



LEARNING NOTE

**WATER AND SANITATION MASTER CLASS
MOSES MABHIDA STADIUM, GBC 10
19-21 APRIL 2016**

1. INTRODUCTION AND BACKGROUND

Located at the level closest to the people, municipalities strive to provide quality services guided by principles of transparency, excellence as well as effective and efficient management of the affairs of the local communities. Given the above mentioned commitment, departments responsible for the provision of basic services are tasked with the duty of continuously improving standards of delivery and supply. Thus making avenues for learning a prerequisite as transformative and inclusive service delivery approaches effect development.

This document is a compilation of all key lessons drawn from the three-day Water and Sanitation Master Class hosted by the eThekweni Water and Sanitation Unit (EWS) in partnership with the Municipal Institution of Learning (MILE) and the South African Local Government Association (SALGA) SALGA from the 19th to the 21st of April 2016. Aimed at providing a platform for practitioner

engagement and empowerment the session was focused on learning and sharing of eThekweni's water and sanitation best practices. Water and sanitation strategies and tools were facilitated by experts within the field and discussed with local and international practitioners within the field. Playing a knowledge and sharing role, local and international practitioner's unpacked developmental and sustainable water and sanitation systems, strategies and practices.

2. NATURE OF THE MASTER CLASS

Expert presenters from eThekweni Municipality facilitated 14 case studies as best water and sanitation practices. Participants were made up of 50 South African municipal officials from across the country and a delegation from the City of Harare in Zimbabwe. Engagement on water and sanitation programmes, practices, policies and applications allowed participants to share experiences, challenges and learn from successes implemented by the city.

2.1 Presentation schedule

DAY ONE 19 April 2016

Teddy Gounden	Urban/Rural Water and Sanitation Programme: An Overview
Lucky Sibiya	Education and Community Engagement
Bongani Hlophe	Effective Communication
Sibongile Maqubela	Introduction to Blue Drop
Devashan Govender	Non-Revenue Water

DAY TWO 20 April 2016

Site Visit One	Tongaat- Pelletizer and Verulam- Water Treatment Works
Site Visit Two	Newlands- Kwamashu DEWATS Plant and Community Gardens
Site Visit Three	EWS Call Centre
Gaylyn Manikum	Call Centre/ Control Centre Development and Operations
Lall Jugdeo	Call Centre/ Control Centre Development and Operation
Chris Fennemore	Permitting/ Trade Effluent Tariffs
Mohammed Dildar	Introduction to Green Drop

DAY THREE 21 April 2016

Dave Wilson	Operations and Maintenance LEADEPA/ VIP Emptying
Stalyn Joseph	Water Policy Development and Application
Steve Pieteron	Overview and Demonstration of EWS GIS Strategy
Speedy Moodliar	Development of City-Wide Mater-Plan for Water and Sanitation
Teddy Gounden	eThekwini Municipality Technical Support

3. Strategy and Approach

Provision of basic services tops the priority of government. Being in the frontline of providing water and sanitation services to formal, informal and rural customers, the EWS achieve its successes through 'tried mistakes approach', Mr Ednick Msweli. This approach allows for constant monitoring, growth and sustainability in systems and strategies being implemented. Communication and consultation is key, not just with recipients of the services but also with other departments for collaboration purposes as the city has one common vision.

William Moraka from SALGA explained that research indicates communities are happy with the water and sanitation services. However 61% of the national figure (people at community level don't know how much water they use or how much they are paying for). As a response training, awareness and development strategies are being implemented, these include: mentoring/coaching engagement platforms, innovation hubs, councillor development programme and also drawing lessons from best practices (an example of Tokyo facility/training centre lessons learned from Japan, importing curriculum, methodology for training and technology) was given. Further to the above, it was highlighted that as much as focus is on training and development, the shift also include performance management/indicators for sustainable development.

The most challenge pointed out by presenters and also raised by participants was that of the provision of water and sanitation services to areas that have no services/rural/informal settlements backlogs. The problem of increasing informal settlements growing the demand of WS services, social protests indicating the demand, housing and migration further increasing the demand. Detailing strategies of approaching the above mentioned challenges, Teddy Gounden emphasised that 'basic water and sanitation should be delivered as a package, not supplied as two separate

services'. Important to the effect of WS strategies and approaches is collaboration through, monitoring, visiting households constantly and community partnerships.

4. Key Lessons Learned

When Providing Services

- Keeping in touch with the recipients is key.
- Educating communities to minimise challenges for instance, the danger of illegal connections.
- Collaborate with departments.
- Collaborating with other role players, working hand in hand with other divisions is key.
- Map the problems/challenges before proposing solutions.
- Extensive education which is ongoing, community interventions.
- Application of Systems Optimisation Approach as important (to measure you must know, identify and quantify problems before execution) detection, Devashan Govender.
- Real loss reduction approach (checking for leaks)
- Identify risks and monitor it continuously until they are contained, work as a team even when developing a water safety plan and annually update your plan, Sibongile Maqubela sharing lessons from Blue drop.

Stakeholder Management

- Two way communication, honest feedback, people to influence service delivery levels and activities.
- Public feedback is important as it can change internal/external attitudes/responsibilities.
- To increase public satisfaction, increase your understanding of customers.
- Top priority should be customer management.
- Note that communication/liaison to lead to customer satisfaction.

- Focus groups and user platforms as examples that improve customer understanding.
- It is important to have healthy political support, key advice (do not let community programmes have political coalitions).
- It is important to find ways of working with politicians without letting them influence projects or turn communities against projects
- Working with stakeholders is key. Makes us fully accountable, improves our services, we are bias to their customers, think like their customers, Bongani Hlophe stated.

Public Participation

- Public participation in water and sanitation provision services strengthen partnerships between the unit and civil society.
- To get what the public know about the unit and foster good customer relations and customers be aware of their roles and responsibilities, that of the unit respectively.
- Public participation must be viewed as a long-term goal for the empowerment of citizens with information.
- For instance educate and engage citizens on the disadvantages of illegal connections rather than disconnecting without communication, the same for metre reading.
- Main objective is being customer objective ensure best product is delivered to customers, Speedy Moodliar.

Challenges

- Shortage of skills is a big issue we looking at Private Public Partnership now to get expertise as if both parts will make profit they will be efficient, Hope Josephs.
- Disaster situation, decrease of water in dams.
- Service deliver and service delivery strikes interrupting work.
- Vandalism and theft especially vandalism of interim services.

- Leakage challenge across the city due to old infrastructure, shortage of plumbers and various other challenges.
- Illegal connections and densification of informal settlements.
- Blockages due abuse.

Site visits

Tongaat- Pelletizer and Verulam- Water Treatment Works

- Treatment of all grey water.
- Made up of industrial and domestic effluent.
- Challenge of non-water products like sand and bags.

Participants complained of not getting the opportunity to view the final effluent, also mentioned lack of information on how to treat sludge as well as the lack of linkage between the sites and green drop.

Newlands- Kwamashu DEWATS Plant and Community Gardens

- Detailed use of effluence for agriculture
- Research site as a decentralised waste water treatment example.
- Contribution towards community participation and skills development.
- Platform for research students as a test site.

Call Centre/ Control Centre Development and Operations

- Centre divided into three sections (Inbound, Outbound and Correspondence).
- Use of CRM2 system as it has the benefits of accessing all customer details.
- Use of integrated billing system.
- Majority of calls are on water and roads issues.
- Control centre deals with complaints logged
- Mainly dealing with water, roads and metre complaints.

Food for thought: Questions and suggestions by participants

- Has the city considered rain water harvesting?
- How does the call centre eliminate multiple complaints if one issue affects many people they all call at once?

- Participant from Ekurhuleni wanted to learn how the city deal with petitions, war room (naming and sharing departments who are not performing), is there anything done?
- Participant from Nelson Mandela suggested a move towards one city number-thinking of integration of complaints program or software.

5. Way Forward

In closure, the EWS suggested moving the next WS Master Class towards being more focused on operations rather than processes. Suggestions made by the participants were acknowledged and noted especially those requesting more information, practitioner/technical person to facilitate site visits.