A strategy for public participation in developing water services

Presentation to OR Tambo District Municipality,

11 January 2007

WRC K5/1522/3

Developing an appropriate tool: Voice, measure and intervention in ensuring the sustainability of municipal water services to the poor.

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Overview

In this project primary attention has been given to community voice as the starting point to a developing cycle of sustainability.

This approach leads on to communities themselves appraising their conditions, using tools, participating in planning and arriving at a final scorecard.

The method has been designed to be innovative, voluntary and open-ended and has led on to training within a rights-based approach.

This helps build developmental regulation in water services.
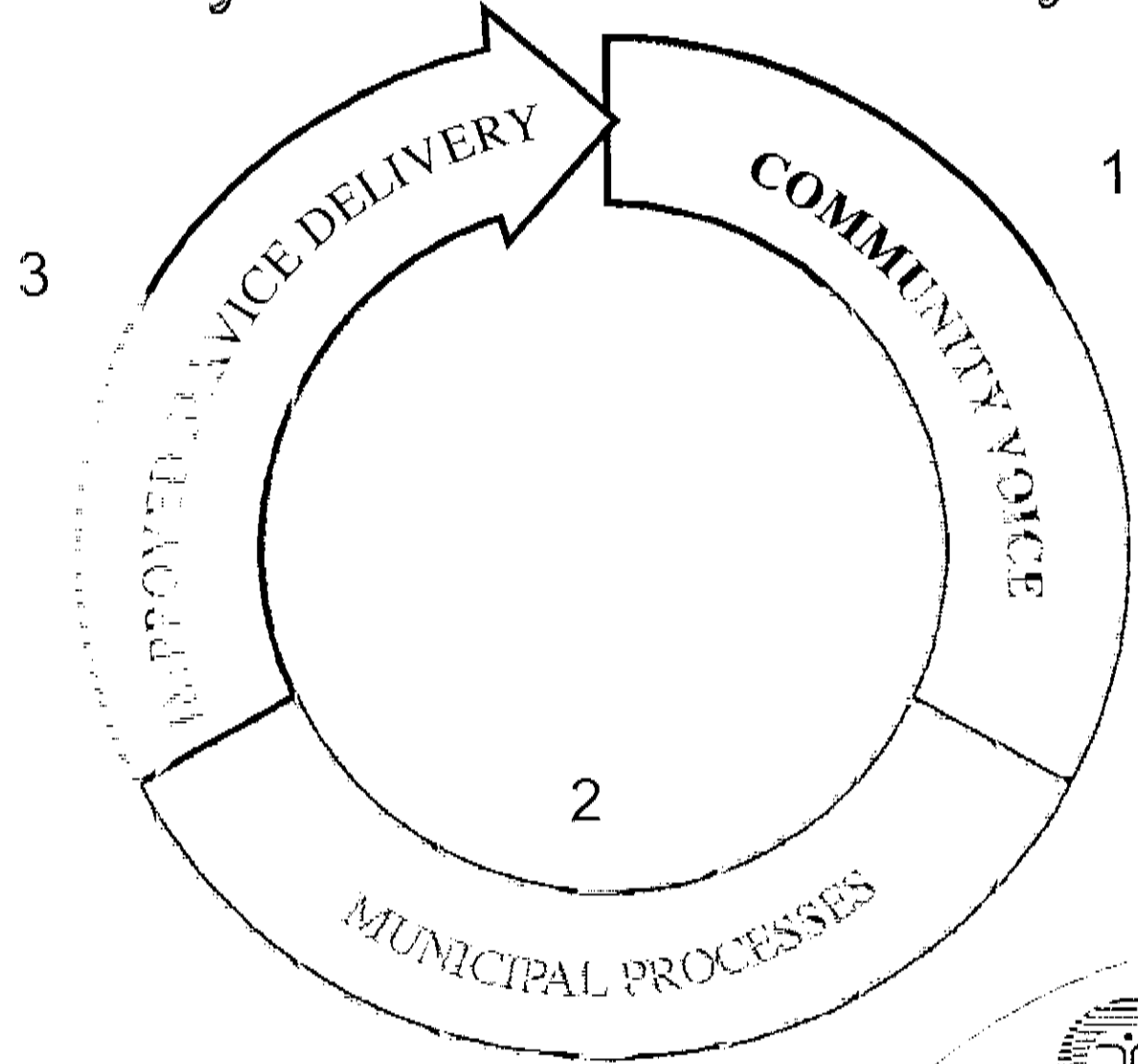
Objective of workshop

Report on experience and achievement and 'close-out' on the project.

A pilot has been completed; materials written and accredited – how can this be passed on to local government, civil society, and national departments?

Engage in discussion about how municipalities can report back to communities around their expectations.

Propose strategy on the basis of the pilot, but what prospects for improved participation and effective planning?

Cycle of Sustainability

COMMUNITY VOICE

MUNICIPAL PROCESSES

IMPROVED SERVICE DELIVERY

1

2

3

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# Education and training

- Education in a rights based approach and training of trainers to conduct community appraisal is central;
- Direct engagement by research team declines while community trainers and facilitators take responsibility;
- Appropriate materials at the community and training level are developed by the research team
- A critical question here is accreditation.

Development Practitioner SAQA #23093

Five modules produced
for training of trainers to
a professional level,
Visit from ETDP to assess and
accredit;
Concentration on trainers
achieving skills in teaching.

1

Training of trainers

2

3

Rights in water and sanitation

4

Community appraisal

5

Uplifting the community
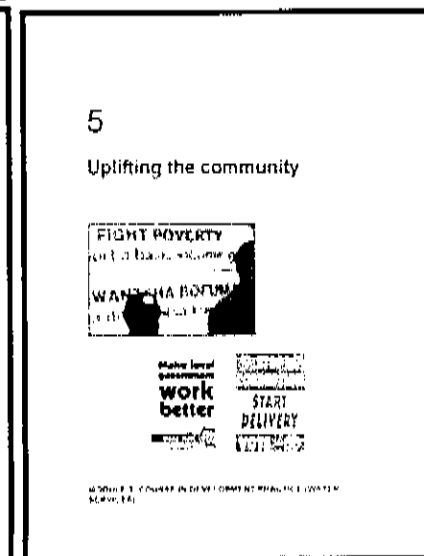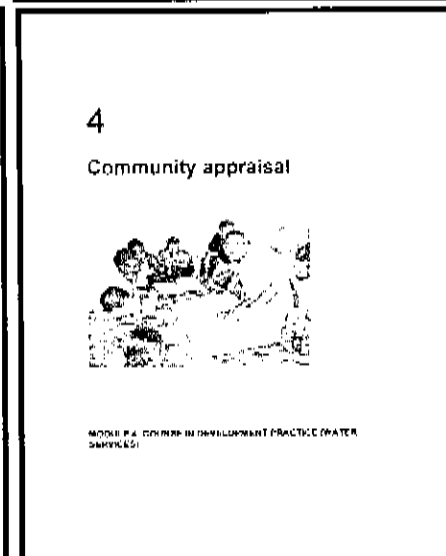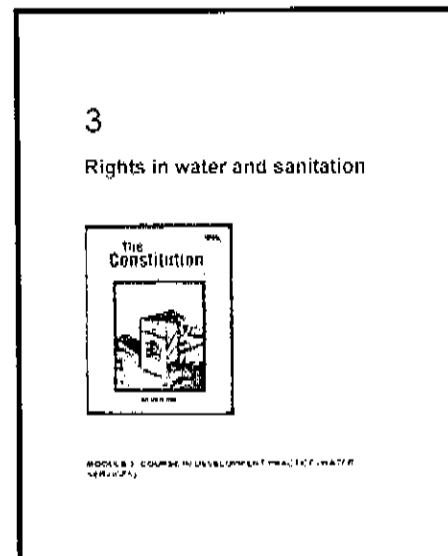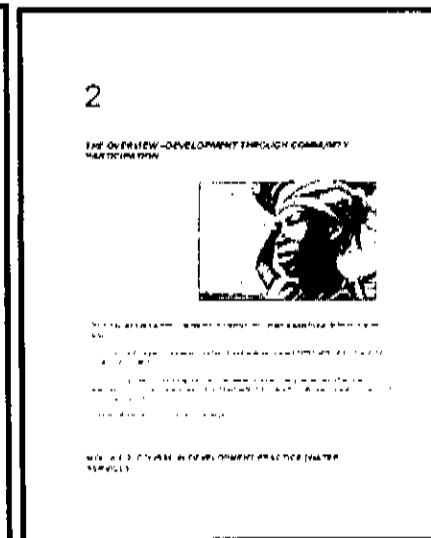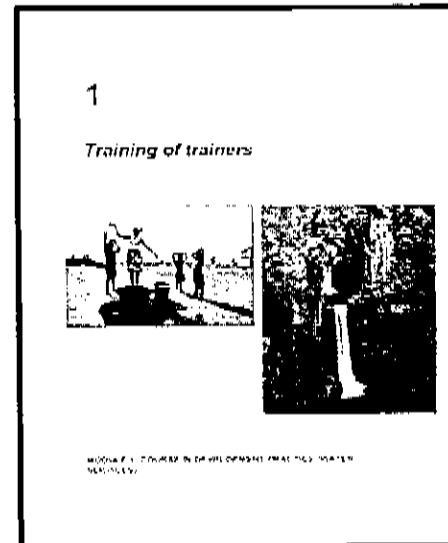
Research team and trainers, Mbizana

Back row:

Esther Jantjies
Gloria Mhlelembana
*Fredman Memela*
Sindisiwe Phoswa
Senzo Myeni

Front row:

Mrs Mazaka
Robson Ngaleka
Nonkuthalo Zukulu
Zibongele Manyaka

Materials production

- Materials (five modules) for qualification, General Education and Training Certificate: Development Practice, SAQA #23093
- Basis for training the trainers *and* to provide teaching and learning skills.
- Materials (three modules) for use by trainers in training Village Facilitators to provide facilitation skill.
- Materials must be simple and translated;
- Training must lead on to learning/teaching techniques;
- Tools need to become embedded in local government practices.
- Posters: Your rights in water and sanitation
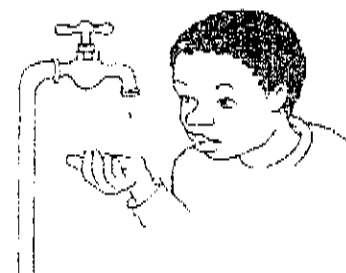- Realisation of rights
- IDP and WSDP opportunities for participation

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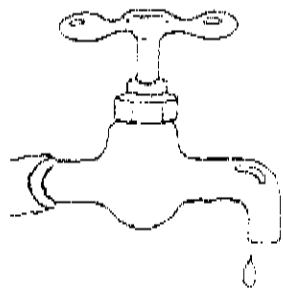
Your rights in water and sanitation

- Basic water supply must be available to all, sufficient, safe, accessible and affordable.
- Water must be tested to be safe and provide at least 25 litres per person per day (one container each).
- Piped water must be within 200 metres and flow at the rate of 10 litres per minute.
- Free basic water should provide each household with 6 kilolitres of water per month, which is 200 litres a day.
- Municipalities and Water Service Providers must provide good service and repair leaks within 48 hours.
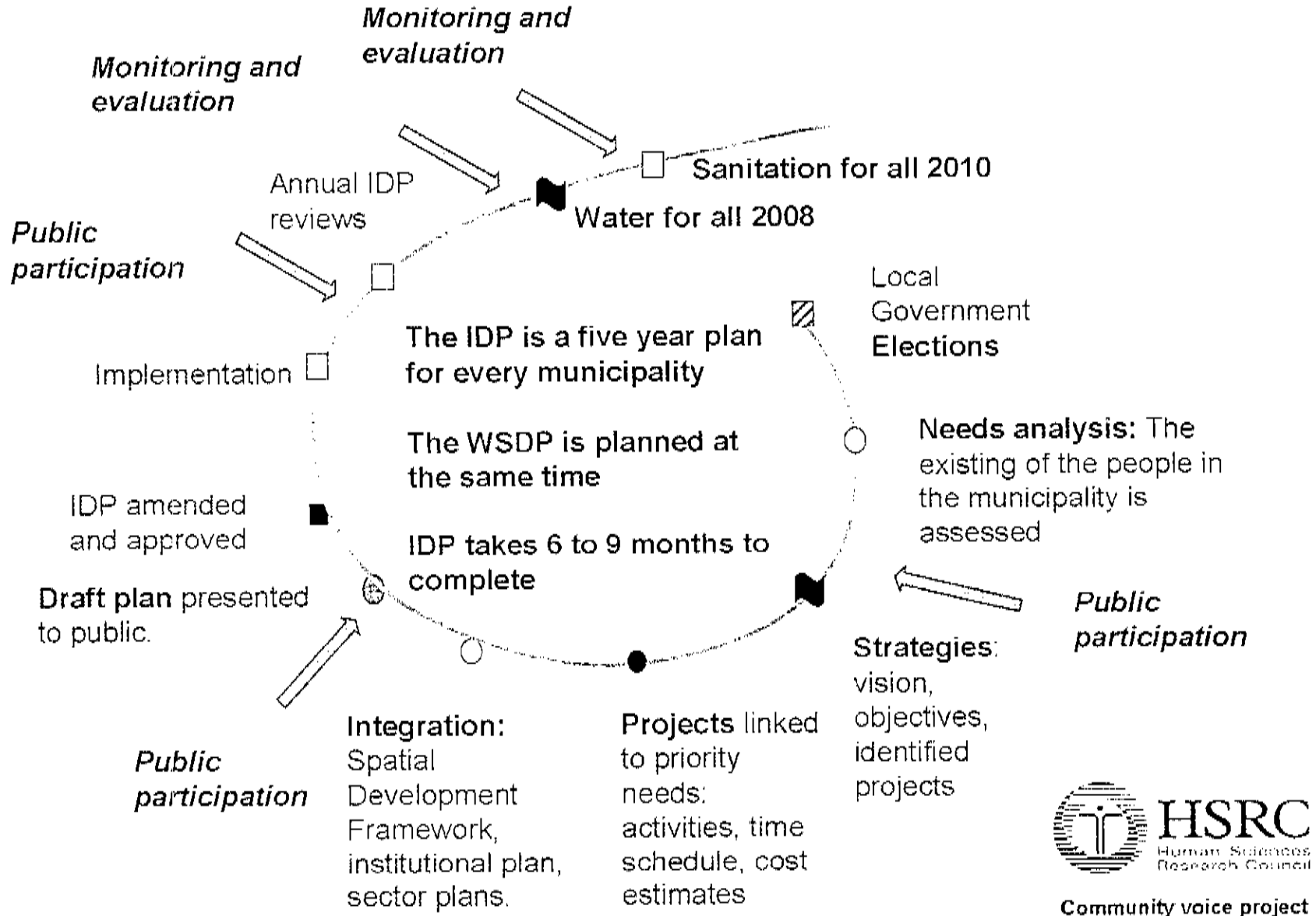
- Sanitation is fundamental human right; the toilet must be protected and ventilated, easy to keep clean, and designed to control flies and pests.
- Toilets and safe water are to be provided in schools and clinics.
- There must be health and hygiene education.
- Regulation of water services empowers citizens to achieve rights in practice.
- Citizens have a right to make an input in planning; without their participation there is no check on implementation and delivery.
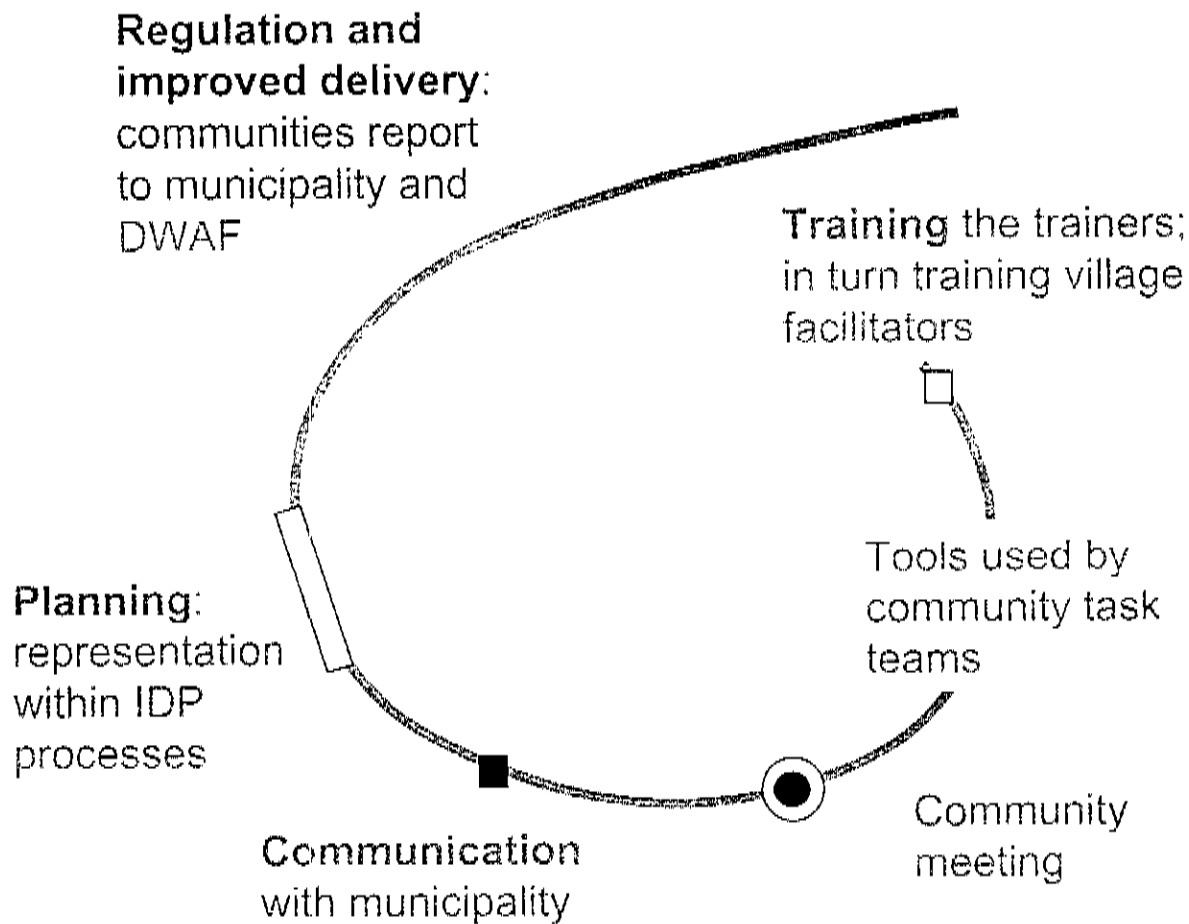
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Community voice project

Integrated Development and Water Services Planning

Monitoring and evaluation

Monitoring and evaluation

Annual IDP reviews

Public participation

Implementation

IDP amended and approved

Draft plan presented to public.

Public participation

Sanitation for all 2010

Water for all 2008

Local Government Elections

The IDP is a five year plan for every municipality

The WSDP is planned at the same time

IDP takes 6 to 9 months to complete

Needs analysis: The existing of the people in the municipality is assessed

Public participation

Strategies: vision, objectives, identified projects

Integration: Spatial Development Framework, institutional plan, sector plans.

Projects linked to priority needs: activities, time schedule, cost estimates

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Community voice project

Growing community voice

Regulation and improved delivery: communities report to municipality and DWAF

Training the trainers; in turn training village facilitators

Planning: representation within IDP processes

Tools used by community task teams

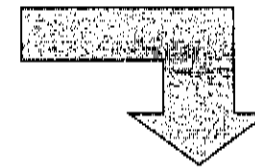**Communication** with municipality

Community meeting

Four sets of tools

1. Mapping:

   community, water and sanitation, infrastructure and most deprived areas

2. Surveys:

   community access to water services, diarrhoea among under fives, children's water route maps

3. Action plan and representation:

   Timelines, trends, stakeholder analysis, Venn Diagrams, nominal group ranking (general and water and sanitation), key elements of action plan

4. Scorecard:

   Sums up conclusions from exercises

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Ward 20: Mbongwa Ngaleka

Lindokuhle: water map, trend line and action plan

Example: research for advocacy

Under 5 diarrhea survey: questionnaire and analysis sheet

Use of Under 5 Health Survey Tool

1. Measures impact of water and sanitation provision or lack of provision;
2. Able to be used directly by trainers and facilitators;
3. A tool for gathering data and analysing at a *local level* over a 7 day period;
4. Provides current information about health conditions;
5. Reliable in identifying areas of greatest need;
6. Could be used by Community Health Workers;
7. Helps to plan health interventions before a crisis develops.

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Under 5s: Presence of worms

Ward	Village	Percent	
2	Nokhatshile	100%	Most
20	Madadana	100%	
20	Nongeke	100%	
20	Mangqofoza	50%	Least
20	Zwelethu	50%	
2	Ngele	43%	

Under 5s: Presence of bilharzia

Ward	Village	Percent	
19	Mqeni	76%	Most
20	Elthridge	64%	
19	Ntlozelo	64%	
2	Mhlambondaba	0%	Least
2	Mkhambathi	0%	
2	Qobo	0%	

Under 5s: Worms and bilharzia

Ward	Village	Worms	Bilharzia
2	Mafadobo	82%	100%
19	Mqeni	71%	76%
20	Elthridge	57%	64%
19	Ntlozelo	88%	64%
19	Thokozani	86%	59%
19	Monti	68%	48%
19	Nonja	73%	47%
19	Kopana	77%	46%
20	Stanford	79%	29%

Achievements of project

- The written materials and training have lead to the instruction of 6 trainers in community appraisal, their training of 23 village facilitators;

- Community workshops in 26 villages in three wards in Mbizana local municipality which have involved at least 500 citizens;

- Various tools work, can be used at local level, and give useful information;

- Community pilot studies have led to improved participation and planning;

- Better accountability and lays basis for regulation of water services;

- Materials and methods have led to the accreditation of the HSRC as training provider.

Discussion on research

- There is a considerable debate about research which is:
- Identified as useful in communicating needs and
- Helps in getting the municipality to respond; but also
- Not particularly powerful in getting results.
- A Ward 2 citizen expresses himself as follows: "Please we need water now, no more papers and research!"

Discussion on expectations

- Expectation that community appraisal and increased participation e.g. ward forums (similar to Community Development Plans) will lead to improvements; *but*

- Difficulties in getting municipal feedback: "We have reported this before, I don't think things will change".

- Councillors do not feel empowered to take priorities of community ahead;

- Unsure where community information should be directed;

- Continuous interest from other local municipalities.

Discussion on planning

- The planning processes do not appear to be 'talking' to each other;

- Ward forums, community planning, IDPs, WSDPs, but unclear how finally decisions are made;

- Roles of different role players e.g. CDW not understood by communities

- Part of issue is the coordination between DM and LM;

- IDPs don't appear to reflect needs and priorities in water and sanitation;

- Unclear how WSDP reflects these priorities;

- Councillors are unsure what they can report-back to communities;

- Communities feel that their priorities are not being met.

Conclusions

- The pilot has methods and materials which can be scaled up;

- WSDP and service improvement plans not known; need for participation in planning and knowledge of outcomes;

- New forms of communication and feedback appear necessary;

- The strategy for community appraisal can lead on from issues relating to delivery to those of regulation.

Seeking solutions: from appraisal to action

1. Tools bring fresh evidence to bear on policy decisions

2. Participation in planning, knowledge of outcomes:
   WSDP and service improvement plans not known.

3. Action plan – by WSA and municipalities:
   Local water summit to hear plans and prepare
   contributions.