Which metros are delivering better services to informal settlement residents? Results of the Asivikelane Service Delivery Index.

This month, the Asivikelane Service Delivery Index (SDI) shows that Ekurhuleni delivers better services to informal settlement residents than any other metro. The index, calculated from metro delivery of water, sanitation and refuse removal in informal settlements, is based on data gathered from residents in 343 informal settlements across the country.

At the top, Ekurhuleni’s SDI of 83% is the result of good performance in providing access to water, draining and cleaning of toilets, and refuse removal services. At the bottom, Mangaung’s 21% is driven by poor delivery of all informal settlement services, but particularly sanitation and refuse removal. eThekwini (36%) also performed poorly in all three areas: a small number of residents received chemical toilets, while others reported improved access to water due to water delivery by trucks. However, most eThekwini residents still do not have adequate access to water and sanitation after the April floods.

Across the metros, the average index is 51%. Ekurhuleni, Cape Town, Johannesburg and Tshwane did better than the average, while Mangaung, Nelson Mandela Bay, eThekwini and Buffalo City did worse. While Nelson Mandela Bay’s overall index remains low, most residents reported having access to enough water – despite the drought – after the Metro fixed taps and water leaks.

Though the index shows that some metros perform better than others, even an SDI score of 100% would not mean residents are living in a dignified or desirable situation. Access to water often only means receiving water from a truck a few times a week, and access to sanitation only the use of a communal chemical toilet that is cleaned once or twice per week.

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