

**GREEN POINT SOCIAL AUDIT, KHAYELITSHA
(4 AUGUST – 14 AUGUST 2015)**

Social Audit Coverage:

- **Total number of questionnaires - 515**
- **Number of residents interviewed - 296:** 270 using Mshengu/flush, 11 using the bush, 15 Pit latrines
- **Total number of toilets inspected - 211:** 92 Flush, 119 Mshengu
- **Total number of janitors interviewed - 8:** 2 Mshengu, 6 Flush
- **Total number of social auditors - 44**

Records Inspected:

- **Tender No: 98S/2013/14 - RENTAL, DELIVERING, PLACEMENT AND SERVICING OF PORTABLE NON-FLUSHING CHEMICAL TOILET UNITS FOR INFORMAL SETTLEMENTS AND PUBLIC TRANSPORT INTERCHANGE SITES WITHIN THE CITY OF CAPE TOWN (Mshengu)**

Main findings:

Health & Safety of workers:

- Some workers are not inoculated prior to starting work which puts them at a risk of getting diseases
- Workers are given equipment and told to clean without proper training on health and risk procedures
- Workers are not provided with first aid kits

Health & Safety of residents:

- Chemicals on Mshengu toilets cause infections
- Workers are accused by the residents of not cleaning the toilets regularly which exposes residents to health risks
- Some residents are forced to use bushes because toilets are not clean or locked, this increases their chances of being victims of crime
- Some toilets are very far from many people; there is fear of using toilets at night due to people being robbed.
- Some residents, indeed, do get mugged due to walking long distances to relieve themselves
- Residents are not happy about people using toilets that are standing on their own to smoke drugs. Residents are forced to use the bush because they do not feel safe going to the toilet and this puts them at risk of getting robbed or raped
- There is no lighting near toilets and this leaves residents vulnerable to attacks
- Mshengu toilets are not secured and sometimes fall while people are inside
- Women and children are the most at risk due to these issues

Housing issues:

- There is confusion when it comes to the allocation of phase 3 housing, information comes from many different people and there is no proper coordination
- Residents say that politics are being used when it comes to developmental issues and this causes problems within the community
- Residents believe that some of the beneficiaries of phase 3 come from elsewhere and benefit before those who've been here for long
- Some residents don't have any information about the status of phase 3 and do not know who to consult
- Residents who were left behind from those who are in phase 2 say that new people are using numbers of those who already have houses

- The elderly who qualified for phase 2 say that they were taken advantage of and no one communicated with them effectively
- Residents allege that some RDP houses are rented out to foreign nationals and the beneficiaries go back to informal settlement and that some community leaders facilitate this
- Residents are requesting answers from the parties responsible for on housing
- New residents say they are not allowed to have a say on community issues

Engagement between Green Point residents, City of Cape officials and Mshengu:

- There is lack of communication between Mshengu workers and residents.
- There is no clear communication about the issue of housing to residents.
- Some residents say that they were not consulted when Mshengu toilets were put in their yards.

Physically impaired (disabled) individuals' needs not catered for:

- Disabled people are not accommodated for with sanitation facilities. Most use diapers because they cannot access facilities

Cleanliness and Access to Full Flush toilets:

- Toilets are too far with a large number of residents having to walk for more than 10 minutes to get to a toilet
- Some residents lock the toilets. A number of residents have resorted to using bushes or making their own pit toilets
- Residents say that janitors only clean outside the flush toilets. Some residents therefore clean themselves and lock the toilets. Some community members thus cannot access the toilets

Further observations and comments on Mshengu toilets

- Some residents were not consulted when Mshengu toilets were installed (Mshengu).
- None of the Mshengu toilets inspected had cement foundations
- Some of the Mshengu toilets are not being used for sanitation purposes but rubbish gets dumped in them
- Mshengu toilets that are in yards were very clean as compared to those outside, there is ownership of these that are in yards
- Mshengu workers are not cleaning 'Sanitech' toilets provided to some residents.
- One Mshengu toilet hasn't been cleaned for over a year

Violation of contractual agreement by Mshengu:

- Workers did not have photo ID cards.
 - Clause 5.6 of the tender document, under Identification and Uniforms states: “Service Provider shall provide all their staff with identification cards, with their names, photo, and Identification number and require them to carry the said identification at all times for monitoring purposes.”
- Some workers were only inoculated three weeks after they had started work and one was not inoculated.
- Workers interviewed said that they had no first aid kit.
- Similarly not all the protective equipment was given to workers.
 - Clause 11 of the tender document, under protective equipment and health care states: “The approved Service Provider will be required to adhere to the Occupational Health and Safety Act (Act No 85 of 1993) and provide the following PPE:
 - Gumboots
 - Rain suit with hood and reflective strips
 - Reflective vests
 - PVC glove – Elbow length
 - Respirator masks
 - 2 sets of overalls – start clean everyday
 - Anti bacterial skin cleaner
 - Safety/first aid kit
 - Access to shower facilities for contractor staff (for after work)
 - Inoculation injection for staff as recommended by competent Health practitioner
 - All the workers that are part of the programme must be in good health at all times during their employment and duration of contract”
- Workers say that they have no storage for equipment.
 - Clause 11 of the tender document, under equipment for cleaning states: “Service Provider should take care of on-site storage of chemicals under control of the community workers and will be liable for any damages and or fires caused by the chemicals”
- Workers say that they skip locked toilets
 - Clause 5.6 of the tender document, under servicing specifications states: “The current service rate is a minimum of three (3) times per week, unless a higher

frequency is otherwise state. Units must be serviced, cleaned, sanitized and left in a hygienic condition for the targeted informal settlement users.”

- One worker has had one uniform for 3 years.
 - Clause 5.6 of the tender document, under Identification and Uniforms states: “Service Provider shall provide a readily recognizable uniform with the Service Providers name and telephone number clearly displayed to all its workers, to be worn at all times when performing works for this contract, so that they can be readily observed and their performance can be readily monitored. Uniform shall be replenished as they become worn or damaged, and on at least a semi-annual basis.”
- Workers say that it takes up to one week to fix the toilets.
 - Clause 5.7 of the tender document, under Instructions and Communications states: “The Service provider shall respond to all complaints regarding works provided under this tender in a courteous and prompt manner within 24 hours”
- Workers say that they didn’t receive any training. They were given cleaning material and told to start working.
 - Clause 5.6 of the tender document, under Training of Targeted Labour states: “The Service Provider shall provide all necessary on-the-job training to targeted labour to enable such labour to master basic work techniques required to undertake the work in accordance with the requirements of the contract in a manner that does not compromise worker health and safety.”