



planact

Making towns and cities work for people.



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SECTION D

Financial Report March 2015 -April 2016





Chairperson



Once again Planact has reached another milestone where it presents its achievements from the past year. I am exuberant to reflect on how Planact has progressed in the current non-governmental environment.

The year under review had significant events that could affect Planact directly and indirectly going forward. Although no threatening indications have been noted yet internally and externally, it is prudent for Planact to be on the alert at all times. At the beginning of August 2016, South African Local Government elections will be held and there is usually need for induction of the new political office bearers. The aftermath of elections sometimes brings about uncertainty to the work Planact has already initiated with its partner communities regarding issues of participatory local governance. Proceeding to engage with local councillors, who are usually new in some cases after elections, delays project progression. Like it has been in the past, it will be-come clearer in the few months that will follow the election.

Planact has just registered completing thirty years in existence, and it took a conscious decision to start reviewing all interven-tions and applications utilised in its work as well as understand-ing the political trajectory in the country and specifically in Gauteng. Some of the aspects it has noted is increasing shared learning to continue driving civic empowerment to be mean-ingfully included in local governance processes especially in the urban areas that Planact works in. Although it is a mammoth task, Planact has continued to build towards a participatory culture in society, therefore it has been its effort to search for ways that will contribute to build on the already set legislative instruments responsible to enable an active citizenry base and a responsive government.

The South African legislation provides clear guidelines in new financial year. working towards sound participatory democracy, however, this has not yet brought enduring democracy to citizens. In I am certain that the compiled report reflects the efforts Planaddition to legislation, the bureaucratic offices and government act Staff Members invested in the work. It is with certainty that institutions, have to understand their respective communities as I commend the work they have done to achieve the set goals. this is one of the aspects that underpin the characteristics of a In the climate of meagre fiscal resources and increased social developmental state. The practice in local development justice needs, found in impoverished and previously disadvanprocesses of a developmental state has to allow citizens taged communities, Planact has continued to remain resilient to determine outcomes in their living environments, in as it continues to build ideas from past practice to renew its ina reasonable and inclusive manner. This practice will allow terventions. space to citizens, in understanding how and what the state is working towards to address the three systemic ills. I thank all the donor partners who have continued to have conthat is; poverty, inequality and unemployment prevalent in fidence in Planact's efforts and provided financial support. In previously marginalised communities.

It can also be noted that the high levels of poverty, inequality and unemployment especially among the youth is a cause for concern as these conditions continue to exacerbate the negative social and economic condition that is present within communities. As an outlet to those most affected by these negative conditions, the year under review noted triggers of service delivery protests just like the previous years. Despite these occurrences, Planact man-aged to provide substantial support to its targeted communities in working towards awareness of citizens' rights and achieving im-partiality to social and economic benefits. In doing so, Planact laid firm ground at the communities to learn to investigate, interrogate and discuss with their respective local councils regarding all decisions councils would have taken.

The work targets Planact set to achieve during the reporting period slowed somehow at the end of this financial year as the local government elections draw near. Planact has once again planned in its work activities to enlighten communities on the relevance of each citizen exercising their right to vote, which it will do in the

the same breath I thank my fellow Board Members for continuing advising the strategy of the organisation and for the Staff Members in continuing a spirit of dedication to Planact's work.

Seana Nkhahle
Chairperson



Executive Director



Once again, I have the opportunity to present Planact's work achievements for the year ending March 2016. The year brought about opportunities that promise to create linkages between Planact's acquired experience over its years of existence and the demand for new approaches in urban development, in relation to promoting good local governance and habitable sustainable settlements.

The report reviews what Planact managed to achieve with the limited funding resources it has had available. Planact ma-noeuvred through the strenuous demand and supply condi-tions in the sector during the year by developing concepts into notable projects. These concepts were reached through the repositioning process of the organisation that begun in 2013. Although this process will be an on-going exercise in the next few years, some of the ideas reached have to be grounded and put to test through pilot projects. Projects described in the pro-grammes report include pilots in the Participatory Governance Programme that explore ways of checking the municipal com-mitment to citizens, municipal understanding of their roles,

municipal planning and allocation of resources, and municipal performance. All this is done through measuring outcomes of the set plans through an application referred to as "Social Audit" that was reported on in the previous financial year. Further applications looked at how municipal systems fulfil citizens' Constitutional Right of being involved in local government development processes. This concept has been piloted through testing the extent of how public participation in local government development is applied.

Work activities from the Integrated Human Settlement Programme included a continuation, and completion of work with targeted informal settlements in Emalahleni and Govan Mbeki Local Municipalities, which looked at land tenure arrangements. Under the same programme, Planact begun working with a community from Wattville, in Ekurhuleni Metropolitan Council, on housing planning and development initiatives. In all its work during the year, Planact provided capacity development to all targeted communities on various local government and economic development aspects. The capacity development for communities, which is always necessary, provides a bridge for communities to understand a range of issues regarding local government development processes, Constitutional Rights and their roles as citizens. One of the pivotal aspects during these sessions, is that citizens understand their Constitutional Rights and appreciate what these Rights can enable them to do.

From 2013, Planact undertook to carry out its work programmes pegged on the provision of water and sanitation services intended for low-income and previously marginalised communities. These services are seen to be some of the major issues emerging as short comings from the municipal basic services provision to citizens. Through this work, going forward, Planact plans to develop projects into programmes that will enhance and direct the advocacy issues on this subject especially around the active citizenry theme. Planact's promo-

tion of active citizenry aims to see that previously marginalised and impoverished communities are present and seen in meaningfully determining how their neighbourhoods are developed and governed.

With the local government elections set to take place later in the year, a lot of capacity development is given to citizens on what their participation in the voting exercise means to society in general. Further capacity is given on voting related issues like 'tolerance and acceptance' of citizens with different political views. Although Planact has not geared itself in providing capacity on voter education, it plans to include some of these aspects in its project activities going forward in the new financial year.

In the coming year, Planact will begin planning on how to expand some of the projects it started in the previous year, by considering working in partnerships on thematic issues, drawing together communities and creating judicious social movements.

Planact, still grapples with showcasing its quick wins from the long-term projects it carries out, which have various milestones. As in all development projects, the turnaround time to register visible achievements either in behaviour of the communities or change in systems, ranges within different periods and this could take many years. It is in such cases when Planact needs to understand the need to build blocks of achievements as it progresses to the bigger milestone as well as broadcasting its achievements. It is these milestones that continue to provide momentum and esteem within communities and Planact's staff to work towards the bigger achievements. It also informs all partners of Planact's incremental progression and achievements. During the year under review, Planact increased its staff complement to reach ten permanent fulltime staff members and three newly qualified students on a twelve-month intern-

ship programme.

The funding environment remains tight in the sector and Planact is continuously working hard to keep pace with the changing environment, in relation to both the community needs and the priorities of national development Agenda. Although there are yet no signs that the funding situation will improve soon, Planact has managed to prepare the ground to launch new concepts that would increase scale in its performance as mentioned above. The concepts included ways of bringing communities to work harmoniously with local municipalities in relation to measuring and evaluating municipalities in all that they set to do. Going forward, Planact's three programmes' outcomes will reflect and link aspects related to each of the three programmes so that there is coherence in working towards the set organisational goals.

I would like to thank Planact's Staff Members in all the effort they continue to bring and show in the organisation. It is their team spirit that has enabled Planact persevere through the challenges it faced during the year. The Board of Directors always provided the needed support to me and I continue to appreciate their presence and contributions. Lastly, Planact gives gratitude to all its donor partners for their continued support and confidence in Planact's work.

Frederick Kusambiza - Kiingi
Executive Director



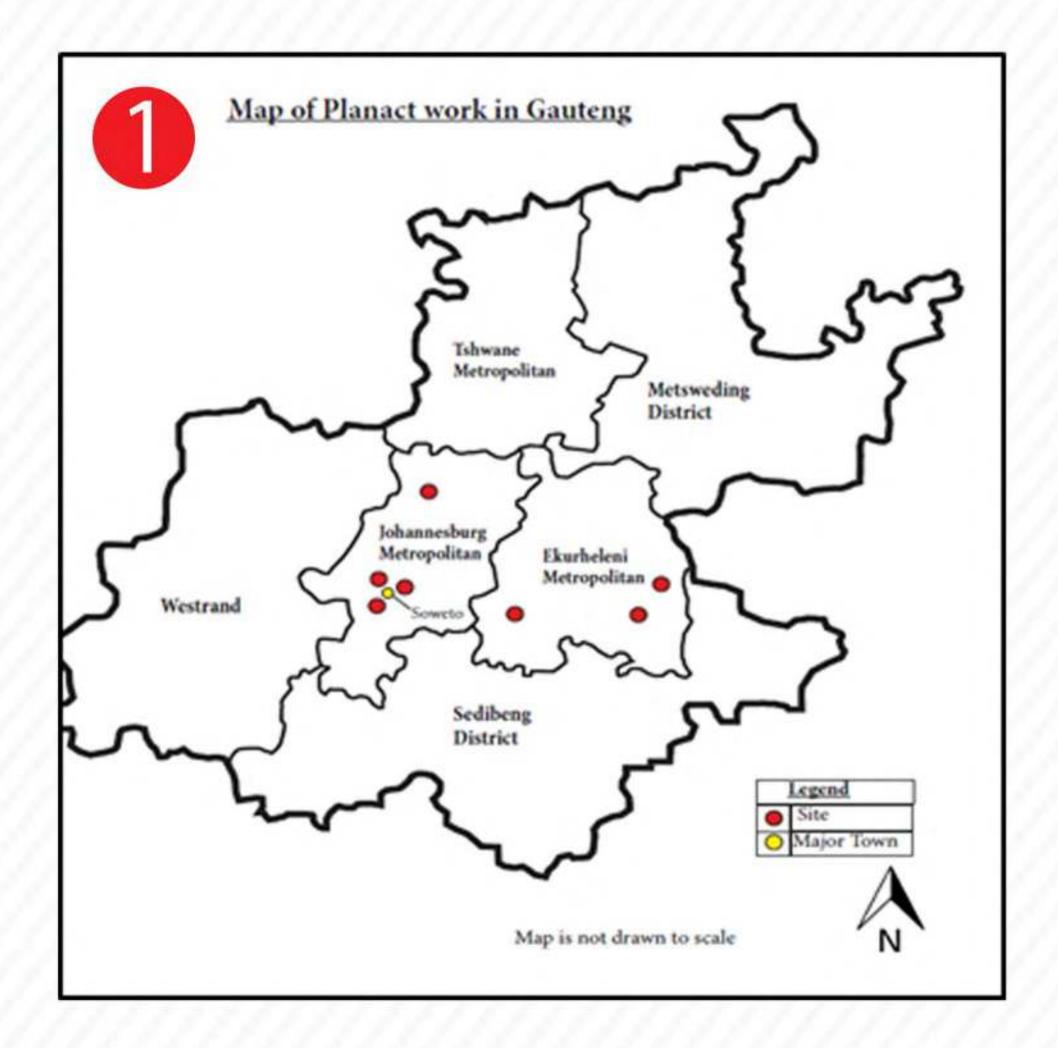


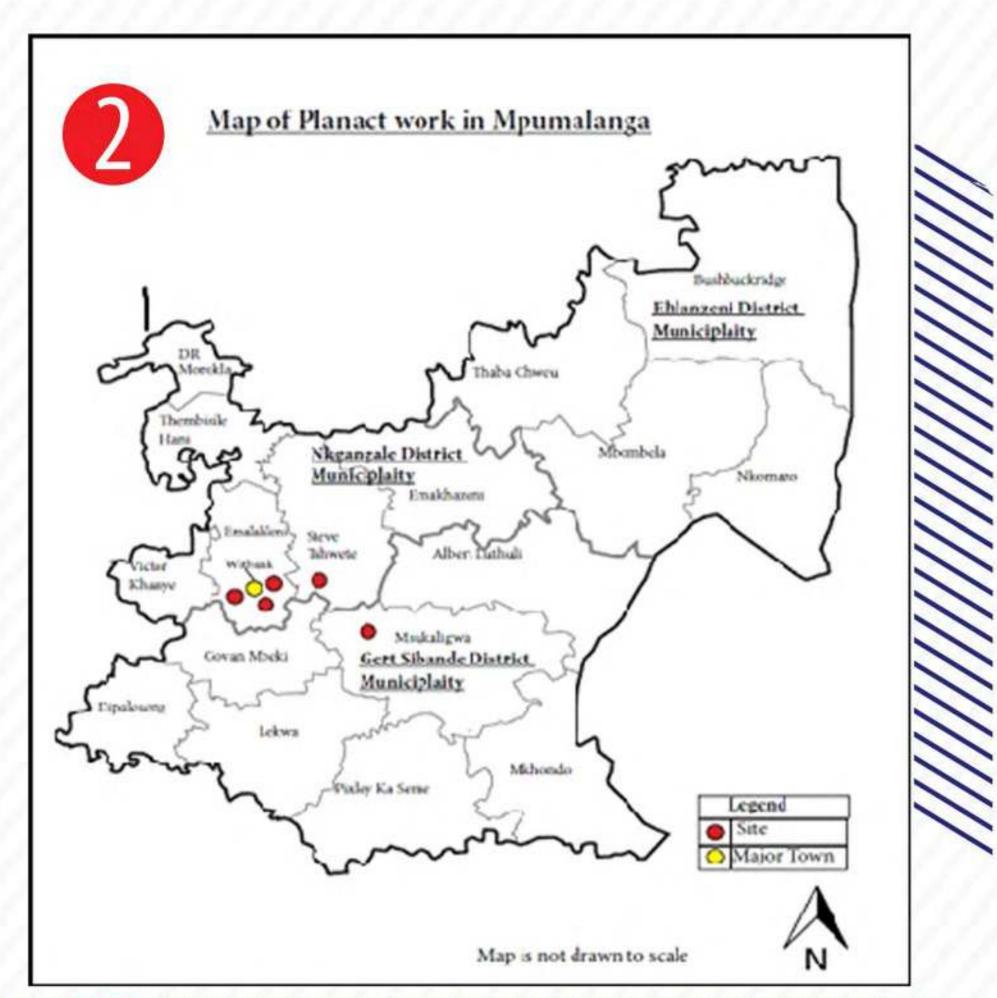
The South African context is not exempt from global challenges such as pover-ty, unemployment, climate change and inequality. Whilst the South African government attempts to address these challenges through policy reform, lasting solutions are yet to be found. Largely characterizing South Africa are low income communities who feel marginalized in municipal service delivery. Consequential protests related to service delivery are witnessed in many provinces of South Africa.

Planact observes that inadequate community participation in local government processes is one of the factors exacerbating the protests. This deprives communities of their democratic rights to participate, thus protest becomes a mechanism to express their views on issues that affect them.

Furthermore, different political inclinations impact local government by triggering conflict within communities and distracting them from having a common goal. These different political dispositions and conflicts adversely affect community consulta-tion processes, community mobilization and engagement with their municipalities. Consequently, some communities believe their marginalization in service delivery emanates from being in a community dominated by a different political party.

Planact understands that community participation in local government pro-cesses could improve the quality of services provided in communities and pro-mote accountability of state institutions to the residents. Planact therefore addresses the inadequate community participation observed in many low in-come communities through three programmes: participatory governance, in-tegrated human settlements and community economic development. The maps below show Planact's project sites in Gauteng and Mpumalanga Province.





Maps 1&2 adapted from Google Maps by Wethu Memela (Planact intern): May 2017



The Participatory Governance Programme

1. The Participatory Governance Programme encourages active community participation in local governance, and contributes to sustainable human settlements and alleviation of poverty.

The **Participatory Governance Programme**has three sub-programmes: Participatory Budgeting,
Performance and Accountability, and Active Citizenship. Active Citizenship aims at ensuring that citizens
in vulnerable situations have access to acceptable
housing with security of tenure and basic services in
order for them to acquire habitable environments and
sustainable neighbourhoods.

Planact promotes participatory governance in low income and disadvantaged communities to improve their engagement with national and municipal processes. The social facilitation intervention methodology employed during the process is an engine of community participation. This methodology comprises the following:

- Building the capacity of communities to engage with municipal development processes such as the Integrated Development Plans and Municipal Budgets.
- Initiating and conducting negotiations with relevant municipal councils on required upgrading projects and formalizing land tenure in informal settlements.
- Developing the capacity of community representatives to execute their roles and responsibilities effectively.
 Workshops include leadership, administrative and conflict resolution skills, and active citizenship.
- Building the capacity of communities to conduct social audits on service delivery and improve social accountability.

1.1 Social audits on service delivery: three informal settlements

Planact conducts social audits to promote community involvement in monitoring services and holding municipalities accountable on service delivery. A social audit is a process providing space to communities to review official documents for the purpose of comparing municipal budgets with services rendered in practice, whilst also capturing communities' experiences (Social Audit Guide 2015). Planact adopted this methodology to promote social accountability of municipalities while building the capacity of communities to be active participants in local government processes and development projects affecting their lives.

During this financial year, Planact successfully conducted a social audit on water provision in Spring Valley informal settlement. The audit was a response to unsatisfactory water provision by Emalahleni Local Municipality. For three years, the municipality had delivered water to the community through a service provider (Pholabas General Dealer) using trucks. However, the community experienced challenges with the delivery of this service and demanded a permanent solution that would improve their living conditions.

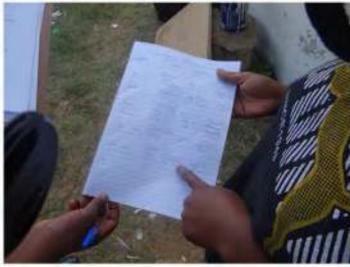




Picture 1: Spring Valley social audit team



Picture 2: Truck delivering water











Approach

Outcomes

Engagements

Community enhanced their understanding about the community's challenges and reflected on possible solutions.

Approximately 2,000 households meaningfully participated in demanding water supply from the municipality.

Training

Imparting of skills to ten residents (volunteers) who received training on data collection and analysis and other social audit related skills.

The volunteers have the capacity to train other community members on service delivery and social audits in the future.

Data Collection

Social audit report indicating findings and recommendations.

Public Hearing

Community engaging with the report and exploring recourse.



Picture 3: Training on data collection in Spring Valley



60X 1 below shows a summary of the findings of the social audit:

Emalahleni Municipality appointed a service provider to deliver water by trucks to the community since March 2013.

- The service provider is paid R3,000 per/day for the delivery of water in all service areas and this costs the municipality between R400,000 and R500,000 a month, which makes it a very expensive exercise.
- There are 9 water stations with Jojo tanks in Spring Valley and nine more stations that still need Jojo tanks. In these stations without tanks people get water from the trucks straight to their buckets or containers.
- The service provider has three trucks with 20,000 litres tanks that he uses for this service to Spring Valley and other service areas according to the contract.
- The service provider's contract expired in 2015 but he continues to give service based on a verbal contract.
- The truck drivers mentioned that they know that water has to be delivered to the community three times a week. The driver also said that they do not go to all the water stations in a day, they go to an average of seven water stations in a day.
- The community confirmed that they do not know exactly when to expect water as they are not aware of the delivery.

Report on the Spring Valley Social Audit, 2016 The community of Spring Valley considered the social audits as a useful methodology to demand responsiveness from the municipality. The narratives below provide positive perceptions of communities regarding the social audit:

"When the community is united, it is easy to conduct a social audit. Here (Spring Valley) we now have access to tap water and no longer live far away from water sources as a result of Planact's support." (Spring Valley Community leader, 2016)

"We are happy to share our experiences on how Planact helped us to get access to tap water the way we do now." (Spring Valley Community Leader, 2016)

"We advise other communities to conduct a social audit if they have issues with service delivery. It is easy to do a social audit, especially with the help of Planact and the community members." (Spring Valley Youth Leader, 2016)

Replicability of social audits

Planact has extended the social audit methodology to other communities such as Thembelihle and Wattville. Preparations for conducting the social audits in these areas are already at an advanced stage. In both areas, Planact established committees and trained volunteers on conducting social audits. This is part of Planact's civic empowerment strategy to ensure sustainability of projects and replicability to other communities experiencing sim-ilar challenges. Picture 5 shows the nature of toilets to be audited in Thembelihle. In addition, an exchange programme has been initiated to get the Spring Valley community to share its experience on social audits with these two communities.



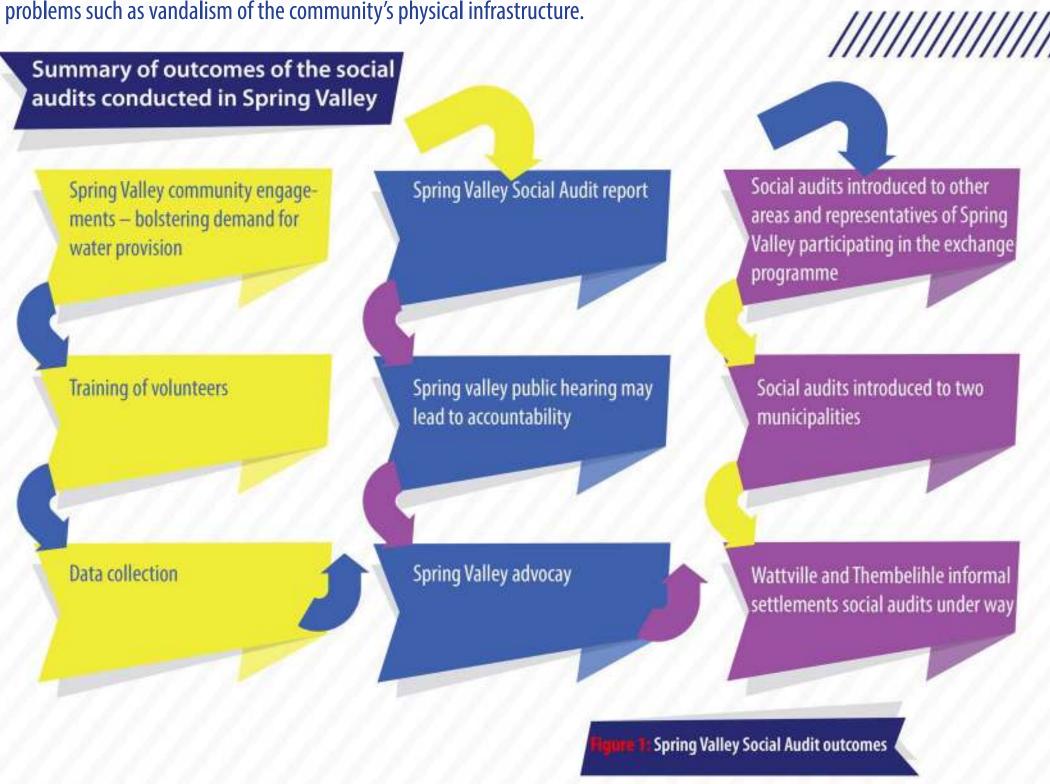
Picture 5: Nature of toilets in Thembelihle



Picture 6: Poor environmental conditions in Thembelihle

Influencing municipality's systems

Planact is working towards introducing the concept of social audits to municipalities in Gauteng and Mpumalanga provinces to enhance their understanding and cooperation in social audit processes. This is necessary because some municipalities are apprehensive and consider the methodology as anti-municipal oriented. They fail to appreciate that social audits are meant to improve the performance of all actors in the development process. In fact, social audits could complement the municipalities' programmes by promoting community participation and responsible behaviour. Active involvement of communities may curtail other social problems such as vandalism of the community's physical infrastructure.





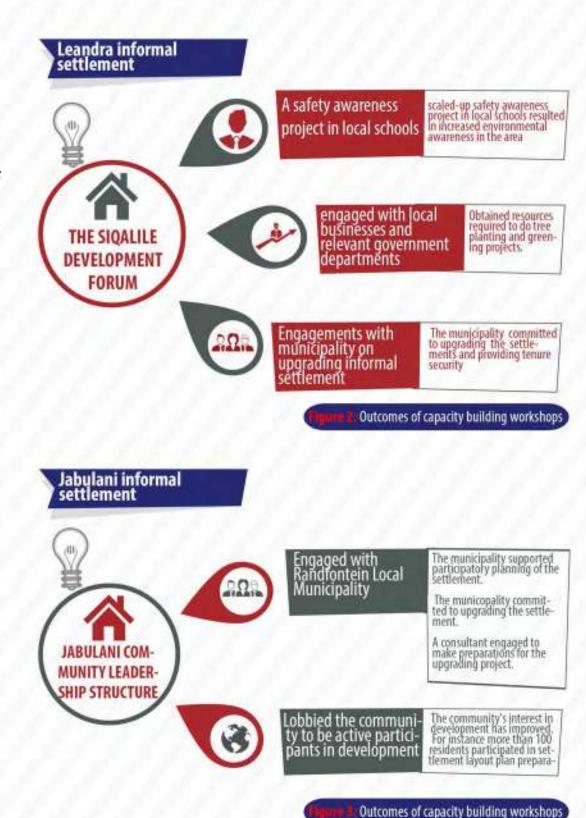
1.2 Capacity building for community leadership structures

Planact's interventions are anchored by a strong component of capacity building which aligns with the organization's strategy for achieving project sustainability. In this financial year, Planact continued to build the capacity of community leadership structures in the marginalized communities of Gauteng and Mpumalanga. Community structures that benefited from the participatory governance programme this financial year are:

- Sigalile Development Forum in Leandra informal settlement.
- Jabulani Community Structure in Jabulani informal settlement, Randfontein Local Municipality.
- Kwazenzele in Kwazenzele informal settlement, Lesedi Local Municipality.
- Spring Valley Development Forum in Spring Valley informal settlement, Emalahleni Local Municipality.
- Thembelihle Crisis Committee in Thembelihle informal settlement, City of Johannesburg.
- Wattville Community Structure in Wattville Informal Settlement, City of Johannesburg Metropolitan Municipality.

These structures received capacity building workshops on leadership skills, conflict resolution and administrative skills. Planact also provided institutional support at different stages of the projects and the support included technical skills and drafting of petitions submitted to the concerned municipalities.

Notable **outcomes** of the capacity building workshops in selected project areas (example) and community leadership structure.



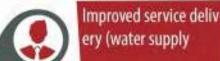
Impact narrative

'Planact helped us understand how local government works and taught us ways of engaging the municipality.' (Spring Valley community member, 2016)

'Planact stopped the demolition of shacks in Spring Valley by the Emalahleni Municipality.' (Spring Valley community member, 2016).







The community receives clean water contributing to improved living conditions.



mproved monitoring

Collection points monitoring team have been revived and actively engaged



Improved sanitation

Construction of toilets at the primary school

Local labour utilized creating employment opportunities.

Outcomes of capacity building workshop:

Thembelihle informal settlement





Inclusive budget allocation

The National Department of Human Settlement included Thembelible in the 2015/16 budget for provision of water, sanifation, electricity and later





Electrification

Three-quarters of the settlement has been electrified



Posșible new housing

Budget for housing implementation set aside by the department of human settlement subject to the results of the study assessing the vulnerability of the area to dolomite sinkholes.

Outcomes of capacity building workshops

Impact narrative

As a result of Planact's interventions and capacity building, Thembelihle Crisis Committee (Thembelihle informal settlement) was able to protect primarily African immigrants, and promote social cohesion in the area. Consequently, the community won the first prize as the most integrated community award hosted by the UN Refugee Commission and SA Department of Home Affairs (see link: https://www.youtube.com/watch?v=E3X-EOLgdA-I)



Picture 7: Community leader Siphiwe making a speech at the Award function

MOST INTEGRATED COMMUNITY Thembelihle is an informal settlement in the South of Johannesburg, near Lenasia. It has historically been portrayed as one of the major hotspots for xenophobia in Johannesburg. This community-based organization has been able to directly confront anti-immigrant sentiment and acts of violence against foreign nationals. They have identified themselves both as peaceful champions of service delivery activism and as the local leading anti-xenophobia organization. The crisis committee has not only assisted in reintegration of displaced persons, but also managed to locate and return stolen items to foreign nationals who were robbed and displaced. The Thembelihle community has suffered much trauma and the crisis committee's work is extremely important. The latest effort of the committee was documented on a video giving an unheard of perspective of a community coming together to defend the rights and safety of foreign nationals living and trading in the township as told by the community members themselves. The video is available at youtube.com





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2. Integrated Human Settlements: Contextual **Background**

South Africa is one of the most urbanized countries in Sub-Saharan Africa. In 2015, the World Bank reported that urban population growth in South Africa was 2.43 per cent; with urban transition resulting in challenges such as an increase in slums. The nature of urbanization in South Africa is attributed to apartheid policies which repressed and marginalized blacks in urban development.

The policies favoured white South Africans living in formal townships. Despite post-apartheid policies seeking to redress the legacy of segregation and the distortion in urbanization, translation into practice remains a challenge (Turok, 2012). For instance, some informal settlements have witnessed either evictions or eviction threats, a phenomenon demonstrating a breach of human rights.

The violation of the residents' right to housing draws the attention of the international community. UN-Habitat enacted relocation guidelines to discourage violation of human rights (UN-Habitat 2014). Similarly, the New Urban Agenda adopted at the Habitat III conference in Ecuador, by countries' leaders committed to provide basic services for all citizens and disapprove evictions. The New Urban Agenda stipulates nations' commitment to address multiple forms of discrimination faced by different groups such as informal settlements and the homeless.







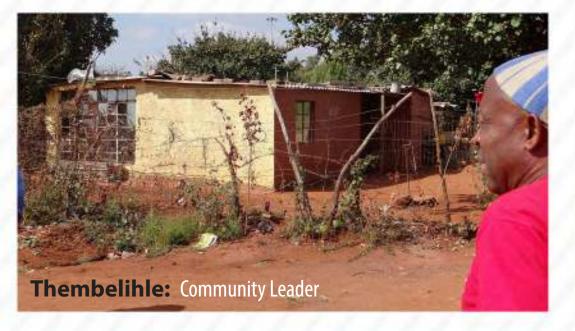


The South African Constitution 1996 sections 26 and 27 promote access of citizens to housing, water and sanitation. Section 26 of the constitution prohibits evictions. However, in practice, some informal settlements experience relocation or evictions. Planact's integrated human settlement programme therefore invokes the constitution and related policy frameworks and promotes upgrading of informal settlements. Community participation in planning and monitoring are integral components of the integrated human settlement programme.

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The recent development regarding the court ruling on Joe Slovo Park informal settlement marked a significant transition in the history of informal settlements and reinforced the importance of implementing the Upgrading Informal Settlement Programme. The court ruled that the City of Johannesburg should apply the policy on informal settlement upgrading in Slovo Park where 20,000 residents were threatened with eviction. The ruling serves as an inspi-

ration to other communities facing similar challenges. In the process of executing the integrated human settlements programme, Planact also draws on the ruling and supports communities who challenge municipalities threatening them with evictions.



2.1 The Integrated Human Settlements Programme

Has three sub-programmes: Informal Settlement Upgrade, Inclusive Inner Cities and Strengthened Social Movements. The programme aims at improving access of communities to housing, security of tenure and basic services in order to create habitable environments and sustainable communities.

Over the 30 year long engagement with different smaller informal settlements in Gauteng and Mpumalanga, Planact realised that they lack the capacity and resources to engage the municipalities on service delivery. For this reason, the informal settlements witnessed marginalisation in service delivery and often fall victim to relocation or eviction.

Pursuant to the challenge, Planact came up with an informal settlement upgrading model which seeks to ensure that where possible informal settlements are upgraded in situ and provided with basic services rather than being relocated. Planact leveraged its technical expertise and designed settlement layout plans which accommodate existing households and high densities and permits plot allocation in their current location and submitted to municipality for consideration.

In the process, Planact promotes a participatory approach in designing the settlement layout plans. The participatory methods used involved social mapping and transect walks.





Enkhanini informal settlement



Picture 9: Social mapping in Leandra

Beneficiary communities from the informal settlement upgrading approach: Enkhanini, Leandra, Vosloorus Hostel hostel, Wattville and Spring Valley informal settlements.



Picture 11: Community residents who collected data

Twelve residents of the community participated in the enumeration exercise conducted in preparation for planning the settlement. As a result of participating in Planact's integrated human settlement programme the community achieved the following outcomes:



Persistent engagements and lobbying the Gavan Mbeki Local Municipality by the ENkanini leadership structure (with the support of Planact) prompted the municipality to implement an in situ upgrading project at ENkanini informal settlement. The upgrading project involves the construction of toilets and the installation of water services to households. Subsequent to the intervention, the municipality presented a proposal to the national province for the construction of additional ventilated improved pit (VIP) toilets during the 2016/2017 financial year.

Influence on municipal systems

Planact's informal settlement upgrading model was welcomed by the Municipality of Govan Mbeki for the Leandra informal settlement. The municipality therefore considered the settlement layout plan prepared by Planact in collaboration with the residents. The municipality furthermore indicated that they will welcome similar assistance regarding upgrading small settlements within the municipality in the near future. In this way, Planact has influenced municipalities system through the upgrading model. An important milestone in this regard is that the model might be replicated to other small informal settlements.



Vosloorus hostel in Vosloorus Township, Ekurhuleni Metropolitan Municipality

Planact has extended the Integrated Human Settlement Programme to hostels which accommodate low income residents. In this context, the programme aims to improve the poor living conditions of the hostel residents. The residents of Vosloorus Hostel are among those who are already benefiting from engagements between Planact and the municipality on upgrading the hostel. Vosloorus Hostel Committee with the support of Planact compiled a list of required interventions, including repairing of the old geyser, and submitted this to the municipality for consideration. The municipality has subsequently repaired the geyser.

Planact aims at replicating the intervention in hostels suffering similar conditions. Through this intervention Planact may influence municipal practices and behaviour towards low income groups.



OUTCOME

Aerotropolis
Housing
Cooperative

Figure 7: Aerotropilis Housing Cooperatives outcomes

Workshops enhanced the cooperatives' capacity to engage with the municipality.

Municipal engagements on housing provision and developed image.

Development of a proposal regarding converting dilapidated buildings into habitable residential units and submission to the Municipality at the request of the Member of the Mayoral Committee responsible for Human Settlement

Aerotropolis Housing Cooperative (AHC)

Planact supported Aerotropolis Housing Cooperative (AHC) to register as a non-profit entity which aims at facilitating the provision of cooperative housing to its 300 members. The cooperative intends to uses various approaches which include identifying and converting neglected government-owned buildings into housing units.









Development of a precinct plan in Wattville

Planact assisted the Wattville Ward in drawing up a precinct plan to guide future development and ultimately integrate municipal services in one area. The main aim of the Wattville Precinct Plan is to integrate a range of municipal services and other complementary amenities such as shops, business premises, police station, day-care centre, community hall, clinic and a park, and promote public access. The development of the plan supplements the recent efforts to improve the aesthetics of the area, character and comfort. The precinct plan is augmented by fundamental principles of landscape and environmental urban design to promote sustainability.

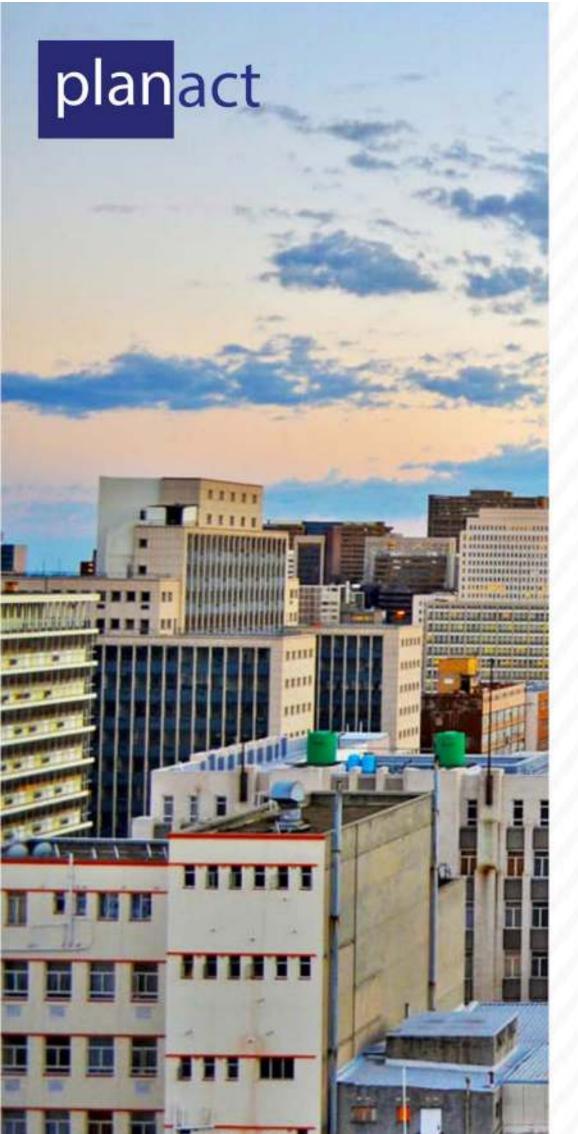
Participatory methods used in collecting data included interviews, which helped to ensure the project serves the needs not only of the service providers, but also of the population concerned. A complete Draft Plan has been submitted to the Mu-nicipal Council's office for consideration. Picture 13 below shows part of the precinct plan.

Planact and the Wattville Community Stakeholders Forum (comprising representatives of different groups) worked jointly on the Urban Development Framework (UDF) for the greater part of Wattville. The framework is meant to guide the community's future developments. The Wattville community proposed various interventions to address their developmental challenges: office complex, sports precinct, recycling area, and a tourism route. As a result of Planact's intervention, the community participates in the informal settlement upgrading process.





Picture 13: Sectional plan of Greater Wattville Urban Development Framework



2.2 Challenges of the integrated human settlement programme

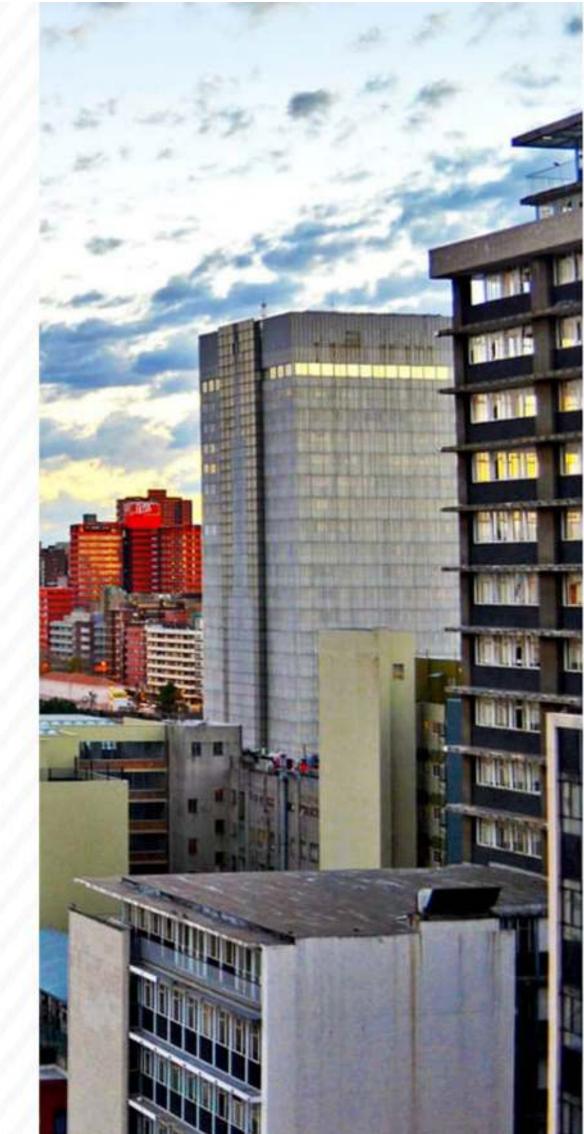
In South Africa, municipalities' settlement plans commonly exclude upgrading of small informal settlements (typically with less than 300 dwellings). Municipalities' approach to housing delivery favours large scale projects of at least 1,500 units. As a result, the small informal settlements have been victims of relocations which negatively affect many residents. For instance, relocations disturbs the social fabric. This observation does not negate large settlements which suffer involuntary relocations such as the Spring Valley informal settlements. A full case study on the Spring Valley relocations is available on the Planact Website: http://www.planact.org.za/publications-commentary/case-studies/. In addition, some municipalities lack the commitment and capacity to implement informal settlements' upgrading projects.

Exacerbating the apathy towards the upgrading of informal settlements are the series of processes and the amount of time needed to engage in these. For instance, engagements between communities and municipalities, in particular around land tenure issues, may take more than a year. Consequently, tangible results are not immediate and unintended effects are sometimes witnessed

2.3 Inclusive Inner City – City of Johannesburg Metropolitan Municipality

The hijacking of deserted buildings in the inner city demonstrates the shortage of affordable housing in the inner city and the struggle for survival by the poor. Inner city residents consist of individuals who come to the city in search of employment and business opportunities. Planact builds the capacity of inner city residents to engage the municipality on their challenges which include lack of basic services and poor housing conditions. In conjunction with the Inner City Resource Centre (ICRC), Planact encourages leveraging of existing resources and neglected buildings for the purpose of improving the living conditions of the marginalised residents who lack acceptable housing and access to adequate basic services. Planact also provides ongo-ing mentoring support to the residents of the inner city build-ings regarding engaging the municipality on these challenges.

This financial year Planact also supported a group of residents in Jeppestown to officially occupy an existing commercial building within the vicinity for residential purposes. Through the support of Planact the residents have been engaging the Municipality to rezone the commercial building to residential purposes building.



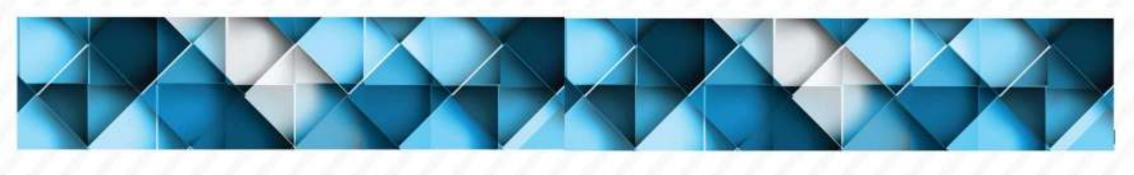




A SURVEY REPORT ON BASIC SERVICE PROVISION

Planact (in partnership with ICRC) conducted a socio-economic study in five buildings: Alexandra, Bekezela, Malvern, Jossana Court and Sandringham. The full report is available on: http://www.planact.org.za/wp-content/uploads/2016/12/Planact-Inner-city-Survey-Report-30-November2016.pdf

The report demonstrates that the Municipality cut off water and electricity supplies to the residents of the buildings. The residents adopt different strategies to access water and electricity within their vicinity, in particular, unofficial strategies. The survey report has been shared with the residents of the buildings and posted on Planact's website. Subsequently, Planact and ICRC have developed an advocacy strategy to engage the Municipality concerning the lack of basic services in these buildings.





MARGINALISATION IN SERVICE DELIVERY IN THE INNER CITY OF JOHANNESBURG CASE STUDIES OF FIVE 'BAD BUILDINGS'



2.4 Strengthened Social Movements

Planact has a 30-year record of supporting communities and processes encouraging good governance at the local level. It strengthens community-based organisations to participate in local governance and demands people-centred approaches to the country's social and political challenges. During this financial year, about ten community based organisations benefitted from the programme: these include Phatsima Youth Forum in Wattville, Kwasa Youth Development (KYD) forum in KwaZenzele informal settlement, Spring Valley Informal Settlement, Thembelihle Crisis Committee, Sigalile Development Forum and the South African National Civic Association (SANCO) which has been revived after being inactive for many years. Planact has trained SANCO leadership on social audits. Consequently, the SANCO committee intends to mobilise its members to use social audits in monitoring service delivery at community and regional levels to promote social accountability of state institutions.

Impact narrative

The Kwasa Youth Development Committee (KYD) in partner-ship with Planact celebrated Arbour Day on 8 September 2016 as part of the National Arbour Week awareness campaign. It planted trees donated by Lesedi Local Municipality and indigenous trees in the community of Kwazenzele resulting in improved environmental conditions





Picture 14 and 15: Community members planting trees





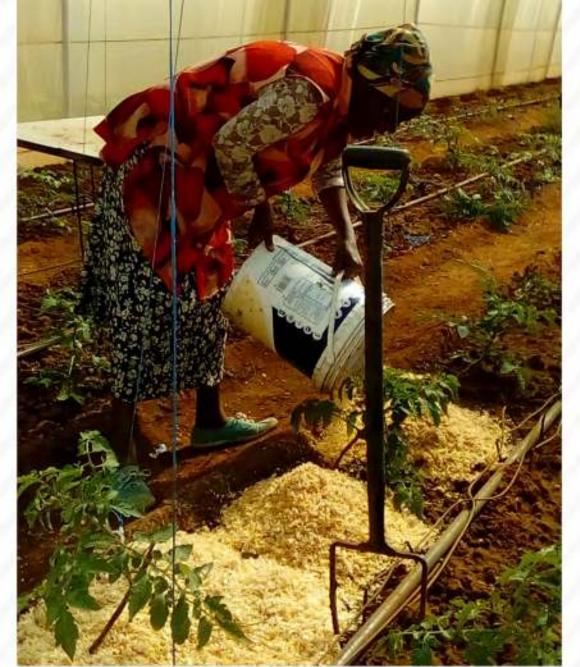
Picture 16: Residents of KwaZenzele during the heritage day

The Kwasa Youth Development Committee (KYD) in partnership with Planact celebrated Heritage & Habitat Day in KwaZenzele on the 24th September 2016. This was part of KYD's official launch to the Kwazenzele community as a youth group.

The Habitat Day event comprised various cultural acts and performances from the residents of Kwazenzele. These included choir perfomances, Hip-hop acts, dance groups, poetry acts and traditional dancing which were all themed under Heritage Day. This raised awareness of the community concerning their right to decent shelter and their responsibility to shape towns and cities.



Community Economic Economic Development



3.Community Economic Development

Despite the South African National Development Plan and the Local Economic Development Policy, meant to reduce poverty, many informal settlements residents live in poverty. The informal settlements are characterized by few economic opportunities and poor urban infrastructure. Planact realises that local economic development is an embryonic component of informal settlements' economic development. Consequently, it facilitates community economic development through different strategies such as workshops on livelihood strategies.

The **Community Economic Development Programme** aims at supporting communities to have access to all available resources to improve their livelihoods and identify and use their assets appropriately for their benefits and the benefits of future generations for the poorest.

Outcomes

Planact has provided technical and administrative support to three food garden Cooperatives: Jabulani Agricultural Cooperative, Refetsa Tlala Agricultural Cooperative and Kopano Ke matla Agricultural Cooperatives. The three Cooperatives have a total of thirty members, and twenty of whom are single women with dependents. Planact continues to facilitate provision of technical skills on planting vegetables and harvesting process. Planact provided capacity building workshops to the members of the Cooperatives which covered marketing, pricing, sales, group dynamics, negotiation skills and bookkeeping. Planact also mentored the Cooperatives on management systems such as filing systems and staff policies.

As a result of Planact's engagement with the Municipality, the Department of Agriculture has supported Jabulani Agricultural Cooperative by installing water and hydroponic tunnels which have resulted in improved productivity.

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planact 4. Advocacy

Planact considers inclusivity as a cross-cutting element that must underpin implementation of development plans, social accountability, land and housing systems. Planact therefore embraces a bottom-up, community-based and -driven approach of influencing and changing local governance systems, procedures and practices as a strategy of promoting inclusivity in development. This approach aligns with Planact's Participatory Governance objective "To contribute to processes that will develop the capacity of organizations of civil society in poor, marginalized communities to have a strong presence in local government planning and development processes". Advocacy therefore is another mode through which Planact encourages communities' presence and municipality's accountability in local governance.

During this financial year, Planact engaged different strategies to strengthen advocacy processes on informal settlement challenges. Advocacy initiatives included:

- Participating in community protests aimed at putting pressure on municipalities to provide basic services.
- Preparation of tools to address interruptions in the delivery of basic services to communities which have been shared with communities and relevant state institutions such as the Departments of Planning, Monitoring and Evaluation and Cooperative Governance and Traditional Affairs.
- Participating in international conferences such as the Global Right to the City Regional meeting which discussed key issues that require more visibility and reframing in the current Habitat III agenda. The issues include evictions, land grab and good governance.

- Participating in Social Audits Network promoting social justice in service delivery.
- Planact also communicated its work to partners and other interested parties. Communication tools included:
- A short snippet of the video is available on Planact's social media channels, website and YouTube here:

https://www.youtube.com/watch?v=fMp5PnAxJ54

http://www.planact.org.za/planacts-documenta-ry-on-spring-valley/

- Various blog entries have been documented and publicized on the Planact blog.
- Reporters from eMalahleni FM were at the Spring Valley Social Audits public hearing to report on the processes and other service delivery interventions.
- Planact produced case studies and research reports on challenges of the communities. These documents are also used as advocacy instruments during engagements with municipalities.





A SURVEY REPORT ON BASIC SERVICES PROVISION



MARGINALISATION IN SERVICE DELIVERY IN THE INNER CITY OF JOHANNESBURG: CASE STUDIES OF FIVE 'BAD BUILDINGS'



Publication A:

Community tools to address interruption in service delivery

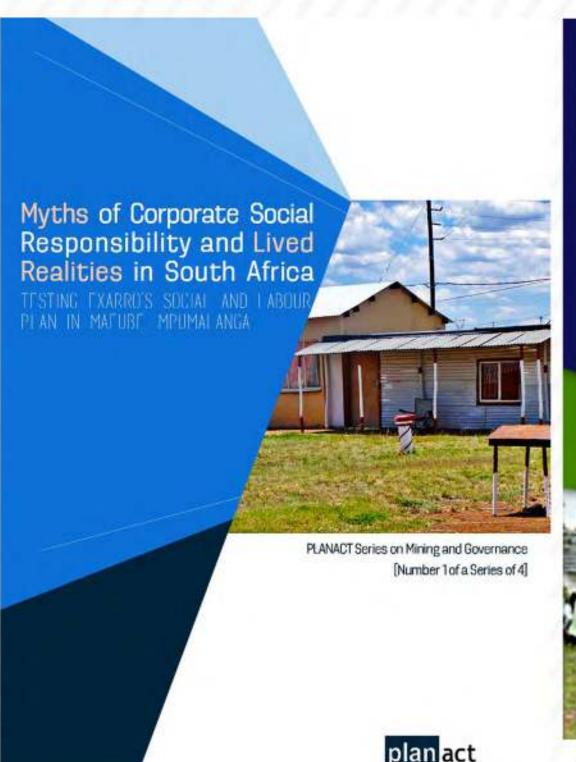
Address Interruptions in Service Delivery

Download here: www.planact.org.za/publications-commentary/research-reports/

Publication B:

A survey report on basic services provision

Download here: www.planact.org.za/publications-commentary/research-reports/





Publication C:

Myths of Corporate Social Responsibility and Lived Realities in South Africa

Download here: www.planact.org.za/ publica-tions-commentary/case-studies/

Publication D:

Successes and Challenges

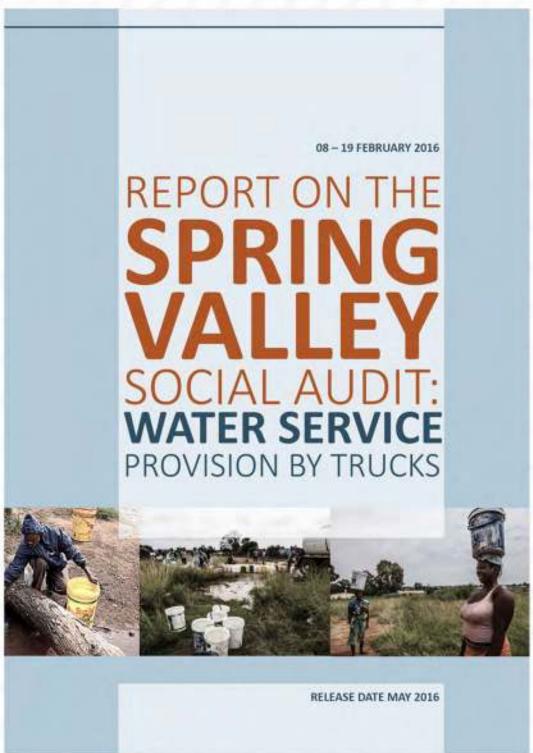
Download here: www.planact.org.za/publications-commentary/case-studies/



Publication E:

Participatory process in Leandra Urban Development Framework

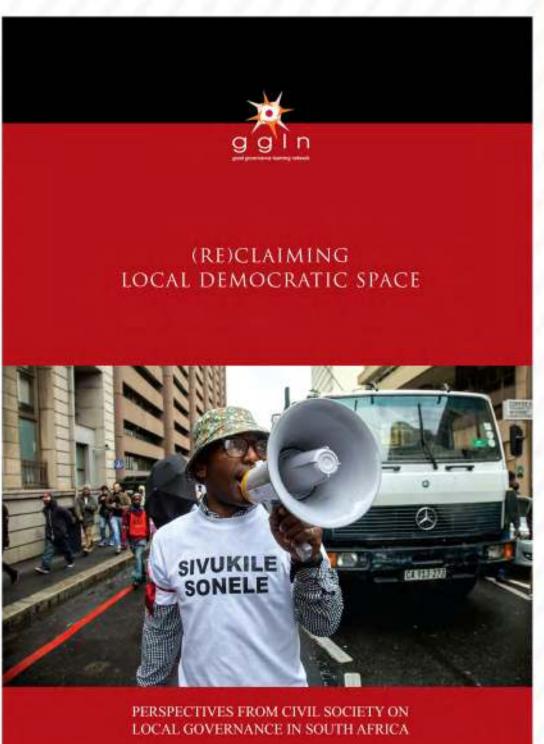
Download here: www.planact.org.za/publications-commentary/case-studies/



Publication E:

A report on the Spring Valley water service provision by trucks

Download here: www.planact.org.za/publications-commentary/case-studies/



Planact also made contributions to joint projects such as the Good Governance Learning Network (GGLN) publication. In the GGLN State of local government publication, Planact shared community's experiences in mining towns regarding local governance, demonstrating their marginalisation in social labour plans (SLPs).

Download here: www.planact.org.za/publications-commentary/case-studies/





Improving community engagement in mining towns



In 2015, Planact realised that communities in mining towns lagged behind in local government processes and making their voices heard. Whilst other non-governmental organisations work in some of these communities, their scope of work excludes civic engagements in local government processes such as integrated development plans and municipal budgeting. The gap negatively affects the community's participation in social labour plans and economic development. As a result they are deprived of an opportunity to influence social labour plans and municipal budgets.

These anomalies prompted Planact to extend the Participatory Governance Programme to communities in small mining towns in Mpumalanga Province.





In Sikhululiwe village, Planact conducted a quick social audit to ascertain the level of community participation in social labour plans. The social audit findings demonstrated the communities' inability to effectively participate in decisions regarding their needs. They also revealed a lack of consultation with the community during the development of SLPs by the mining corporations.

A report on the case of Sikhululiwe is available at: http://www.planact.org.za/publications-commentary/case-studies/.







Sucessful establishment of community leadership structures and capacity building

Residents' improved understanding of local government processes and their active participation in integrated development plans and municipal budgets

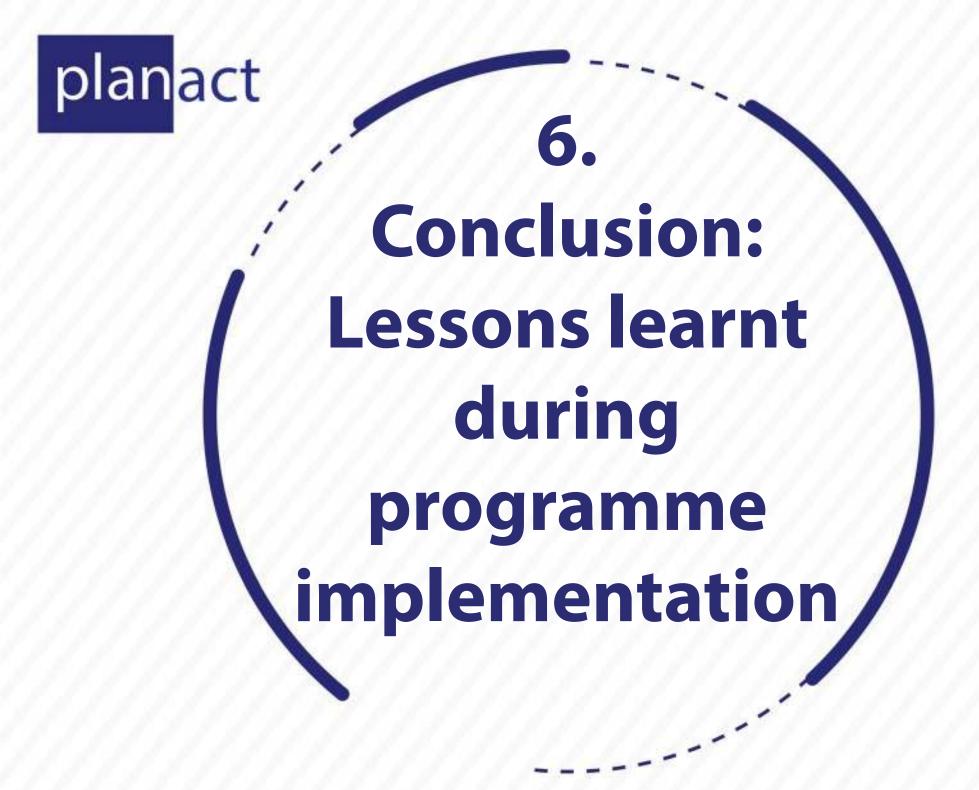
Social audit on housing project in Skululiwe village revealing both positive and negative perceptions of residents about the RDP

Two mining accompanies' awareness of their obligation to involve residents in social labour plans

- Exxaro confirmed that the Sikhululiwe Village community was excluded from the list of stakeholders that were consulted when it developed the SLP.
- Both the municipality and Exxaro do not promote the engagement and participation of communities in SLPs.
- The LED department reinforced the allegations by the community that access to Exxaro was only through the ward councillor.

Box 1: Selected findings have informed Planact's decision to continue building the capacity of communities in mining towns. Subsequently Planact obtained a grant from the Ford Foundation to implement the participatory governance programme in communities in mining towns.

Figure 9: Outcomes: communities in mining towns



The implementation of the programmes in Gauteng and Mpumalanga provinces presented Planact with an opportunity to learn and improve its understanding about certain development processes. An important lesson learnt during the programme execution is the interrelatedness of development and governance. For instance, in many of the informal settlements lack of water and sanitation is attributed to poor governance in municipalities and lack of social accountability.

Planact also recognises that development is a long process warranting collaboration from diverse stakeholders. This explains why Planact strengthened its partnerships and embarked on joint development projects as exemplified by the Social Audit Network and Social Justice for All project (a European Union-funded project implemented by Planact, Isandla Institute, Afesus Corplan and Built Environment Support Group).

Another lesson drawn on programme execution is the fact that communities' basic needs are inextricably linked to power relations existing in the communities. Certainly, local governance is characterized by contestations over service provision between municipalities and communities. As such, some councillors are also seen as being anti-development and unable to effectively represent the interest of residents of low income communities.

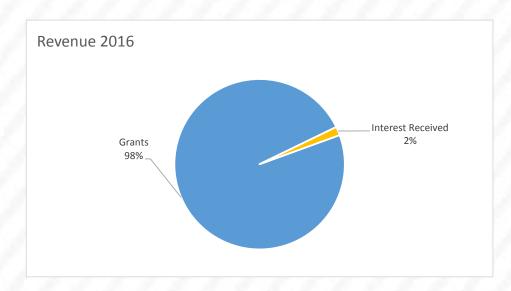
Additionally, Planact realises that communities themselves are not homogeneous. Internal conflicts triggered by different political dispositions ensue and negatively affect projects implementation. Planact's training on leadership and conflict resolution skills attempts to address such anti-developmental elements.

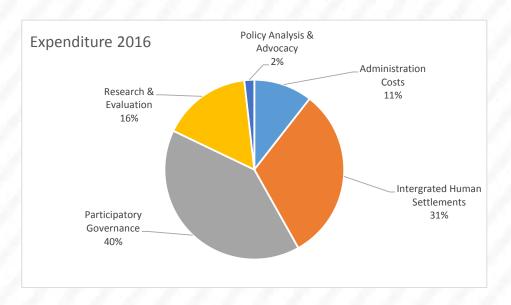
Despite the intra-conflicts, communities remain innovative and capable of effectively devising solutions to their problems when given the necessary support by either state institution or non-governmental organizations. Of relevance to Planact's programme is the fact that these communities often require capacity building and mentoring to be able to fully exercise their right to participation and to demand social accountability. Planact's programmes remain relevant and useful in promoting responsive local governance in the South African context.



FINANCIAL REPORT







Condensed Statement of Income and Expenditure

2016	0 0 1	2015	
R		R	\sim
4 303 548	98%	1 611 566	64,2%
11 11 11 11	0%	810 149	32,3%
	0%	64 546	2,6%
71 295	2%	22 625	0,9%
4 374 843		2 508 886	
	R 4 303 548 71 295	R 4 303 548 98% - 0% - 0% 71 295 2%	R R 4 303 548 98% 1 611 566 - 0% 810 149 - 0% 64 546 71 295 2% 22 625

Expenditure

Profit (loss) for the year	(436 711)		45 120	
Total	4 811 554		2 463 766	
Policy Analysis & Advocacy	86 078	2%	39 532	2%
Research & Evaluation	774 702	16%	355 786	14%
Participatory Governance	1 936 754	40%	889 466	36%
Intergrated Human Settlements	1 506 364	31%	691 807	28%
Administration Costs	507 656	11%	487 175	20%



