Talking to residents will unlock service delivery solutions

**ASIVIKELANE WESTERN CAPE** participants recently made a budget submission to Knysna municipality for the 2023/24 year. While there have been some improvements in services since then, once-off engagement is not enough; the municipality needs continuous engagement and a resident-centric approach to address long-term service delivery challenges.

85% of residents say they would like to engage with the municipality monthly to address service delivery issues.

**IN THE LAST SEVEN DAYS IN KNYSNA:** % of residents who said yes

- **Was there enough water for everyone?**
  - 80%

- **Were the communal flush toilets cleaned?**
  - 85%

- **Was the waste collected?**
  - 83%

**KEY:** 40% or less 41 – 55% 56 – 70% 71% or more

Over 40% of residents have lived in their current informal settlement for seven years or more, enduring a perpetual lack of services. Challenges linked to poor service delivery intensify during the winter months. Walking to access communal taps and toilets can be hazardous due to poor road conditions and muddy, slippery pathways. Adverse weather conditions can hinder waste collection services, worsening health risks. These are not new issues, but they remain urgent, and residents want to be part of the solution.

**HOW RESIDENTS PREFER TO ENGAGE KNYSNA ABOUT SERVICES**

- COMMUNITY MEETINGS: 78%
- TALK TO WARD COUNCILLOR: 65%
- TALK TO RELEVANT MUNICIPAL STAFF: 43%
- STREET COMMITTEE MEETINGS: 33%
- SEND QUERIES VIA WHATSAPP: 23%

**PARTICIPATING IN THIS ROUND:**
- 60 INFORMAL SETTLEMENTS
- 446 RESPONDENTS
- 75% FEMALE RESIDENTS

**Smutsville community residents having a meeting with their ward councillor**