

Waiting for upgrading projects that do not deliver



1. Most metro budgets for informal settlements are allocated to large long-term upgrading projects rather than to responsive provision of taps and toilets.
2. **But these projects are failing to deliver. Almost half of residents have been promised upgrades. A quarter were told this more than 5 years ago. But Asivikelane's traffic lights show that these projects have still not improved services.**
3. For example, in Ekurhuleni, half of residents were told over 5 years ago that their settlements would be upgraded. But the metro still does not score a single green light for informal settlement services.
4. In Tshwane, almost three-quarters of residents were told more than 5 years ago that their settlements would be upgraded. But the metro still scores red lights for sanitation and refuse removal and an orange light for access to water.
5. Contrary to popular belief, most of these informal settlements are not new. Except for residents from Mangaung and Nelson Mandela Bay (NMB), 60% or more have lived in their areas for 6 years or longer. This means that most have been receiving inadequate services for more than half a decade now.

IN YOUR INFORMAL SETTLEMENT OVER THE LAST 7 DAYS...

METRO



...WAS THERE ENOUGH WATER FOR ALL RESIDENTS?

- BUFFALO CITY
- CAPE TOWN
- EKURHULENI
- ETHEKWINI
- JOHANNESBURG
- MANGAUNG
- NELSON MANDELA BAY
- TSHWANE



...WERE THE TOILETS CLEANED/ DRAINED?

- BUFFALO CITY
- CAPE TOWN
- EKURHULENI
- ETHEKWINI
- JOHANNESBURG
- MANGAUNG
- NELSON MANDELA BAY
- TSHWANE



...WAS THE WASTE COLLECTED?

- BUFFALO CITY
- CAPE TOWN
- EKURHULENI
- ETHEKWINI
- JOHANNESBURG
- MANGAUNG
- NELSON MANDELA BAY
- TSHWANE

NON-METRO



...WAS THERE ENOUGH WATER FOR ALL RESIDENTS?

- EMALAHLENI
- EMFULENI
- KNYSNA
- MADIBENG
- MOSSEL BAY
- MSUNDUZI
- WITZENBERG



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...WAS THE WASTE COLLECTED?

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RED: 60% or fewer of respondents said yes

DARK ORANGE: Between 60% and 75% of respondents said yes

LIGHT ORANGE: Between 75% and 90% of respondents said yes

GREEN: 90% or more of respondents said yes

GOOD NEWS

- ✓ In **Cape Town**, residents in Ses'Khona Philippi received a few taps and temporary toilets as well as a refuse container.
- ✓ In **Cape Town**, residents in Azania, Khayelitsha received new water tanks and taps and toilets were cleaned three times per week.
- ✓ At G-section, Nompumelelo in **Buffalo City**, two toilets that serve over 300 hundred households and a taxi rank were fixed after two years of neglect.
- ✓ In Masson in **Msunduzi** a burst sewer affecting 150 households was repaired.
- ✓ The **Ekurhuleni** the traffic light for both toilet cleaning and refuse removal improved from dark orange to light orange.
- ✓ In **eThekwini** refuse was removed in Burnwood informal settlement.
- ✓ In **Tshwane** refuse was removed in informal settlements in region 6.

HOT SPOTS

- ✗ Residents in **Tshwane, eThekwini, NMB** and **Cape Town** who receive water from trucks and tanks, report that trucks do not come as often as needed and some areas do not have enough water tanks.
- ✗ Many residents in **Cape Town, NMB, eThekwini, Johannesburg, Buffalo City, Tshwane** and **Mangaung** report that they do not receive any refuse removal services. In **Ekurhuleni, Cape Town, Johannesburg** and **eThekwini**, some residents

report irregular service. Many residents in **Johannesburg** and **eThekwini** report that they have not received refuse bags, making it difficult to collect and deposit refuse.

- ✗ Some residents in **Cape Town, Buffalo City, Mangaung** and **NMB** still do not have access to toilets at all. In **Ekurhuleni, NMB, Johannesburg** and **Buffalo City**, residents report that there are not enough toilets. Broken and blocked toilets remain a problem, particularly in **Buffalo City** and **eThekwini**.

DATA NOTES: **973 residents from 232 settlements** responded over the last week. Detailed results and comments from residents are available on the Asivikelane website. Knysna and Mossel Bay's traffic lights for toilet cleaning/draining are greyed out because residents clean their own toilets with materials provided by the government. **FOR MORE INFORMATION PLEASE CONTACT: infos@internationalbudget.org TWITTER: [@ibp_sa](https://twitter.com/ibp_sa) FACEBOOK: [internationalbudgetpartnershipsouthafrica](https://www.facebook.com/internationalbudgetpartnershipsouthafrica) INSTAGRAM: [@Asivikelane](https://www.instagram.com/Asivikelane)**