

**A COMMUNITY-BASED APPROACH FOR THE OPERATION
AND MAINTENANCE OF SHARED BASIC WATER AND
SANITATION SERVICES IN INFORMAL SETTLEMENTS
WITHIN THE MUNICIPAL JURISDICTION OF THE CITY OF
CAPE TOWN**

By

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DECLARATION

I, Lucinda Helene Illing, declare that the contents of this thesis represent my own unaided work, and that the thesis has not previously been submitted for academic examination towards any qualification. Furthermore, it represents my own opinions and not necessarily those of the Cape Peninsula University of Technology.

Signed

Date

ABSTRACT

Access to basic water and sanitation services in South Africa is considered a basic human right, and constitutionally, local government is responsible for the provision thereof. However, in the informal settlements in towns and cities, residents continue to be exposed to environmental health risks that result from poor and inadequate basic sanitation provision. Municipalities are under pressure to address the sanitation backlog according to the national target that is based on the Millennium Development Goals (MDG).

The provision of infrastructure alone does not account for the provision of an improved, safer and more hygienic environment for its users. A badly managed sanitation facility is an environmental health risk, and it encourages inappropriate and unsafe sanitation practice. Municipalities cannot claim to meet the sanitation backlog targets unless appropriate and effective management systems are in place to operate and maintain the basic sanitation facilities provided.

Through the Integrated Development Plan (IDP) process, local government is encouraged to develop partnerships to promote economic development and job creation, particularly in areas of extreme poverty and high unemployment through the delivery of services.

Public participation, social learning, empowerment and sustainability are the key components of the people-centred development approach that currently guides the delivery of municipal services South Africa (Davids, I. 2005). The White Paper on Local Government advocates municipalities to work with communities to find sustainable ways to meet their needs through an approach that is driven by formulating linkages between development, service delivery and local citizen participation (Mogale, T. 2005:219). It is also argued that the only way to effectively link poverty reduction strategies and improved service delivery is through the formation of partnerships that are based on meaningful participation (Mogale, T. 2003). Public participation also allows for an opportunity for increased community buy-in and support that is essential for the sustainable delivery of services to informal settlements so as to reduce incidents of misuse and vandalism. Communication and collaboration across municipal departments is also required, as sanitation service delivery in its broad definition, falls across the Water Services, Health and Solid Waste Departments. Hence the need for an integrated and inclusive approach to planning is required.

Using a participatory action research (PAR) process, this study proposes to investigate whether there are local community-based opportunities for the procurement of some of the

operation and maintenance tasks for the recently refurbished public ablution blocks in an informal settlement within the City of Cape Town. Public ablution blocks are one of the sanitation technology options available for the provision of shared basic sanitation services provided to informal settlements within the City of Cape Town. The research is divided into three stages. The first two stages serve as the building blocks for the third stage of the research. The objectives are to obtain an improved understanding of the “local knowledge” at community level, to obtain an understanding of the operation and maintenance activities in informal settlements currently being undertaken by City of Cape Town, and to initiate contacts and develop relationships with key stakeholders for their participation in the focus group discussions in the third stage. The third stage of the research proposes to adopt a participatory approach involving key stakeholders to identify the opportunities and make recommendations to the City of Cape Town to consider for the development of an operational plan for the operation and maintenance of the Khayelitsha Ablution Blocks.

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ACRONYMS AND ABBREVIATIONS

ANDM	Alfred Nzo District Municipality
CBD	Central Business District
CBO	Community Based Organizations
COCT	City of Cape Town
CRA	Community Risk Analysis
CW	Community Worker
CWSS	Community Water Supply and Sanitation
DPLG	Department of Local Government
DWAF	Department of Water Affairs
EBU	Electronic Bailiff Unit
EHD	Ethekwini Health Department
EPWP	Expanded Public Works Programme
ES	Equitable Share
EWS	Ethekwini Water Services
FBS	Free Basic Services
HH	Household
IDP	Integrated Development Plans
IS	Informal Settlement
ISD	Institutional and Social Development
KDF	Khayelitsha Development Forum
LED	Local Economic Development
MCBM	Municipal Corporation of Brihan Mumbai
MDG	Millennium Development Goals
M&E	Monitoring and Evaluation
MIG	Municipal Infrastructure Grant
MOU	Memorandum of Understanding

NCC	Nairobi City Council
O&M	Operation and Maintenance
PAR	Participatory Action Research
PRA	Participatory Rapid Appraisal
PSC	Project Steering Committee
RDP	Reconstruction and Development Programme
SMME	Small Medium and Micro Enterprise
SP	Service Provider
SSP	Slum Sanitation Programme
TRA	Temporary Relocation Area
UDS	Urine Diversion System
UNWDR	United Nations World Drinking Water Report
VIP	Ventilated Improved Pit
Watsan	Water and Sanitation
WS	Water and Sanitation services
WSA	Water Services Authority
WSDP	Water Services Development Plan
WSP	Water and Sanitation Programme