos from YouTube on the Website and Newsletter Subscription Form.

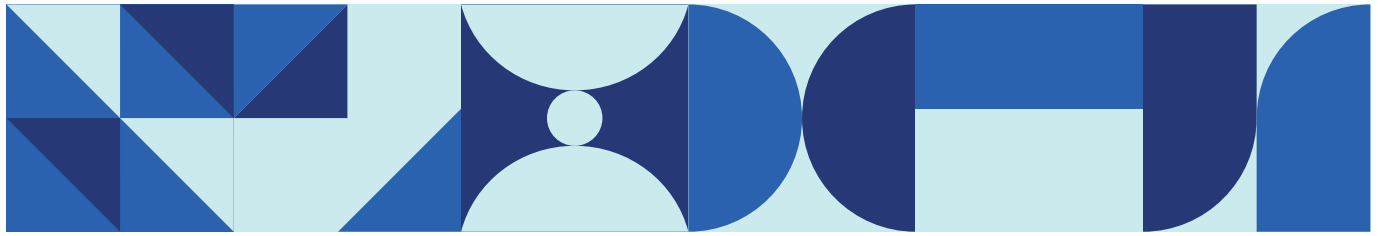
Planact as a catalyst for integration in development

Three community field assistants from Thembelihle informal settlement were brought in to assist with social audit process for a period of four months. This is a positive initiative as Planact has invested significantly in these field assistants and it is important to be able

to use their expertise and experience. Currently, Planact is also engaging field assistants for specific projects implemented in other areas to strengthen the work, complement the capacity of Planact, and share their experience with new communities.



Planact's Programme Coordinator Shumani Luruli and community volunteers assessing sanitation conditions in Lawley informal settlement



FINANCIAL NARRATIVE REPORT 2020

(01ST APRIL 2019 TO 31ST MARCH 2020)

Administrative Issues

Planact's administrative costs amounted to R743,661 during the 2020 financial year. This included all the fixed operational overhead costs. These costs represent an overall 5% increase on the previous financial year despite several expenses increasing in excess of 5%.

The organization was able to keep within available budgets provided by the donor partners. Planact complied with all government statutory requirements and the stipulated time frames. Auditing for the financial year was conducted by Smith Savage Chartered Accountants, a firm based in Johannesburg, South Africa. The audited report is available to the public as and when required.

Human Resource

Planact's staff complement remained constant during the 2020 financial year. One intern was appointed to provide support to the Communication and Resource section which is responsible for the dissemination of content

to partners and the media. The overall organization is understaffed therefore has limited capacity to execute new programmatic interventions. To address this gap, Planact engages community volunteers to provide support at different intervals.

This scenario is likely to persist due to the pressure in the donor funding environment. However, effort is continually directed towards improving the situation. The development sector is characterised by competitive skills built up from the NGO expertise and therefore, organisations like Planact are constantly threatened of losing well-experienced staff.

Planact staff

Planact continued to strengthen the staff's capacity by investing in employee well-being and development to ensure optimum productivity. This year Planact provided support to two employees to pursue a Diploma in Public Policy with the University of Western Cape, and they will be graduating in December 2020. Some staff members

attended relevant workshops to improve their knowledge and skills, and a majority of employees attended local and international events on urbanisation and good governance. Staff also participated in workshops on budget analysis and social audits to improve their skills. Moreover, Planact promoted peer-to-peer learning, which resulted in maximum leveraging of the available multi-disciplinary skills. Teamwork enabled Planact to address most of the difficulties usually found in any organisation. Although teamwork could not remedy all anti-developmental aspects, it realised many achievements which included the unification of disadvantaged communities' voices in advocating improved basic services. Planact staff: complement is ten (10):

Frederick Kusambiza Kiingi - Executive Director

Hloniphile Simelane - Programme Manager

Mike Makwela - Senior Programme Coordinator

Shumani Luruli - Programme Coordinator

Siphiwe Segodi - Programme Coordinator

Wetu Mamela - Programme Coordinator

Chelsea - Ndlovu - Nachamba- Resource and Communication Coordinator

Bafana Tshabalala - Intern

Spiro Paxinos - Finance Manager

Tshidi Morotola - Administrator

The staff is augmented by field assistants and volunteers.

Programme 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 Resource staff provided financial and administrative support to the program staff and program activities. The Communication and Resource department which comprises two team members also rendered support to the work.

The Programme Manager monitored programme activities and engaged in set periodic meetings with Programme Coordinators. She interacted with the Executive Director and the Financial Manager on other programme and financial issues.

Financial Support

The scale of Planact's financial operations decreased by approximately 10% in the 2020 financial year. This was due to one of Planact's long term funders changing focus and moving to other areas of development, and completing a contract with the European Union. However, the past two financial years have seen Planact establish its scale of financial operation above the R6 million level due to increased funding support from our four major donors as well as new funding support from the Civil Society Development Fund through the French Embassy.

CONDENSED STATEMENT OF INCOME AND EXPENDITURE

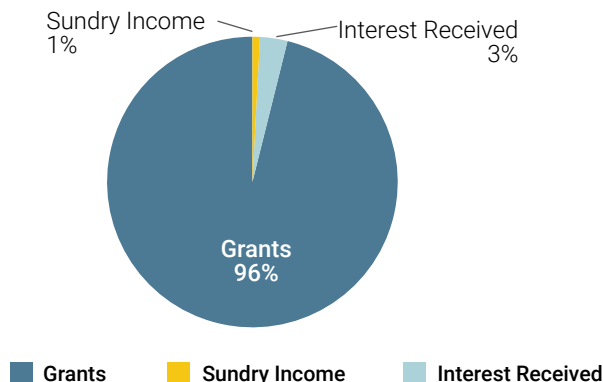
Planact's financial status for the year under review, showed an improvement and therefore realised surplus, which enabled some additional work activities on the programmes undertaken. This enriched the planned outcomes from the programme activities. Some of the realised surplus amount, will be added to the accumulated resources to enable Planact reach the areas of work where it has not secured funding support yet, or will not get any funding support in the near future.

We are in the information, communication, and technology (ICT) age and this age requires a lot of illustrative visuals, which Planact has been able to do to a great extent. This

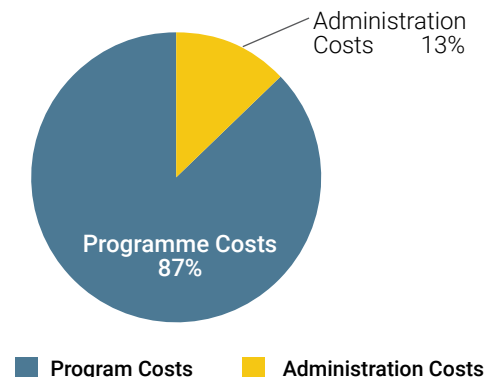
has enhanced the visibility of Planact's work immensely and some of the cost for this work was covered from accumulated funds. The constituencies which Planact supports, have equally benefitted a great deal, in their advocacy efforts. Although this has happened, a lot more work in Planact's activities related to the ICT area, need to be considered, to keep to the changing advocacy environment.

Therefore, more effort is still required to establish practical avenues towards augmenting Planact's overall financial sustainability. Management is continuously reviewing opportunities that will lead Planact to an all-round sustainable position

Revenue 2020



Expenditure 2020



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