

Government and Informal Settlement Residents start talking to each other



Toilet foundations paid for and fixed by the municipality in Smutsville.

ASIVIKELANE WESTERN CAPE: facilitating community-government partnership

Asivikelane gives informal settlement residents a platform to engage government directly about their access to water, sanitation and waste removal services. Each month residents answer questions about how they experience these services. The results are published and shared with government to enable a swift response.

Asivikelane Western Cape specifically focuses on deepening the engagement between informal settlement residents and government in the Stellenbosch and Knysna municipalities. Residents will meet with municipal officials on a regular basis to discuss the results and address service delivery issues. Several meetings have already taken place and both municipalities have pledged support for more inclusive approaches to service delivery. As this pilot progresses, we will grow the number of informal settlements and residents to strengthen this partnership. This publication shares the first round of results for Knysna.

Monitoring matters in Knysna informal settlements

In this first pilot round, Asivikelane Western Cape spoke to residents from sixteen informal settlements in Knysna municipality to better understand how they experience basic services.

Residents expressed concern about the lack of a monitoring and fault reporting system for broken/damaged taps and toilets. More than half of residents have never reported a broken or damaged tap or toilet because Knysna municipality has no system for them to do so. Without a fault reporting system, water and sanitation infrastructure remains in a state of disrepair for long periods of time. This means there are fewer functional services available, which has a direct impact on residents' health, well-being and safety. In terms of waste collection, 68% of residents report having access to a municipal waste collection service. But 55% were not provided with black bags in the last 4 weeks.

Knysna municipality must establish a fault-reporting and monitoring system in informal settlements to address the unreliable access to services. Residents can play a key role and we invite Knysna to discuss community-based monitoring approaches which are accessible and affordable to implement.

65 residents from 16 informal settlements of Smutsville, Karatara and Knysna Northern Area informal settlements were engaged in April 2022. 86% of participants are female. Detailed results and comments from residents themselves are available at www.asivikelane.org/western-cape-releases. For more information please contact: dag@dag.org.za Facebook: @developmentactiongroup Twitter: @DAG_activism Instagram: @developmentactiongroup website: www.dag.org.za Find Asivikelane across social media on: @Asivikelane

