



ASIVIKELANE

LET'S PROTECT ONE ANOTHER

uKESA Webinar: Online tools for social accountability in informal settlements

16 November 2023

How Asivikelane campaign started

- Informal settlement residents who use communal taps and toilets and have limited access to water were more vulnerable under the corona virus national lockdown.
- During this period, **Asivikelane partners collaborated to amplify the voices of residents** and advocate for government to swiftly respond to some of these challenges
- We believe that government should prioritise the provision of clean water, clean communal toilets, and improve refuse collection in informal settlements
- The aim of the project is to collect ongoing feedback and evidence from the residents on their challenges, specifically, water, sanitation and refuse collection. Asivikelane uses this data to engage municipal governments in an effort to provide targeted and urgent service delivery.

DO YOU USE SHARED TAPS AND TOILETS IN AN INFORMAL SETTLEMENT?

TO AVOID GETTING THE CORONAVIRUS:

1. Don't touch the tap, toilet or door handle with your bare hands.
2. Hold the tap, door handle or toilet lid with newspaper.
3. You can also use your foot or shoulder to open the toilet door and lift the lid.
4. Stand at least 6 steps away from other people when you queue for a toilet or tap.
5. After using the toilet or tap - do not touch your face, eyes, nose or mouth until you wash your hands with soap and water.
6. Clean the toilet or tap with 1 litre of water mixed with 4 teaspoons of Jik™/bleach (but keep this bleach mixture away from children).

WASH FOR 20 SECONDS

#SOCIALAUDITS4SERVICES

afesis-corplan | plan act | IBP SOUTH AFRICA | SA sdI Alliance | Co-funded by the European Union

How Asivikelane works



3 HOUSING/FORMAL
SETTLEMENT RESIDENTS
MARCH 2020

How do we obtain the evidence

Community level

- Partner organisations identify residents willing to participate.
- They also train some residents to be Community Facilitators.
- Community Facilitators contact the residents to ask about their access to water, toilets and refuse removal, and if these services are being maintained.

Data collection processes

- Identification of theme (or monitoring questions)
- Circulate draft questions to partners
- Finalise draft questions
- Data collection: resident registration process as well as residents answering the questions. We use [KoboToolbox](#), a tool for data collection that allows you to collect data in the field using mobile devices such as phones, tablets and computers. We also developed an [Asivikelane data system](#) to support and store our data

Data collection support:

- Training partners and community facilitators on data collection
- Providing data collection support

Cleaning, verification, analysis & report writing

Asivikelane releases

Better waste management will make settlements safer

Refuse removal in informal settlements isn't collecting wheelie bins from just outside residents' homes. Often it is only the supply of a refuse bag and a skip or communal dumpsite some distance from residents' dwellings. A third of residents in metro informal settlements did not receive any waste collection service at all in the last 7 days. Residents are worried about the environmental and health impacts of this service delivery failure. They say uncollected waste attracts rodents and mosquitoes (74%), creates a bad smell (65%), makes the settlement dirty (62%), and poses a safety risk to children (49%).



Community clean-up, Mangaung Metro



Community clean-up, Buffalo City Metro



Community clean-up, Marianridge, eThekweni Metro

What can metros do to fix this? Collecting waste once a week would help, but collection more often would be far more effective at mitigating negative impacts. Communities should also be consulted when metros plan how waste should be collected in their settlements. Residents told us that there are other things metros can do to keep their communities clean and safe:



GOOD NEWS	HOTSPOTS
<ul style="list-style-type: none"> NELSON MANDELA BAY: Since the last round, the percentage of residents who received a waste collection service has increased from 24% to 84%. Residents said they were provided with refuse bags and trucks collected their waste. BUFFALO CITY: Since the last round, the percentage of residents who received a waste collection service has increased from 2% to 49%, with many residents saying that they are now receiving refuse bags. 	<ul style="list-style-type: none"> MANGAUNG: Zero waste was collected in the last 7 days. Residents say this is because the metro had not budgeted for waste removal trucks and diesel. TSHWANE: 87% of residents did not receive a waste collection service in the last 7 days. Residents said waste is being burned as a result, and they worry about the health impacts of this.

Was waste collected in the last 7 days?

Buffalo City	49%
Cape Town	62%
Ekurhuleni	74%
eThekweni	78%
Johannesburg	66%
Mangaung	0%
Nelson Mandela Bay	84%
Tshwane	13%



Detailed results and comments from residents themselves are available at: www.asivikelane.org




PARTICIPATING IN THIS ROUND:
 4770 RESIDENTS
 62% FEMALE RESIDENTS
 351 SETTLEMENTS

ASIVIKELANE
 LET'S PROTECT ONE ANOTHER

37
20/00/2023

Now in our third year, Asivikelane continues to monitor our impact on communities across South Africa. Working with 4,770 residents in 351 informal settlements across 8 metros and 2 secondary cities we calculate that we have impacted 4,119,000 residents since starting in 2020.

ASIVIKELANE SERVICE DELIVERY IMPACTS SINCE 2020

	2020		2021		2022		2023		TOTAL	
	Instances of impacts	Residents impacted	Instances of impacts	Residents impacted	Instances of impacts	Residents impacted	Instances of impacts	Residents impacted	Instances of impacts	Residents impacted
WATER 	49	73,500	132	198,000	363	544,500	166	249 000	710	1 065 000
SANITATION 	58	87,000	115	172,500	655	982,000	218	327 000	1 046	1 569 000
REFUSE REMOVAL 	33	49,500	75	112,500	671	1,006,500	211	316 500	990	1 485 000
TOTAL	140	210,000	322	483,000	1,689	2,533,500	595	892 500	2 746	4 119 000

ASIVIKELANE WORKS IN:

8

METROS AND TWO SECONDARY CITIES



ASIVIKELANE COVERS:

351

INFORMAL SETTLEMENTS

4,770


REGISTERED RESIDENTS ANSWER OUR MONTHLY SURVEY

64%


→ ARE FEMALE




ASIVIKELANE MEDIA ENGAGEMENTS




FACEBOOK
followers: 7,776




INSTAGRAM
followers: 322
posts: 525



TWITTER
followers: 2,211
posts: 1,907



WEBSITE
page views: 15,965
visitors: 8,202



YOUTUBE
movies: 40
subscribers: 61

Asivikelane is made up of a coalition of partners across South Africa: 1to1 Agency of Engagement, Abahlali base-Mjondolo, Botshabelo Unemployed Movement, Common Cause, Dennis Goldberg House of Hope, Development Action Group, Luthando OVC Care Centre, Planact, Positive Action Campaign, South African Slum Dwellers International Alliance, St James Apostolic Faith Mission and Tshwane Leadership Foundation.



Using data/evidence to identify systemic causes of service delivery failures

- ❑ Informal settlement residents are dependent on municipalities to provide them with basic services; however, most metros do not have specific service delivery policies for informal settlements
- ❑ There is a lack of budget transparency for informal settlement service delivery
- ❑ Basic services such as chemical toilets and water trucks are provided by external contractors. We have identified procurement challenges such as vague bid specification, lack of proper needs assessments and inadequate contract monitoring
- ❑ Residents have also identified lack of repairs and maintenance as an ongoing challenge. The systemic causes of this include, no money budgeted for repairs and maintenance (or we cannot see it in the budget) in informal settlements. Municipalities' fault reporting systems are often not user friendly for residents living in informal settlements e.g. the fault reporting system may require a resident to have an address or a municipal account number to successfully log a fault

Asivikelane repairs and maintenance of taps and toilets in informal settlements



Government engagements and Advocacy

- The role of International Budget Partnership South Africa (IBPSA) in Asivikelane
- Asivikelane releases (findings) on data collected.
- Findings are shared with respondents, communities and municipal officials via WhatsApp and email.
- Findings are used by community structures for engagements with government officials.
- Asivikelane releases are used as content for educational purposes in communities.
- Asivikelane releases are used as evidence when making submissions on draft IDPs and Budgets.
- Data collected is an advocacy tool for the provision of water, toilets and waste removal in informal settlements.

Follow us:

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www.asivikelane.org