



planact

# WATTVILLE SOCIAL AUDIT REPORT





## Planact would like to thank the following Institutions.

Funders	Partners
International Budget Partnership Open Society Foundation	Residents from Wattville in Home seekers, Emlotheni and Harry Gwala Social Audit Network Ekurhuleni Metropolitan Municipality: Water and Sanitation Department Councillor Jabulani Sibiya (Ward 30)



# CONTENTS

## SECTION 1: BACKGROUND TO THE REPORT

- 1.1. Introduction
- 1.2. What is social audit?

## SECTION 2: SUMMARY OF FINDINGS

- 2.1. Access to Chemical Toilets
- 2.2. Safety of the Chemical Toilets
- 2.3. Cleaning and Servicing
- 2.4. Service Specification for Contractors
- 2.5. Health and Protection for Workers

## SECTION 3: THE WATTVILLE SOCIAL AUDIT PROCESS

- STEP 01: Establishment of a social audit planning and implementation committee
- STEP 02: Establishing contact with Ekurhuleni Metropolitan Municipality
- STEP 03: Accessing information
- STEP 04: Social audit training
- STEP 05: Analyzing government information and developing social audit questionnaires
- STEP 06: Gathering information in the community
- STEP 07: Analyzing the information gathered
- STEP 08: Findings report
- STEP 09: Preparation for the public meeting
- STEP 10: Hold the public meeting

## SECTION 4: SOCIAL AUDIT FINDINGS

- 4.1. ACCESS
- 4.2. SAFETY
- 4.3. CLEANING AND SERVICING

## SECTION 5: ADDITIONAL INFORMATION, FINDINGS AND OBSERVATIONS

## SECTION 6: REQUESTS AND RECOMMENDATIONS

- 6.1 Access
- 6.2 Safety
- 6.3 Cleaning and Servicing
- 6.4 Service specifications
- 6.5 Other recommendations

## SECTION 7: RESPONSES AND PROMISES FOR REMEDIAL ACTION

## SECTION 8: LESSONS LEARNED

## SECTION 9: FOLLOW UP and FURTHER ENGAGEMENTS

## SECTION 10: REFLECTION





## SECTION 1: BACKGROUND TO THE REPORT INTRODUCTION

According to the Government Gazette, 12 February 2016 (general notices), Department of Water and Sanitation Notice 70 of 2016 (Draft National Sanitation Policy 2016), Page 2, "Sanitation services in South Africa acknowledges the Batho Pele principles of consultation, service standards, access, courtesy, information openness and transparency, redress and value for money.

The Water Services Act (no.108 of 1997) defines basic sanitation as the 'prescribed minimum standard of services necessary for the safe, hygienic and adequate collection, removal, disposal or purification of human excreta, domestic waste water and sewage from households, including informal households'.

The strategic framework for Water services (SFWS) (2003) indicates that provision of Sanitation Services to individuals living in an unauthorised land and in informal settlements poses a challenge to Water services authorities. Water services authorities should seek to address the security of tenure issues expeditiously. Interim basic water and sanitation services should be provided as appropriate, affordable and practical in accordance with a progressive plan that addresses both land tenure and basic service. The draft national sanitation policy (2012) recommends that municipalities can access funding from the upgrading of informal settlement programme (UISP) to upgrade informal settlements, provide security of tenure and provide for interim

Sanitation Services as a first phase to alleviate the immediate emergency need for access to basic Sanitation Services.

These pronouncements in the draft national sanitation policy justifies the community's demand for social accountability in service delivery.

## 1.2 THE NEED FOR SOCIAL AUDIT INTRODUCTION

This report presents the findings of the social audit that was conducted in Wattville Township, in particular, the three informal settlements of Harry Gwala, Emlotheni and Home Seekers, in Benoni, Ekurhuleni municipality. The social audit was conducted by the residents of the three settlements in partnership with Planact, International Budget Partnership (IBP) and Social Audit Network (SAN). Planact was introduced to the three informal settlements by Councillor Sibiya the ward councillor of ward 30 after he invited Planact to assist with development within his ward.

The social audit investigated the tender on **"hiring, delivery and maintenance of chemical toilets"** in Ekurhuleni Metropolitan Municipality.

The three informal settlements expressed concern about Ekurhuleni Metropolitan Municipality failing to adhere to the Batho Pele Principles of consultation, service standards and access in delivering sanitation service to the community. The three settlements therefore partnered with Planact and IBP in the social audit on sanitation to improve social accountability of the municipality in service provision.

Planact is a non-governmental development organisation, incorporated as a Section 21 company in 1995 (Registration number 9401660/08), whose aim is to bring about local development for the poor within an integrated framework. Originally formed as a voluntary association of professionals in 1985, Planact has evolved into a well-established

non-profit organisation whose contributions to urban development processes are widely known and valued.

**IBP-SA** provides support to build expertise and skills of civil society actors involved in budget advocacy in South Africa, with a focus on strengthening and deepening citizen engagement with budgets and service delivery outcomes. IBP-SA and its partners conduct research and advocate at a municipal level for improvements in budget transparency, participation and accountability. IBP-SA also works to strengthen the partnerships and dialogue between civil society groups and other stakeholders in the budget process, including government.





# WHAT IS SOCIAL AUDIT?

**Social Audit** is a community-led process of reviewing official government documents to determine whether government information about what is being delivered to the relevant community, aligns with what is being delivered on the ground.

This social audit project focussed on the hiring, delivery and maintenance of chemical toilets in the three informal settlements of Wattville, a service that is outsourced to several private contractors. Residents have experienced a number of issues with this service and so wanted to gather information to enable a constructive, evidence based discussion with the municipality about how these issues might be resolved.





## SECTION 2: SUMMARY OF FINDINGS

*The social audit found that*



### 2.4. SERVICE SPECIFICATION FOR CONTRACTORS

- Residents and community leaders reported that they have never had formal meetings with the Contractors because they send their assistance to deal with any contractual issues regarding the servicing and maintenance of the chemical toilets.
- The contractors have not given the workers details of their conditions of employment in writing therefore no contracts have been signed and they say their payment is also not clear. They get different amounts month to month as payment or salaries.

### 2.5. HEALTH AND PROTECTION FOR WORKERS

- Workers indicated that they did not received training before starting to work for the contractor.
- Workers have not been inoculated for health reasons even though they are exposed to hazardous chemicals.
- Cleaners do not have protective clothing, instead, they were only supplied with buckets, soaps and brushes for cleaning



## SECTION 3: THE WATTVILLE SOCIAL AUDIT PROCESS

In January 2016 Planact was invited to Wattville Township by the community, through Councillor J Sibiya, the ward councillor for Wattville (ward 30) to discuss the development challenges facing the community. On receipt of the invitation letter, Planact convened a number of meetings with Wattville leadership to discuss the community's challenges and request for support. Planact officials explained the nature of support that the organization could offer and the different tools that can be used for participatory development purposes and to promote accountability of municipalities in service delivery. Following the councillor's understanding about the role of social audit methodology in improving accountability and service delivery, councillor Sibiya convened a meeting with the leadership of the three informal settlements and it was concluded that the social audit would enable them to constructively engage with the local municipality on the sanitation challenges in the informal settlement.

Planact, IBP (International Budget Partnership) and the three informal settlements, i.e. Harry Gwala, Emlotheni and Home seekers, set out to conduct a collaborative social audit with Ekurhuleni municipality. The social audit focused on: **the hiring, delivery and maintenance of chemical toilets**. This is an outsourced service with a number of contractors hired by the municipality.



The implementation of the social audit methodology in Wattville followed a number of steps:

### STEP 1: Establishment of a social audit planning and implementation committee



Planact met with the leadership of each informal settlement respectively to plan a community meeting. The main purpose of the meeting was to introduce Planact and the social audit methodology to the broader community and obtain buy-in from the community and establish legitimacy for conducting a social audit in the area. Following the meeting, the leadership engaged on a process of recruiting community volunteers who would form part of the planning and implementation committee.

It was agreed with the leadership of each informal settlement that community volunteers would come from the three informal settlements, have basic level of education enabling them to read and write in English and be available for training on the social audit methodology.

The volunteers have to participate in the full social audit process during working days. Consequently, the residents who qualified to be volunteers were mainly the unemployed. A social audit planning and implementation committee was established and it comprised community leadership, Planact staff members and the community volunteers who would conduct the social audit.

### STEP 2: Establishing contact with Ekurhuleni Metropolitan Municipality



With the mandate from the planning and implementation committee, Planact and (IBP-SA) made contact with officials in Ekurhuleni Department of Water and Sanitation and in the Finance Department as well. After meeting with the relevant officials to introduce the social audit methodology and the Wattville project, a project map document was developed in partnership with the Divisional Head of Operations in the Water and Sanitation Department. This document provided details of the project, and was shared with officials in the Water and Sanitation Department, including the Head of Department. (See project map document)



Once the project map had been completed and submitted to the Water and sanitation Department, Planact and IBP-SA requested access to the information needed for the social audit. The information requested included the full set of tender documents, including bid specifications, for contract A-WS 04-2016: *The hiring, delivery and maintenance of chemical toilets with Ekurhuleni Metropolitan Municipality, on an as and when required basis from date of award until 30 June 2018.*

The documents were obtained, and analysed by the social audit team. On realising that there were gaps in the information received, a list of questions about the specific delivery requirements for Harry Gwala, Emlotheni and Home Seekers was sent to the Water and Sanitation Department to obtain additional information.

The planning and implementation group was trained at length on the social audit methodology, by Planact, in December 2016 and the beginning of 2017. Community volunteers attended a social audit training of trainer's workshop, run by representatives of the Social Audit Network (SAN). The training took place in March, and was held in Wattville with participants from all over the country. The training included sessions on analysing government documents, developing social audit questionnaires and implementing questionnaires effectively to gather evidence. **SAN** is a network of organisations that conduct social audits across South Africa. SAN was established with the aim of increasing the knowledge and practice of social audits and to promote the legitimacy of this community based monitoring and participation tool in South Africa.

Following obtaining information from the municipality, and the completion of social audit training, Planact, the SAN coordinator and the community volunteers convened to prepare for evidence gathering in the community. Together they analysed the tender document to determine what information should be used for the social audit. They also developed relevant questions which they organised into a set of three questionnaires to be used in data collection at a community level. Below is a summary of what each questionnaire covered.

### STEP 3: Accessing information



#### Resident questionnaire:

This questionnaire consisted of a set of questions for residents of Harry Gwala, Emlotheni and Home Seekers. The questions sought to find out resident's experiences of specific components of the service including access to portable toilets, safety when using these toilets and cleaning and servicing of the toilets.

#### Cleaner's questionnaire:

This questionnaire consisted of a set of questions for cleaners who clean chemical toilets in the three relevant informal settlements. The questions focussed on the specifics of when and where they cleaned, what equipment they were provided with and their conditions of employment.

#### Physical verification:

This was a form to be completed by social auditors on physical inspection of chemical toilets in the three relevant informal settlements. The inspection list included various specifications taken from the bid documents.

### STEP 4: Social Audit Training



### STEP 6: Gathering information in the community

On completion of developing the questionnaires, copies were printed out and distributed to the social audit team which was divided into three teams. The first team was responsible for interviews with the Households randomly selected. The second team administered the questionnaires on physical inspection of the chemical toilets. The third team conducted interviews with the cleaners. The team for household interviews consisted of 2 auditors per household, to ensure their safety and the collection of more reliable information.

**Across Harry Gwala, Emlotheni and Home Seekers informal settlements, the following information was collected:**

Resident questionnaires: 731  
Physical verification forms: 351  
Cleaner's questionnaires: 6

TOTAL  
QUESTIONNAIRES:  
1088



Of the 730 resident questionnaires:  
• 60.5% (442) were collected in **Harry Gwala**  
• 20.8% (152) were collected in **Emlotheni**  
• 18.6% (136) were collected in **Home Seekers**



Of the 352 physical verification Questionnaire:  
• 49.7% (173) were collected in **Harry Gwala**  
• 31.9% (111) were collected in **Emlotheni**  
• 18.4% (64) were collected in **Home Seekers**



Of the 6 cleaner's questionnaires, all 6 were collected in **Harry Gwala**.

### STEP 5: Analysing government information and developing social audit questionnaires





All the information collected during step 6 was cleaned, verified and analysed. As a first layer of analysis, the social auditors who had administered the questionnaires manually analysed all the forms collected. This process consisted of selecting the critical questions in each of the questionnaires (the criteria for selection was generally linked to the information provided in the tender specifications) and then manually counting and recording responses. This was done systematically by moving through the forms as a group, area by area. The social audit team analysed data collected from Harry Gwala, Emlotheni and Home Seekers respectively and documented the findings on word and shared the document with other team members.

## STEP 7: Analysing the information gathered



## STEP 9: Preparation for the public meeting

The next step in the social audit process is the preparation for the public meeting. The public meeting brings together all relevant stakeholders including municipal officials, contractors, community leadership, community residents and civil society organisations. The purpose of the meeting is to provide a platform for all of these stakeholders to discuss the findings and recommendations together, and agree on how to proceed.

However, for this collaborative social audit project, it became clear that a public meeting could not be held in any of the informal settlements due to some of the events unfolding. There were threats of unrest emanating from community's dissatisfaction with inadequate housing and lack of electricity. The fact that the public meeting requires officials to come to the community, suggested that there would be no safety guarantee for them. Despite the fact that the social audit was focussed on sanitation service, the social audit team realised that the community's priority is electricity and housing therefore it would inevitably demand answers from the officials regarding housing and electricity supplies.

In light of this developments the social audit team resolved to identify delegates from the leadership and community volunteers who could meet with the responsible municipal officials in Water and Sanitation Department and present the social audit findings. Planact was tasked with the responsibility of providing institutional support.

The second layer of analysis was done using an online software. All the forms were captured using google forms, which automatically calculates and produces a set of results. These results were cross referenced against the manual analysis to check for discrepancies, which were then investigated and corrected. The evidence accompanying this document was generated through this process, and every form captured through google forms has been labelled and has a corresponding hard copy. The final results were presented to a forum of all the relevant community stakeholders, who then discussed the specific findings and recommendations to be included in the report.



The social audit team refined the findings and recommendations and compiled a preliminary report. However, the raw data was put into formats to be shared with the municipality. The Preliminary report formed the basis for discussions in the meeting held with the municipal officials. This final report incorporates some of the responses gathered during the meeting between municipal officials, Planact and the three informal settlements representatives.

## STEP 8: Findings report



## STEP 10: Holding the meeting (Meeting at the municipal offices)

The social audit team met with (Mr Maseko-unit director) responsible for overseeing the provision of water and sanitation in Ekurhuleni Metropolitan Municipality including in the informal settlements. In preparation for the meeting the community volunteers were coached on how to effectively present the findings and recommendations to the municipal officials. The assumption was that Mr Maseko would have read the report and familiarised himself with issues raised in it and prepared his responses.

The meeting was very successful and we have started to see a lot of remedial actions taking place as promised. The outcome of the meeting will be shared in section 7 about responses and promises for remedial action.



## SECTION 4: THE SOCIAL AUDIT FINDINGS

Wattville consists of both planned and unplanned settlements. The planned settlement is characterised by formal dwellings, roads and permanent services such as waterborne flushing toilets and permanent electricity connections. The informal settlements within Wattville namely Harry Gwala, Emlotheni and Home Seekers, are characterised by informal dwellings and temporary services such as chemical toilets.

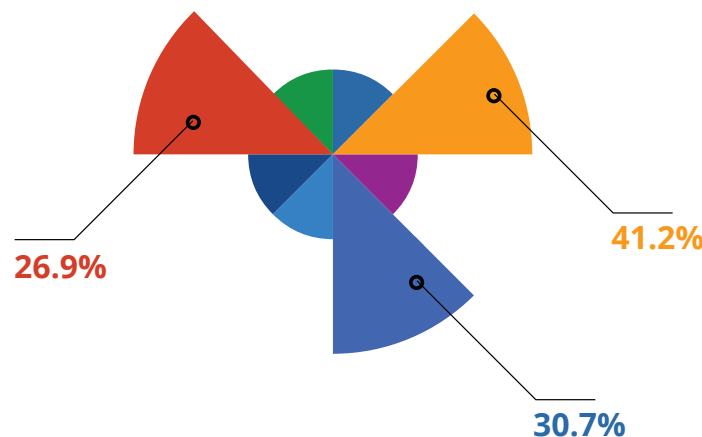
The hiring, delivery and maintenance of chemical toilets within the informal settlements in Wattville, is governed by contract A-WS 04-2016. This

contract includes a number of detailed specifications for the service, which dictate exactly what the service providers should be delivering (note that chemical toilets are also sometimes referred to as portable toilets, which appears both in the bid document and in this report). In preparation for the social audit in step 5, community volunteers analysed these bid specifications included in the bid document (also sometimes referred to as the tender document) for A-WS 04-2016.

These findings are based on the audit made on the specifications for the service as mentioned above;

### 4.1 ACCESS

#### 4.1.1 Years staying in the settlement

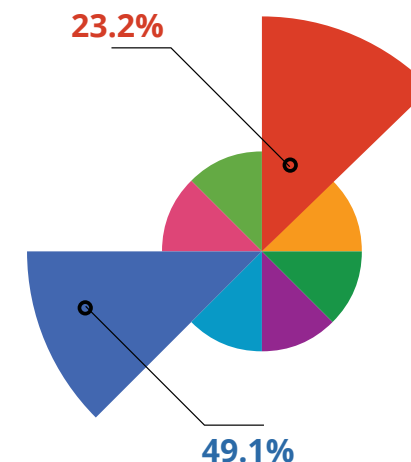


How long have you lived in this informal settlement?

**41.2%** have lived there for **more than 10 years**  
**26.9%** have lived there for **5 to 10 years**  
**30.7%** have lived there for **less than 5 years**

- 41.2% of the 731 residents interviewed have lived in these informal settlements for more than 10 years, and another 26.9% have been there for between 5 and 10 years, 30.7% have been living in the area for less than 5 years, and 1.2% did not provide an answer. This means 68.1% of the residents interviewed have been living in the area for more than 5 years and yet they are still being provided with temporary sanitation services.

#### 4.1.2 Access to the chemical toilet and number of families sharing



How many families do you share your toilet with?

**49.1%:** Less than 5  
**23.2%:** 5 to 9  
**7.4%:** 10 to 14  
**3.4%:** 15 to 25  
**1.8%:** More than 25

• Of the 83.4% that do have access to a chemical toilet, a majority share with multiple families. 49.1% share with less than 5 families, 23.2% share a single toilet with between 5 and 9 other families, 7.4% with between 10 and 14 families, 3.4% with between 15 and 25 families and 1.8% with more than 25 families. In other words, 35.8% share a single toilet with more than 5 families.

- The remaining residents interviewed were unsure, did not have access to a chemical toilet or did not answer the question.
- As referred in the bid document, when asked about the ratio of toilets to households the Department of Water and Sanitation responded that at inception of the contract a 1:10 ratio was being used and that an additional allocation of toilets in January 2017 has resulted in a ratio of 1:5. The evidence gathered shows that 49.1% of families share a toilet with less than 5 other families, which indicates that Ekurhuleni Metropolitan Municipality is making progress towards their revised ratio of 1 toilet to 5 households. However, it is important to acknowledge and address the issue of 35.8% of the 731 residents who are still sharing a single toilet with more than 5 families. It is also necessary to address the plight of those who do not have access to a chemical toilet.





- Residents were also asked how many members in their family make use of the portable toilet, to get an indication of the number of individuals making use of a single toilet. Of the families making shared use of a single portable toilet, 40.8% of these families consisted of less than 5 individuals, 30.7% of these families consisted of between 5 and 9 members, 9% between 10 and 15 family members and 6% of more than 15 members. The remaining residents interviewed were unsure, did not have access to a chemical toilet or did not answer the question. To put one of these statistics into perspective, for a significant number of residents, a toilet being shared between 5 families could mean a toilet being shared between anything from 25 to 45 individual users.

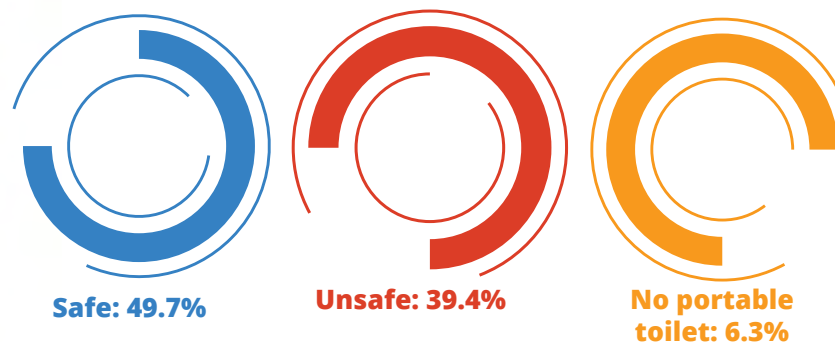
- **It should also be noted when discussing access to sanitation services, that of all the chemical toilets inspected during the physical verification, not a single one was found to be suitable for use by disabled members of the community.**



## 4.2 Safety

### 4.2.1 Safety on the structure of the chemical toilet

Do you feel safe when using the portable toilet?



- Of the 728 residents who responded to the question “Do you feel safe when using the portable toilet?” 49.7% said that they feel safe and 39.4% responded that they feel unsafe. The remainder of the respondents did not have access to a chemical toilet. Residents were given an opportunity to explain why they felt unsafe and the top 4 reasons provided are represented by the following quotes:

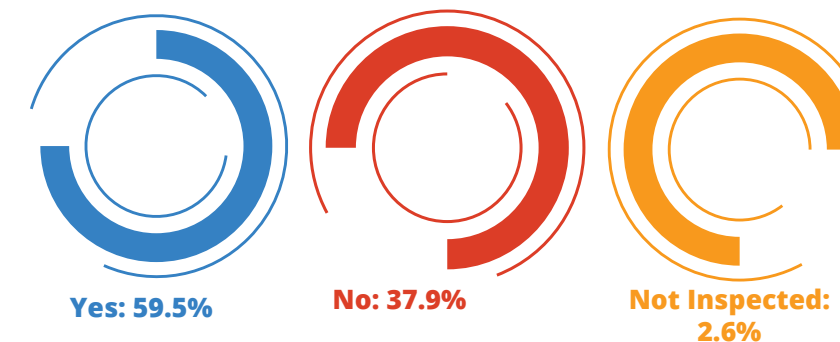
- Unstable - “The toilet is unstable and can be easily pushed over by people or a strong wind”, “it has not been properly positioned”, “the toilet may fall at any time, it is unstable”
- Doesn't lock - “The toilet doesn't lock from the inside”, “people enter while you are inside”
- Far from home - “The toilet is in the street, far from my home”, “because the toilet is on the street I am not safe as I am at risk of being harmed by gangs or raped”
- Unhygienic - “The toilet is always full because of the numbers that use it, and it has germs”, “it is dirty, you think twice before going”

- 6.3% of those that responded to the question about safety when using a portable toilet, said that they didn't have access to a portable toilet. Some of these families have dug their own pit toilets and others relieve themselves in the bush. When asked about safety, the following experiences were shared:

- “Having no toilet at all made me dig a pit toilet, and the pit toilet is dangerous on its own as the soil can erode and damage the toilet's stance and put us at risk of falling in”
- “We only use the bush to relieve ourselves. Our safety is not guaranteed.”

### 4.2.2 Physical verification/Inspection of chemical toilets

On inspection, is the toilet safe and secure?





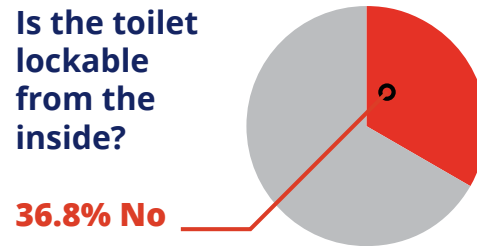
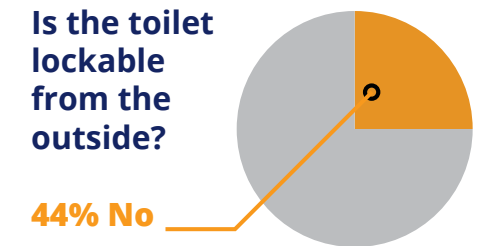


During physical verification, 59.5% of toilets were found to be safe and secure, but 37.9% of toilets were found not to be safe and secure. The remaining 2.6% were not inspected for this question. The top three reasons given for why they were not safe and secure are represented by the following quotes:

- Unstable - “It is unstable”, “it is not well placed”, “It is placed on top of bricks”, “it shakes when you enter”, “it is tilted to the side”, “and there are planks under it”.
- Unsafe location - “It is under a bridge”, “it is on the road”, “it is next to the street”
- Doesn't lock - “the door is not lockable inside and out”
- In terms of stability, the bid document specifies that toilets should be supported with a steel frame built inside for rigidity. 84% of the toilets did not have a steel frame built inside for rigidity, only 8.6% did, and 7.4% could were not inspected for a steel frame.
- In terms of smell, the bid specifications require that the toilet unit be well ventilated and that a sanitation chemical should be used that must control odour from excreta and must have perfumes. However, 51.7% of the toilets inspected were found to smell “bad (human waste)”, while 40.5% were found to smell “good (perfume)” and 7.8% were not inspected for smell.
- The bid document specifies that all the chemical toilets should be moulded with a highly visible Ekurhuleni Logo and call centre number that can be used to report faults or issues with the service. 59% were not moulded with the Ekurhuleni logo, while 38.1% did have the logo and the remaining 2.9% weren't inspected. For the call centre number, 48.4% of the toilets did nothave the call centre number on the toilet, 49.9% did, and 1.7% were not inspected.

### 4.2.3 Are there locks from the inside and outside? Does it have a light?

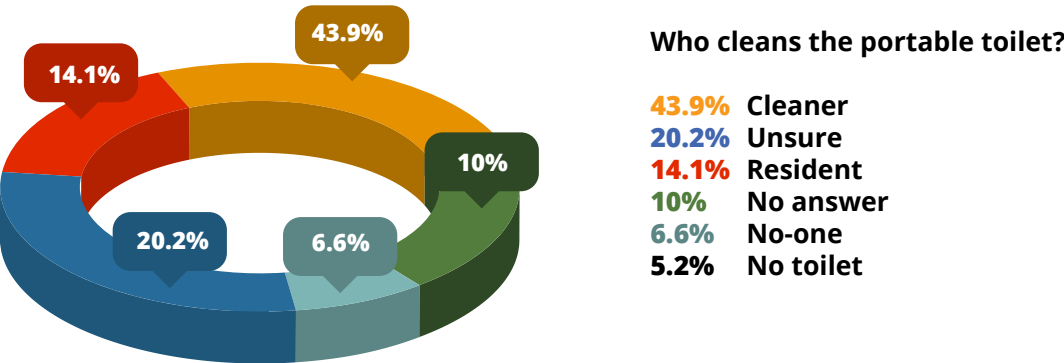
On inspection, is the toilet safe and secure?



- The bid document specifies that the chemical toilets should be lockable from both the inside and out side. During physical verification auditors inspected this. 50.6% were lockable from the outside but 44% of the 351 toilets inspected were not, the remainder were not inspected for this. 55.8% were lockable from the inside but 36.8% were not, and the remainder were not inspected for this.
- The bid specifications indicate that the portable toilet roof should be white and transparent to allow ultraviolet rays to enter. This impacts on the amount of light in the toilet when it is being used, which can be an important factor for safety. On inspection of 351 toilets in the three informal settlements, 73.7% did have a white transparent roof, but 21.4% of the toilets did not. The roofs of the remaining 4.9% were not inspected.

## 4.3 Cleaning and servicing

### 4.3.1 Cleaning the chemical toilet

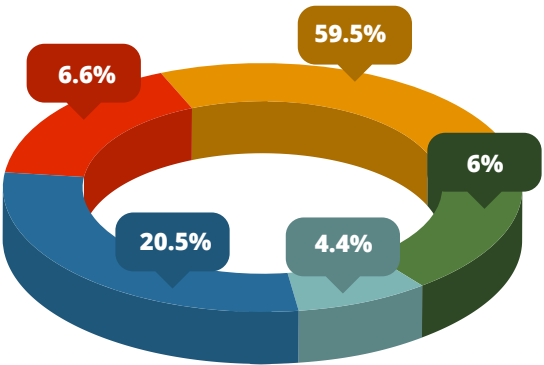


- 43.9% of residents said that their toilet is cleaned by a cleaner, 14.2% said they clean the toilet themselves, 20.2% were unsure, 6.6% said no-one cleaned, 3.4% said they did not have access to a portable toilet and 10% didn't provide an answer.
- Of the toilets cleaned by cleaners, 48.4% of residents said the toilet they used is cleaned twice a week by a cleaner and 16% said it was cleaned once a week. While the municipality has indicated that there is no item in the contract for janitors, the bid document specifies that part of the “maintenance/service of chemical toilets” is to “clean the toilet seat” and that this should be done at least twice every 7 days. It seems that contractors have hired cleaners to do this job in some of the informal settlements in Wattville, but it is clear that it is not always happening twice a week or in some cases at all, and 14.2% of the residents interviewed are resorting to cleaning the toilet they use, even though it is the responsibility of the contractor and in many cases the toilet is shared by multiple families.



- 6 cleaners working in Harry Gwala were interviewed during the social audit, no cleaners could be found for interview in the other two informal settlements. All of the cleaners interviewed said they work twice a week, all of them on a Friday and the second day was split between Monday, Tuesday and Wednesday. One third said they work from 8am-2pm, one third said they work from 9am-3pm and the remaining third indicated that the time was not specified, saying that “We wait for the truck to pour the chemical so we can wipe it off but the problem is that it is not constant in time” and “No specified time because the truck arrives at any time”.
- As confirmed in the bid specifications, and explained by the cleaners and residents, the vacuum truck should first remove the excreta (this generally involves the driver and another worker manning the vacuum pipe). Following this, the waste drum should be filled with a chemical (done by a third worker), and finally the toilet seat should be cleaned and disinfected (which is done by a cleaner). The reason this sequence is important is that the waste needs to be removed before the chemicals are poured into the waste drum, otherwise the chemicals will simply be removed with the waste. Equally important is that when the chemicals are poured into the waste drum, they often spill onto the seat and floor of the toilet. These chemicals should not come into direct or extended contact with the skin and so should be cleaned from the seat and floor before the next person uses the toilet. For this reason, it is very important that there is a clear schedule, for each of the workers involved, which allows for this sequencing to work.

### 4.3.2 Servicing the chemical toilet



How many times a week is the waste disludged?

- 59.5% twice a week
- 20.5% Once a week
- 6.6% No answer
- 6% Unsure
- 4.4% No toilet
- 1.5% Three times a week

- 9.5% of residents said that the toilet they use is disludged (excreta removed by vacuum truck) twice a week and 20.5% said it was done only once a week. 1.5% said 3 times a week, 1% said never, 0.5% said less than once a week and the remainder were unsure, did not have access to a toilet or did not provide an answer. The contract specifies that toilets should be serviced at least twice within 7 days, and prior to overflowing if such an arrangement is made, and yet 20.5% of the toilets are serviced only once a week. The municipality has not specified on the bid document which day the service should be done, but it is clear how a lack of consistency in this regard could impact on the efficiency of the service as a whole and the ability of residents to plan for the servicing.
- A related question, speaking to the disludging of toilets, was included in the physical verification form. 21.7% of the 345 toilets inspected for accessibility by vacuum truck, were found not to be accessible by vacuum truck. That would suggest that these toilets can't be serviced by the truck.

### 4.3.3 Interview with cleaners

- One of the challenges that emerged through interviews with individual cleaners was their employment conditions. All the cleaners started working in the second half of 2016 - between August and December, and yet 67% said they had not signed a contract of employment and were unsure of the duration of their employment.
- 83% of the cleaners indicated that they were unsure of the amount they were supposed to be paid because “they are not constant in the amount of pay”.
- None of the cleaners received any training prior to starting work and 67% said that they did not receive personal protective clothing for all seasons. One third of the cleaners had only received gloves and a mask, and the other two thirds said they had also received one set of overalls.
- In terms of supplies, there was consensus that they received a bucket, soap and a brush. When asked what they did if supplies ran out, it was said to take up to a month to get replacement supplies and one of the workers explained that “we use our own soap when the company soap is finished”.
- All the workers said that they cleaned inside the toilet, the toilet seat and the floor, which aligns with specifications in the bid document.
- One third of the cleaners said they knew of a cleaner who had been injured while cleaning, and when asked what they did if they were injured during their work, 83% said they are forced to look after themselves. None of the cleaners had ever received a first aid kit.
- When asked where they dispose of dirty water one third said on the street, 17% said outside the toilet, 16% said where there is grass and the remaining third did not specify. Residents have complained about this unhygienic practice of the dirty water being dumped close to people's homes or where children play.



## SECTION 5: ADDITIONAL INFORMATION, FINDINGS AND OBSERVATIONS

In addition to the information collected through resident questionnaires, cleaner questionnaires and physical verification forms, a community leader from each of the informal settlement was asked an additional set of questions related to their specific informal settlement. Some of the key findings that emerge from these responses are as follows:

- The number of toilets delivered and signed for by the community leadership, do not match the records provided by Ekurhuleni Water and Sanitation department.
- 2 of the 3 of the community leaders have never had any direct contact or communication with any municipal official linked to the delivery of the service, and have never witnessed a municipal official verifying the satisfactory delivery of the service as required in the bid document.
- Due to a lack of direct contact with relevant municipal officials in the Ekurhuleni Water and Sanitation department, if there are issues with the service the community leaders contact a representative from the contractor. However, they have no way of ensuring that the contractor responds to their complaint or request.
- There are critical differences between the quality of service delivered by Moreki and Sungu, both of whom contractors hired to deliver this service.
- Community leaders have tried to request a servicing schedule from the contractors but have never received one.

## SECTION 6: REQUESTS AND RECOMMENDATIONS

### 6.1 Access

- Harry Gwala, Emlotheni and Home Seekers informal settlements should be provided with toilets that can be accessed and used by disabled residents of these communities.
- There are still a number of residents who do not have access to a portable toilet, and residents who are sharing a single toilet with more than 10 other households. This needs to be addressed as soon as possible by providing communities with a clear timeline for the improvement of the ratio from 1:10 to

1:5 for all three communities, working with community leaders and residents to ensure that the household count for each settlement is accurate, providing clear information about how many portable toilets will be delivered and when and verifying that this number toilet arrives in the community.

- Each of these informal settlements has been in existence for some time, and a significant portion of the residents have been living there for more than 10 years. The municipality should provide the community with a short, medium and long term plan for sanitation in these three informal settlements, with reference to both temporary and permanent solutions. If such a plan does not exist, the municipality should develop one in consultation with the community.

### 6.2 Safety

- We ask that the responsible Ekurhuleni municipal official put together a team to conduct a site visit, and in all the places where the contractor has not safely installed the chemical toilet by doing the necessary clearing, excavation and backfilling, the municipality should put a remedial plan in place.
- The responsible municipal official, along with an appointed team and the relevant contractors, should check which toilets are not able to lock from the inside and as a matter of urgent priority ensure that the contractor installs locks on the inside of all of the portable toilets in Wattville.

### 6.3 Cleaning and Servicing

- The municipality must ensure that the relevant contractors provide each informal settlement with a detailed maintenance and cleaning schedule for the servicing of chemical toilets in their area. The schedule should include the following:
  - The contract number and duration of the contract
  - The number of chemical toilets that should already be in the area
  - The number of toilets that will be delivered before the end of the contract
  - The maintenance schedule for de-sludging the toilets - how many days a week, which days, what times and details about how the process should be conducted





- The cleaning schedule for the toilets - how many days a week, which days, what times, who the cleaners are for the respective areas and details about the specifics of the cleaning process.

- Cleaners contracted to clean the chemical toilets must be provided with a written contract of employment, with clear conditions about pay, days and times worked, and the contract period. Based on the current tender specifications, this written contract should be between the relevant service provider and the cleaners, but the municipality should enforce this requirement.

- Moving forward, we recommend that the municipality develop guidelines for a janitorial service, to be implemented where government owned or contracted sanitation solutions are provided to and used by residents of informal settlements.

## 6.4 Service Specifications

- The municipality should ensure that there is a council official who inspects the work of these contractors monthly, or in accordance with the agreed upon invoicing schedule, to ensure the municipality is satisfied with the execution of the work before payment is processed (as per the bid specifications). In addition to inspecting the work in person, this official should consult with community leadership about how the service was conducted over the course of the month.
- In consultation with the community, the municipality should develop and put in place a monitoring system that includes more regular site visits by municipal officials and draws more regularly on the knowledge of community members using the service to ensure that contractors are consistently delivering the service they have been contracted to deliver.

## 6.5 Other Recommendations

- We recommend that the Ekurhuleni Department of Water and Sanitation works with the department of roads to grade the streets in these informal settlements to ensure clear access for vacuum trucks to service the chemical toilets.
- The municipality, along with the relevant contractors, should run an information briefing for the community that introduces the various ways in which faults can be reported, the process and timeline for addressing these faults, and what to do if that fault is not attended to. This information should ideally also be provided on each of the individual toilets.
- We recommend that sanitation related health and hygiene education, relevant to the sanitation technologies and facilities available in these three informal settlements, is made a priority by the Water and Sanitation Department.



## SECTION 7: RESPONSES AND PROMISES FOR REMEDIAL ACTION

- 7.1** The commitment was made that all future tenders regarding chemical toilets in informal settlements in Ekurhuleni municipality will include a clause in the bid specification regarding access for the **disabled persons**.
- 7.2** The other consideration in the bid specification will include the need for all contractors to consider basic conditions of employment as stipulated in the Act if they have to hire workers for the duration of their contract with the municipality.
- 7.3** The official (Mr Maseko) made an indication that he will communicate with the contractors to make sure they install locks in all the toilets that were identified.
- 7.4** The issue of monitoring and supervision by the municipality was raised as a concern, but Mr Maseko made mention and shared the plans of the municipality regarding the issue. He shared with the delegates the new organogram of a new informal settlement division within his department which will be solely responsible for informal settlements service provision. Within this division, staff will be employed to supervise service delivery in informal settlements. What was good about the information he shared, was that he indicated that the budget has already been allocated and they are consulting with unions. What is not clear is when the appointments will start.
- 7.5** The ratio of 1 toilet for 10 families reducing in recent months to 1 toilet for 5 families was based on statistics from the Human settlement department, and based on the findings and recommendations for more toilets, he advised the delegates to consider conducting their own enumeration process to ensure that they have proper statistics of how many people or households are there per settlement.
- 7.6** There was an acknowledgement regarding the excavation, backfilling and installation of a steel frame for the toilet, that it was expensive and the municipality did not pay the contractors to do the job. There will be further engagement regarding the safety.
- 7.7** In relation to the cleaning of the street to make way for the truck, Mr Maseko advised the settlements representatives to consider re? blocking in their settlement because some shacks are built on a suppose? road and this will make way for all other emergency service to reach the community and for safety regarding dangers of fire in informal settlements.
- 7.8** Planact made a commitment to start the discussions with the councillor and the rest of the leaders in the settlements on the possibilities of re blocking as advised.



## SECTION 8: LESSONS LEARNED

### Some of the lessons learned in this social audit project are:

- 8.1** The engagement with Mr Maseko the unit director brought about new information for the community. The meetings with him have always been educational as he has shared information about municipal processes that have brought about validation for collaborative efforts made. It also brought about new information about the understanding of accountability from government perspective versus from community perspective.
- 8.2** It is also important to build relationships with other staff members within the unit because they work as a team. In this instance having a relationship with Mr Maseko's secretary became very beneficial for the project as she controls his diary and was able to advise accordingly.
- 8.3** For a social audit to be community driven it is important for them to be committed and have time to learn and be prepared to engage with the officials. Reading the bid document and familiarising themselves with the facts about the issue at hand is very important.
- 8.4** The role of the ward councillor is very important for a collaborative project.
- 8.5** Intergovernmental relations is a challenge, we realised that because even though the project was under the water and sanitation department, there was a need to have other departments involved like procurement and roads department but they were never invited. For a social audit project to achieve integrated results for accountability there is a need to have multiple departments involved.
- 8.6** Service delivery protest are common in most of the communities we work with, and Wattville is no exception. Holding a public hearing in the middle of tensions in the community about housing and electricity was not advisable, and after discussions with the leaders it was agreed to have delegates who were prepared with facts to go meet the officials in their offices and engage on the specific matter of sanitation.
- 8.7** Meeting the officials in their own space proved to be positive because there was no threat of violence, but a feeling of mutual respect as equals. It also created a platform for the official to share immediate decisions he can take and the ones he needs to consult on, but also to raise some of the challenges he faces in the department, like lack of capacity.

## SECTION 9: FOLLOW UP AND FURTHER ENGAGEMENTS

**By the time of this report there are a lot of achievements that can be attributed to the successful meeting held with the official to share the findings in the preliminary report. In conducting a follow up, here are some of the things that happened:**

- 9.1** The two service providers were called the following day as promised and there were commitments taken to remedy the situation.
- 9.2** The one contractor (sungu sungu) replaced the toilets that were not locking with new ones that can lock from the inside and outside in one of the settlements.
- 9.3** The other contractor (Moreki) has made a commitment to replace those which did not have the modern features of hand wash basin and soap holder.
- 9.4** New people have been employed to clean the chemical toilets and they have been issued with contracts of employment; this did not happen before with other workers.
- 9.5** The old workers were given protective clothing to work with and there is a promise to take them to the doctor to get inoculated.
- 9.6** There is a donation of school uniforms for the deserving children in one of the settlements done by one of the contractors.
- 9.7** There is constant follow up with the leaders and the councillor on other issues that need attention.

## SECTION 10: REFLECTION

### **Critical lessons from the collaborative social audit in Ekurhuleni Metropolitan Municipality**

- 10.1** Find a way to go straight to the metropolitan, and then build your networks outward from there.
- 10.2** Pursue multiple points of entry into the municipality.
- 10.3** Keep moving with preparations and mobilization at the community level, don't wait and don't let dead ends bring the process to a standstill.
- 10.4** It is not about asking for permission, but about keeping the municipality informed throughout the process.
- 10.5** Nobody gets an exclusive. In other words, if you form a relationship with an official or politician in the municipality, it does not mean that you can't speak to other officials or politicians in the same municipality.
- 10.6** Be clear with the municipality from the outset about the things you need from them and the role you want them to play in the process.
- 10.7** At every opportunity you get, try to show (rather than tell) the municipality the value of the process.
- 10.8** Explore lines of entry and communication into the administration and into the political structures respectively at the same time, but think carefully about when and how to connect these lines, if at all.





<sup>1</sup>Government Gazette, 12 February 2016, Department of Water and Sanitation Notice 70 of 2016(Draft National Sanitation Policy 2016), Page 2

<sup>2</sup>Government Gazette, 12 February 2016, Department of Water and Sanitation Notice 70 of 2016(Draft National Sanitation Policy 2016), Page 14