



SA SDI Alliance & IBP

**PROPOSED KNOWLEDGE
EXCHANGE SESSION
ETHEKWINI: 24-25 OCTOBER 2019**

SA  Alliance

SA-SDI Alliance

We support urban poor communities to find solutions to homelessness, landlessness and livelihood improvement through upgrading.

IBP

International Budget Partnership South Africa supports informal settlement organizations to engage with government budgets.



SDI.
SHACK/SLUM DWELLERS
INTERNATIONAL



SA SDI **ALLIANCE**

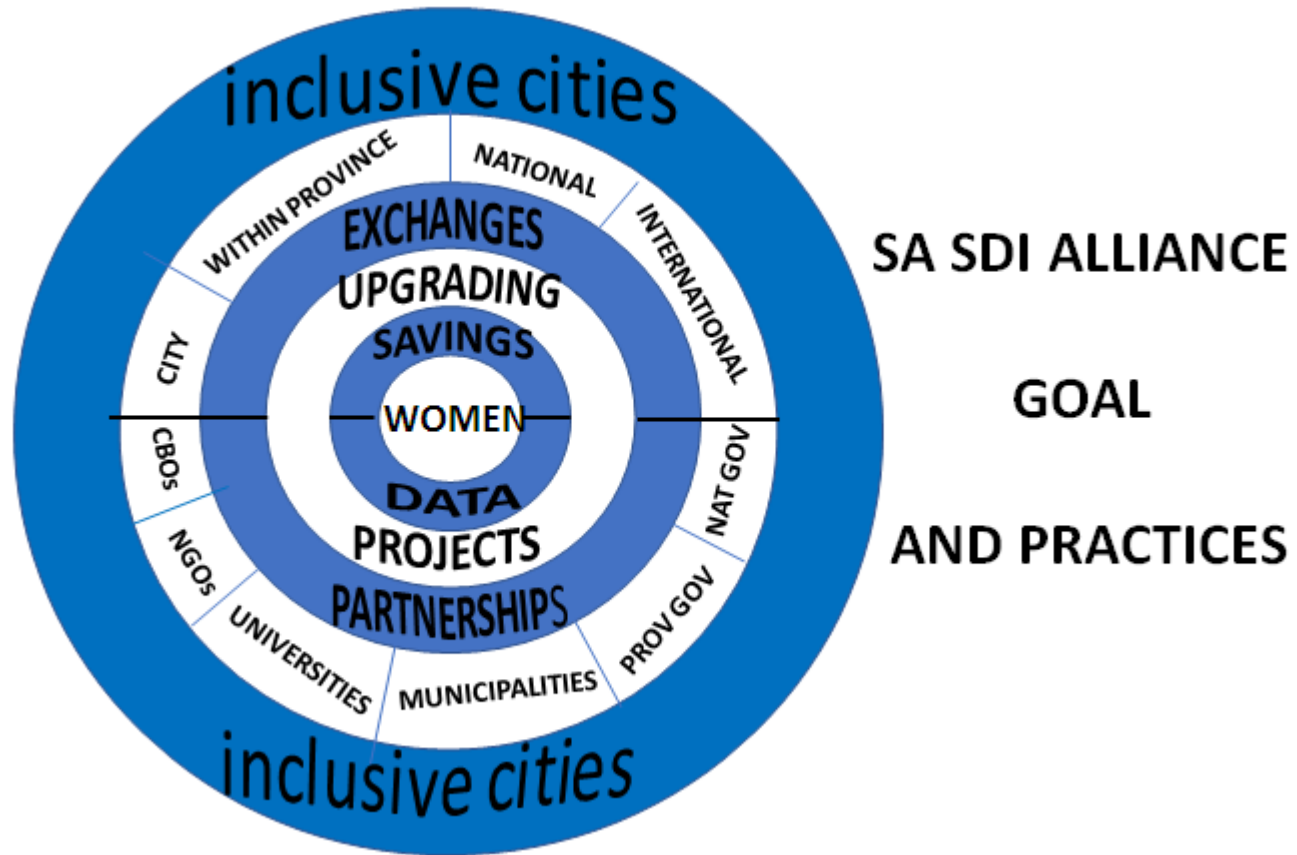


**Social
Movements**

+

**Support
Organizations**

Our tools for building organised communities



Data collection processes in informal settlements



PROFILING : overview of settlement



ENUMERATION: household level census

Emalandeni Informal Settlement

Data Collection exercise in September 2018 – April 2019

- Community enumerations/Social audits are a community driven process, that uses budgets and other official government documents to monitor the delivery of services and engage with government
- Physical verification of water and sanitation services
- Geo-spatial layout of water and sanitation services
- Engagement with the eThekweni Department of Water and Sanitation before, during and after the process"

e.g. Key findings from the physical verification of the ablution blocks

The most common problems or faults identified across all nine of the ablution blocks are the following:

- None of the nine ablution blocks have overhead lighting outside the block
- None of the nine ablution blocks have lights inside the ablution block, great risk for use at night
- None of the ablution blocks are accessible to people with physical disabilities
- During the time of the physical inspections, seven out of the nine blocks did not have toilet paper available

- In four of the blocks it was found that some or all of the toilets cannot flush. It should however be noted that because some blocks were locked during the time, not all toilets could be inspected.
- In the female block one of the shower doors is broken, while the doors of both showers in the male block are broken.
- Pipes in both blocks are leaking.

What has been achieved after the social audit?

- Maintenance on all the blocks, except for those blocks that fall under the refurbishment programme.
- Considerations of upgrading the ablution blocks to disabled friendly services using Ekurhuleni model
- Direct communication between the community leadership and the responsible department in the municipality
- Proposed meeting on improving lighting in and around the ablution blocks

LESSONS LEARNT IN THE PROCESS

- Time taken to mobilise settlements to buy in the idea, also common some government officials
- Very difficult to align this process to the gvt bureaucratic processes
- Difficulty in accessing the settlements due to community dynamics and political reasons
- Little or no support from the ward councilors hence difficult to access the communities. Councilors tend to join the process later

What next????

- The process does not end with the data collection exercises, but intensification of engagements with the government officials.
- The productive usage of the information gathered, at this point, outcomes of the surveys are not mistaken for tools to attack the municipality or service provider but a base of reference when dealing with identified community priorities
- In other areas like in Ekurhuleni where this same approach has been implemented, massive improvements on toilet service delivery to almost 15 different informal settlements

Our approach to learning



Organised
movements

Partnerships

Projects

Learning



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