

APPENDIX 9: KHAYELITSHA ABLUTION BLOCK WORKSHOP OUTPUTS

1. Group and Plenary Discussion outputs from the O&M of the Khayelitsha Ablution Block Workshop held on the 15 August 2008, Khayelitsha

1. Introduction

Spot the Difference

- 2003: City ownership because appointed contract for looking after toilets – good management in place
- 2006: Contract expired. City did not renew contract. Not prioritized. People still used toilets. No one took responsibility. Lack of community awareness of roles and responsibilities. Incidents of vandalism occurred. Negligence

Suggestions for improvements

- Training – skills transfer
- Ownership by municipality
- Proper planning
- M&E
- Bellville taxi ablution blocks are much better managed.
- Need relationship between gov't departments – between health dept and service depts..
- Need proper management of facilities and good and effective M&E role

Opportunities

- Yes, but need training and support
- Also need support on how to engage and enter into contracts

2. Unbundling of O&M Tasks

Individual group responses for the unbundling of O&M Tasks for the Khayelitsha Ablution Blocks

Description	Who		Frequency					Comments
	Municipality	Local community-based	On going	Ad hoc	Daily	Weekly	Monthly	
Group 1								
<u>Operations</u>	✓		✓		✓			
Open and close facility (6 to 8)								
Cleaning toilet pans								
Cleaning wash basins								
Keeping floors dry and clean								
Handing out toilet paper								
Handing out soap (detergents)								
Electricity supply								
Disinfect floors, toilet pans, hand basins and walls								
Staff scheduling (times, dates etc)								
Security and report – V NB								
Keep attendance stats								
Take water readings								
Painting of walls inside								
Education of users								
Reporting of damages/ faulty equipment								
<u>Maintenance</u>								
Checking taps for leaks	✓		✓		✓			The city must take responsibility for any problem
Unblocking sewers								

Description	Who		Frequency					Comments
	Municipality	Local comm. based	Ongoing	Ad hoc	Daily	Weekly	Monthly	
Report leakages and mainline blockages to the council		✓	✓					

Description	Who		Frequency					Comments
	Municipality	Local comm. based	Ongoing	Ad hoc	Daily	Weekly	Monthly	
Group 4 <u>M&E</u> Evaluate by the city Monitoring by the community The respondent person must be elected by the community On going	✓	✓			✓			
<u>Operations</u> Cleaning Special treatment Open and close Supply toilet paper	✓	✓	✓					

Description	Who		Frequency					Comments
	Municipality	Local comm. based	Ongoing	Ad hoc	Daily	Weekly	Monthly	
Group 5 <u>Operations</u> Issuing of toilet paper Sweeping floors Washing floors Cleaning in and outside toilet seat and pan Clean washbasins Disinfect toilets Clean yard area Open and close the facility on a daily basis (incl. weekends and public holidays) Fire rescue	✓	✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓				✓	
<u>Maintenance</u> Checking cisterns working properly Broken toilet seats repaired Broken windows repaired Broken taps repaired Broken doors repaired Electricity Fire safety Drainage system	✓				✓		✓ ✓ ✓ ✓ ✓ ✓ ✓	
<u>M&E</u> Inspect facility Weekly check sheet and reporting To be undertaken by:							✓	

Description	Who		Frequency					Comments
	Municipality	Local comm. based	Ongoing	Ad hoc	Daily	Weekly	Monthly	
Caretaker Environmental Health Surrounding community Councilors Community structure			✓ ✓		✓	✓		

Plenary Discussion for the unbundling of O&M Tasks for the Khayelitsha Ablution Blocks

a. Operations

Caretaker needed to do following:

- Responsible for cleaning
 - Clean, sweep and wash floors with hosepipe. Scrub and disinfect with jeyes fluid
 - Clean inside and outside bowl and disinfect
 - Clean basins and disinfect
 - Clean showers and disinfect
 - Clean outside abluion block – up to 3m
- And access (opening and closing) 5h00 till 10h00 and 6h00 till 10h00. Need 2 people
- Stop people from washing dishes or emptying food into basins. Causes major problems ito blockages. Suggestion for need for outside troughs.
- Need for security raised. Security guard 9pm till 5am
Install outside lighting. Security outside facility as well ito access
- Education
Responsibility of city to create health and hygiene awareness programmes. Involve ward forums and sub-councils.
- Toilet paper
Caretaker to issue toilet paper. On going. Supplied by city. Provide in small weekly quantities that can be stored on site.
Investigate option of building secure store within facility.
Concern – draw attention, stuff could be stolen.
Vandalism, bad element
Suggestion of CCTV camera (join up with community policing programme)

b Maintenance

- Caretaker responsible for:
 - Minor repairs – replace tap washers, repair cistern leaks, replace bulbs, unblock pans, unblock basin traps
- Council supply materials:
Jeyes fluid, tools, brooms, mops, toilet brush, plumbing pliers, shifting spanner, drain rods, spade, fire extinguisher.
- Council also to provide basic spares - Highlighted need for stock control and reporting of spares used.
- Training required for fixing leaks
- Caretaker also responsible for reporting major blockages (outside lines) that could affect toilet block. Council to clean outside main lines

c. M&E

- Daily attendance record
- Activity sheet – daily
- Stock control
- Spares checklist
- Monitor water consumption
- Report any incidents

- Issue condoms

d. Other

Suggestion that Health Dept use facility to promote other health awareness activities. A place to hand out promotional materials, information , etc.

3. Selection and Recruitment of labour

- Unemployed youth (up to 35) and adults. Agreement that should be a mature person who understands and values the importance of proper sanitation practice. Its not just a job
- Must be willing
- Should be responsible
- Must be from area where ablution block is located. Close to home ito of opening and closing of facility.
- Basic literacy and numeracy skills required to compile reports and do stock control
- Duration of appointment
 - Permanent position through the municipality – job security. Contractors have poor track record. Also difficult to get stuff on lay-by if don't have a permanent job.
 - Need for proper grievance procedures to be in place- workers need to be able to voice them and have concerns responded to.
 - Strike.

2. Group and Plenary Discussion outputs from the O&M of the Khayelitsha Ablution Block Workshop held on the 22 July 2008, CWSS office in Bellville

Unbundling of O&M tasks

		On going	Ad hoc	Daily	Weekly	Monthly	Comments
B	Liaison with community	y					
	Identification of need for sanitation						Community issues through reporting breakages and visa verse; Info sharing; Feedback on system; Community person ideal – as understands community needs.
B	Cleaning outside facility for sanitation (picking up rubbish & cutting grass)			y		y	Toilet; Pleasant. smell freshness;
c	Checking tidiness of toilets			y			Checking tidiness; Need to be decided. Need criteria; Its not just a task but a job description (list of what to inspect)
c	Drop off materials (disinfectants, toilet paper and soap)						Monthly supply dropped off at central – e.g. clinic Use health inspectors do Weekly drop off
m	Unblocking pen channels, toilets, drains and gullies		y				
B	Cleaning toilet bowls, hand wash basin and urinal			y			Clean floor, scrubbed not just hosed; Seat; Bowl; Flushed Walls clean – checked everyday; Basin; Clean; Use cleaning material
c	Security	y					Inter dept engagements – community safety – neighborhood watch Access – 6pm winter, 7pm summer. 7am winter, 6am summer. Need security to stop dumping. There are day and night roles. Vandalism only a problem at night.
B	Cleaning inside facility			y			
c	Collection of complaints / requisitions	y					
c	Reporting blockages / full toilets	y					
c	Inspection of broken, blocked toilets or burst pipes		y				
c	Education (Use of facilities)	y					Educators come from municipality – to educate users. Users do not know/care for facilities Community health workers can do education or EHP s as they do health and hygiene education. Free radio talks – health Caretaker too busing to do it –
B	Handing out toilet paper / wipes/ dispensary			y			Municipality provides workers with toilet paper. Worker hand out
c							

c	Monitoring the emptying of night soil emptying		y								
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Materials and Equipment required

- Brooms
- Hosepipe
- Rakes
- Blockages
- Brushes lappies
- Disinfectants – Jeyes fluid and Handy Andy
- Toilet paper
- Bucket
- Mop
- Liquid soap
- Paper towels
- Gloves, masks
- Gumboots
- Overalls
- Disinfectant hand cleaner
- Can store in unused shower

Selection criteria for labour

- Target
- Middle age 35 – 45; mature , more serious
- Not youth – too unreliable, not responsible, don't understand sanitation. Have not run a house – how can expect to run a community facility
- Must demonstrate commitment – volunteer first.
- Prefer term “caretaker” to cleaner

Requirements

- No qualifications
- Basic literacy and numeracy to be able to do stock taking and reports