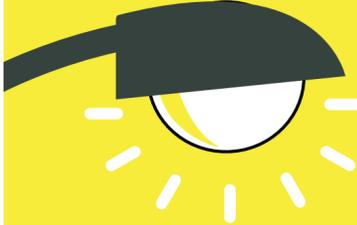


THE FIRST 100 DAYS – what new local governments should focus on after the elections

As the elections approach, the media has been flooded with reports of corruption and financial problems in municipalities. But not everything demands more money. Over the last 18 months, Asivikelane has been engaging with cities regarding several low-cost ways of improving services. In the first 100 days after 1 November, municipalities should:

- Improve safety of shared taps and toilets by putting up adequate public lighting.
- Monitor the work of private service providers to ensure that taps and toilets are repaired and maintained.
- Monitor the work of janitors and private service providers to ensure that toilets are cleaned and drained.

Such short-term solutions could ensure that the 10 million informal settlement residents no longer suffer the indignities of being assaulted, robbed, or infected by disease when they use a tap or toilet.



Safe sanitation and water

More than half of informal settlement residents say there is not enough lighting at shared taps and toilets. Another 29% say that there is not enough lighting *inside* these facilities. Most of these problems can be solved by the once-off expense of putting up adequate public lighting.

TOP 4 CONCERNS ABOUT USING SHARED SERVICES	% OF RESIDENTS
NO/NOT ENOUGH LIGHT IN SETTLEMENT	56%
I WORRY ABOUT BEING ATTACKED OR HURT	42%
WORRY ABOUT BEING INFECTED	33%
NO/NOT ENOUGH LIGHT INSIDE THE TOILET	29%

Note: residents could mention more than one problem, so the total does not add up to 100%

Repairs and maintenance of taps and toilets

45% of residents say that when a tap or toilet breaks, it is *never* fixed.

Another 30% say that it takes longer than a week for maintenance to happen.

In most municipalities, private service providers are already paid to fix broken taps and toilets, but their work is not checked. Monitoring their work could substantially increase the number of functional taps and toilets at almost no cost.



Cleaning and draining of toilets

Over the last month, 23% of residents said that their shared chemical or flush toilet has not been cleaned in the last 7 days. Another 31% said that their shared pit toilet has not been drained. As the table shows, the situation is far worse in some metros.

Janitorial staff, caretakers and private service providers are paid to deliver these services. Regular monitoring of their work could ensure safe and clean toilets in informal settlements.

	% OF RESIDENTS WHOSE TOILETS WERE NOT CLEANED	% OF RESIDENTS WHOSE TOILETS WERE NOT DRAINED
BUFFALO CITY	35%	N/A
CAPE TOWN	25%	14%
EKURHULENI	8%	6%
ETHEKWINI	29%	67%
JOHANNESBURG	8%	24%
MANGAUNG	N/A	93%
NMB	38%	38%
TSHWANE	10%	27%

Note: Buffalo City has no communal chemical or pit toilets and they don't need to drain. Mangaung has no communal flush or chemical toilets and therefore don't need to clean.

ACCESS TO BASIC SERVICES

Over the longer-term, municipalities also need to provide *more* services:

- Too many households share taps and toilets. 75% of residents share a tap amongst more than 25 households. 82% of residents share a toilet with 5 or more households.
- 17% of residents have no toilet access at all and are often reduced to open defecation.
- 5% of residents have no access to water, while another 16% rely on water tanks and trucks for their water
- 44% of residents have no refuse removal service in their settlement.

GOOD NEWS

Despite these challenges, many municipalities have made some improvements in informal settlement services:

- In Johannesburg, eighteen water tanks were cleaned and a new tank was delivered in Water Works. Six taps were fixed in settlements in Rabie Ridge and refuse was collected in Slovo Park and Jampas.
- In Ekurhuleni, six taps were repaired in Kuvuki and dumping sites were cleaned in Etwatwa Ext 18.
- In Tshwane, toilets were cleaned and repaired in Kameeldrift, Itereleng and Phomolong, while water supply has been more consistent than before in Phomolong. Refuse was removed during the Itereleng and Mooiplaas clean-up campaigns.
- In eThekweni, refuse removal improved in Smithfield, Gumtree and Mathambo.
- In Mangaung, two taps were installed in Phase 5, Monna ha latwe. A burst piped was fixed and water restored to Phase 10 and Phase 6.
- In Emalahleni, refuse removal improved in Spring Valley.
- In Ethebeni, Cape Town, nine container toilets are being installed.
- In Buffalo City, broken toilets in Muvhango are being fixed, while 10 toilets have been installed in Nkandla and repairs have been carried out in Mzamomhle and other settlements.

1 971 residents from 312 settlements participated in this round. Detailed results and comments from residents themselves are available at: asivikelane.org/releases. For more information contact: infos@internationalbudget.org

