



# GLENMORE NGQUSHWA MUNICIPALITY

## Social Audit Report

March 2018



## Contents

PROJECT BACKGROUND: Where it all started.....	4
Glenmore Community .....	4
What is Social Audit.....	6
Phase 1: Preparing and planning a Social Audit.....	7
Identifying, obtaining and working with relevant government Documents.....	7
Submitting a PAIA request .....	8
Understanding the Documents .....	9
Planning and conducting a Social Audit.....	10
Survey Results .....	11
Discussion .....	20
Conclusion/ Recommendations .....	21

***“Sport has the power to change the world.  
It has the power to inspire.  
It has the power to unite people in a way that  
little else can.  
Sport can awaken hope where there was  
previously only despair.”***

(Nelson Mandela, Laureus Sports Awards Ceremony 2000)

This report is a presentation of findings from a Social Audit conducted by the rural community of Glenmore in partnership with Afesis-corporation and support from the Social Audit Network. The Community is found within Ngqushwa Local Municipality (NLM) in the Eastern Cape Province. The Social Audit was conducted in November 2017, conducted by volunteer community members., following the community's dissatisfaction with a refurbishment project around their sports field that had started in February 2016 and is still to be finished.

*“South Africa as a developing country with rapidly growing socio-economic demands and as a respectable player in global affairs including sport and recreation is facing numerous challenges, which include amongst other things the creation of sustainable sport and recreation infrastructure.*

*Remarkable disparities between the previously advantaged areas and disadvantaged areas of our population in the provision of sport and recreation facilities exist. Although the extent of the disparity is not well documented, information from the municipalities has revealed that a significant number of communities do not have any access to even a basic sport and recreation facility. In some areas where facilities exist, they are not properly located for easy access, not properly constructed, not well operated and maintained and some not effectively utilized”*

(Minister F. Mbalula: Sports and Recreation SA, 2010)

Funds for the refurbishment was allocated from the Municipal infrastructure grant in the 2015/2016 financial year; a sum totalling to R2 915 680.80 of which 80% has been paid out to the contractor who has been certified as having completed 90% of the work which needed to be done.

One of the objectives of the Department of Sports Arts and Culture is to encourage active participation, athlete development, thereby promoting healthy lifestyles. The results presented prove that the community of Glenmore have invariably been disenfranchised by the "Rehabilitation" process of the Glenmore Sports field. They no longer participate in sporting activities in and around their community, as a result of the poor state of the sports facilities, and neither do they enjoy entertainment that sports brought to their remote village.

The Social Audit Results are a presentation of community perceptions around the development of the Sports complex, presentation from those that worked on the project and those that were appointed as Small Medium and Micro enterprise subcontractors.

A technical assessment of the Sports complex was also done as part of the Social Audit, results of which are also presented in this report.

## **PROJECT BACKGROUND: Where it all started**

Over the last year and a half, Afesis-corplan has been supporting the community of Glenmore based in Ngqushwa Local Municipality within the Amathole District in the Eastern Cape Province. Afesis-corplan is part of a consortium of NGO's that have been partnering with communities around South Africa.

The Accounting for Basic Services (ABS) Project is jointly implemented by the Heinrich Boll Foundation (HBF), Afesis-Corplan, the Built Environment Support Group (BESG), Isandla Institute and PlanAct. This project was designed for and approved by the European Commission Delegation to South Africa within the rubric of its Socio-Economic Justice for All – Civil Society Organisation (CSO) Support programme, and has been in implementation since June 2016 to June 2018.

The project's central approach hinges on empowering marginalised communities to begin re-shaping their relationships with public representatives. As such, its outcomes and activities focus on the support and capacity building required by citizens marginalised by geography, poverty, race and gender, to hold local government to account. The project as a whole posits that when citizens are able to hold local government to account, the willingness and ability of the state at national and provincial level to support and sanction underperforming municipalities will also be strengthened.

### **Glenmore Community**

Glenmore community was established as a result of forced removals of groups of people from farms in the western parts of the Eastern Cape Province in the 1970s. Today it has just over 2000 people living in the area from approximately 570 households. Glenmore is in the western edge of the Ngqushwa Local Municipality along the old road that cuts through Ngqushwa through to Grahamstown before the National Road (N2) was built. It is in a

corner in the municipality that is not as easily accessible, is away from national routes and is hidden away. There are many admirable characteristics of this area, from the landscape, to a less explored quarry, the Great Fish River that borders the community. Most striking about the Glenmore community is its ability to mobilise and organise and its resilience. More so because the rural community and scholars attribute this level of connectedness and organisation to ease of access to information, high levels of literacy and mobility which is predominantly found in urban areas. Glenmore beats the odds in that it does not have any of these features and yet its ability to mobilise and organise is impressive. The area has no history of Traditional leadership because of the different areas that most people came from. Glenmore used to be a privately owned farm and not communal land, which therefore eliminates any grounds for traditional leadership in the area.

Headsmen (Isibonda) was elected and a community advice office was setup to bring leadership and advice services to the community respectively. The Advice office played quite an intricate role in the development of the community. It is where most information from the outside was received and disseminated to the rest of the community. The centre had the latest technology of the time, when it had been active, and was the hub of the community. In the dawn of South Africa's new political dispensation, the office ceased to be the centre of activities. The community, like many other communities in South Africa, moved from being facilitators of their own development to receivers of development. Most meetings were held at the Advice centre as the community hall is a recent addition to the many structures found in the community.

The community of Glenmore settled in the area in the year 1979 and were given self authority in 1985, where they were free to appoint a headman that would oversee the autonomous development of the community "free" from any interference from the rest of South Africa. The community fought against homeland authority (then Ciskei) and maintained their autonomy through funding from the previous government. Upon their arrival in the area, the people of Glenmore received food parcels from their oppressors and when that was reviewed and seen to be lacking sustainability, food plots were issues to individual homesteads and an irrigation system was put in place in 1980.

In 1986 the people were moved from plank houses to the current area. They were moved into L-shaped houses of substandard quality and from there the community has mushroomed to include mud houses and informal (shack) houses that are not provided with the basic amenities like water and .... needed for a basic living conditions to be met.

## What is Social Audit

According to a definition given by the Social Audit Network, a Social Audit is a community-led process that facilitates public participation in the monitoring of government service delivery and expenditure. During the Social Audit process, communities study government documents and compare them to their experiences as recipients of public services. Evidence and experiences are collected, presented and then discussed with government officials at a public hearing (SAN, 2015).

Social audits aim to empower communities to gather evidence and verify the delivery of basic services and present their findings at a public hearing and have the potential to validate and legitimise community experience, making it legible to government officials, ensuring participation, accountability and the realization of human rights (Rossouw, 2015).

Empowerment begins with the community taking the initiative to engage government. Community empowerment then refers to the process of enabling communities to increase control over their lives. And communities are defined as groups of people that may or may not be spatially connected, but who share common interests, concerns or identities (WHO, 2018).

'Empowerment' refers to the process by which people gain control over the factors and decisions that shape their lives. It is the process by which they increase their assets and attributes and build capacities to gain access, partners, networks and/or a voice, in order to gain control (WHO, 2018).

A Social Audit is a tool within a cluster of tools used for Social Accountability. Social Accountability in itself is an approach towards building accountability that relies on civic engagement, where citizens participate directly or indirectly in demanding accountability from service providers and public officials (Agarwal et al. 2009). Social Accountability recognises that 'information is power', and that transparency will necessarily leverage accountability (Fox, 2015)

Community empowerment, therefore, is more than the involvement, participation or engagement of communities. It implies community ownership and action that explicitly aims at social and political change. Community empowerment is a process of re-negotiating power in order to gain more control. It recognizes that if some people are going to be empowered, then others will be sharing their existing power and giving some of it up (Baum, 2008 cited by WHO, 2018).

## Phase 1: Preparing and planning a Social Audit

The community of Glenmore and surrounding villages' were excited to be recipients of the only sports and recreation facility in their ward. However, the facility that was built was not of the standard the community expected. Despite the resources allocated and spent by the municipality, the facility cannot be safely used for its intended purpose, as elaborated on further in this report.

Afesis-corplan was introduced to the community by the former Mayor of Ngqushwa Municipality in July of 2016. The ABS project was presented in its entirety to the Mayor and he recommended the community of Glenmore as the best area to pilot the project, sighting that the community was far from town and often overlooked for Municipal programmes. According to the Mayor, the community needed assistance in accessing housing and he felt that the project could assist the community in their plight for housing.

Contrary to what Afesis thought that they would find in the community, the community found that the defunct sports field as a pressing issue that needed to be addressed. A key service delivery issue that community leaders identified was the poor management, construction and oversight on the part of the Municipality of the community sports and recreation facility.

As such, the leaders of the Glenmore community resolved to undertake a social audit together with Afesis-corplan and the Social Audit Network. The Social Audit focused on two aspects:

- Capturing and documenting the community's assessment of the quality of the sports and recreation facility.
- Verification of compliance of the quality of the sports and recreation facility in relation to the reported Municipal tender documents and expenditure reports.

### Identifying, obtaining and working with relevant government Documents.

*"The Constitution of South Africa has enshrined the right of access to information. According to Section 32 of the Constitution "Everyone has the right to access any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights." In other words, if you need to access this information, in most instances it must be given to you. It is a right, not a privilege"*  
(SAN, 2015)

The experience by the community of Glenmore in attaining information from the municipality was undermining and a clear violation of the community's right to information.

The journey of information seeking begins during the construction refurbishment of the sports field. A Project steering committee (PSC) was established but had no chair person to chair meetings and be the communities leverage of power. The ward councillor Mtshakazi was missing from the onset and when the community reported this, they were simply told that they know their councillor and should just hang in until the next election. Councillors are meant to be leverages of power for communities against domination and power from the winning contractor. In communities such as Glenmore characterised by financial poverty and high unemployment rates and minimal tertiary education; money easily translates to power and therefore domination which then leads a weak PSC that is unable speak up to power.

When the PSC asked for the construction specifications of the project they were told that they did not need it and it was not their place to request such. The question that is left to ask is how does one monitor a process which they know nothing of?

### **Submitting a PAIA request**

Subsequent to the establishment of a partnership between Afesis corplan and the community of Glenmore, information was requested from the Municipality on the 27th of July 2016. the information ask included: the year in which the project appeared in the IDP, the Budgeting process, when and how the Tender was publicised, service level agreements (which should include the specifications for the work to be done), details of the different contractors that lost the bid to Mgunculu Construction and the expenditure of the project and if any funds remain, how much is still to be paid to the contractor.

There was no response to the request then a decision to submit a formal PAIA (Promotion of Access to Information Act 2, 2002.) request. The request was signed for and addressed from the Chairperson of the Community Development Forum on the 8th of August 2016. Response was received on the 10th of August stating the matter was referred to the legal department and later a letter signed by the former Municipal Manager stating that the community should submit a PAIA request, which we already had submitted. On the 25 of October 2016 we received response that we would be able to access the exact IDP, which year's budget and the tender publication, but this

information was still kept from Afesis corplan and the community of Glenmore. Even when Afesis visited the Municipality, the IDP Manager was told not to give us any information. According to the Municipal System's Act, this information is supposed to be readily available on the Municipality's website but this was not the case. The website had been badly managed with little information.

It was not up until the 15th of December 2016 when a decision to send PAIA form B to the Mayor of Ngqushwa, Councillor Siwisa, complaining about the lack of attention and cooperativeness the community of Glenmore was receiving from the Municipality's Administrators. According to PAIA, applicants have 60 days before they send through Form B and this particular application was sent through 4 months after the submission of Form A. a summarised response from the mayor was as follows "Accordingly, I am of the considered view that your appeal is slightly premature at this stage"; this said after over 120 days when the legal requirement is 60 days to send through an appeal.

Fast forward to 22 May 2017 when the community of Glenmore organised themselves to hand deliver a submission to the 2017/18 budget process and a new PAIA submission requesting the information previously sort in August 2016. It was only after this collective march to the Municipality that led to the community of Glenmore receiving this information pertaining to the refurbishment of their sports field on the 30th of May 2017, 10 months after the initial submission.

## **Understanding the Documents**

Getting hold of the documents was only half of the battle for information won; the next half was understanding the document. The community, together with Afesis, received the Service Level Agreement (the contract) signed by Mgunculu Trading and the Municipality. It had the Bill of Quantities and the specifications that had to be followed for the project.

Understanding our limitations as both the community of Glenmore and Afesis corplan, Afesis-corplan sort assistance from the Social Audit Network, who appointed a technical team that would breakdown the document to be more palatable to the community and Afesis corplan. And as part of the Social Audit process a physical verification of the work that was done was conducted.

## Planning and conducting a Social Audit

This is the phase where the Social Audit process work is done in the community with all participants that are involved. The phase needs commitment on time and resources. A core group of people needs to be available throughout this phase to make sure the process is conducted to the last item.



57

A group of about 30 Participants were trained for the Social Audit over 3 days in November 2017. Training included understanding the Social Audit process, differentiating Social Audits from the normal financial audit, service delivery and Government documents.

After training and having gone through the documents, the group developed and tested a Social Audit questionnaire. There were three sets of questionnaire's developed, one for the community, one for the employees and one for the SMME's that worked on the project.

## Survey Results

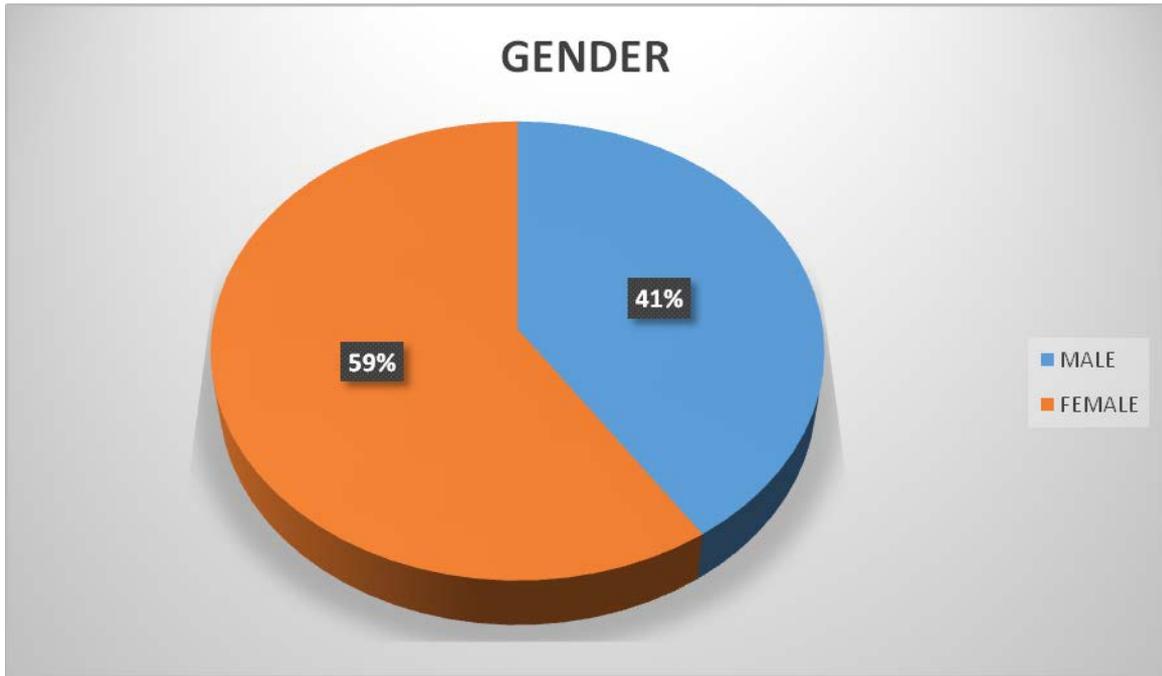
Going over the results, it is best to have an understanding of what the sports field meant to the community of Glenmore. Because the area is in a rural space a long way off from both Grahamstown and Peddie, nearest city and town respectively, there is little to do or part take in. The people of Glenmore previously used their sports field as a hub for all sorts of activities ranging from sports, entertainment, gathering, meeting people from outside Glenmore and for economic development. Some community members reminisce of the vibrancy that the field used to bring in the community, where the young and the old gathered and some sold refreshments to the visitors and locals alike.

Educators lament on how the absence of a usable sports field affects the holistic development of their pupils. The Department of health, at the Glenmore Local clinic, also reflects on how the sports field could assist them in their work and awareness drives in the community and for surrounding communities. The Sister in charge says that the 1st of December is world Aids day, but as the clinic they are unable to host open days where they would call all residents within their catchment area for testing and the like.

From the perception survey conducted with the community, these were the findings of the pertinent questions.

The age of the participants surveyed ranged from 14 to 92 years. The mean age was 42.90 (SD±19.48)

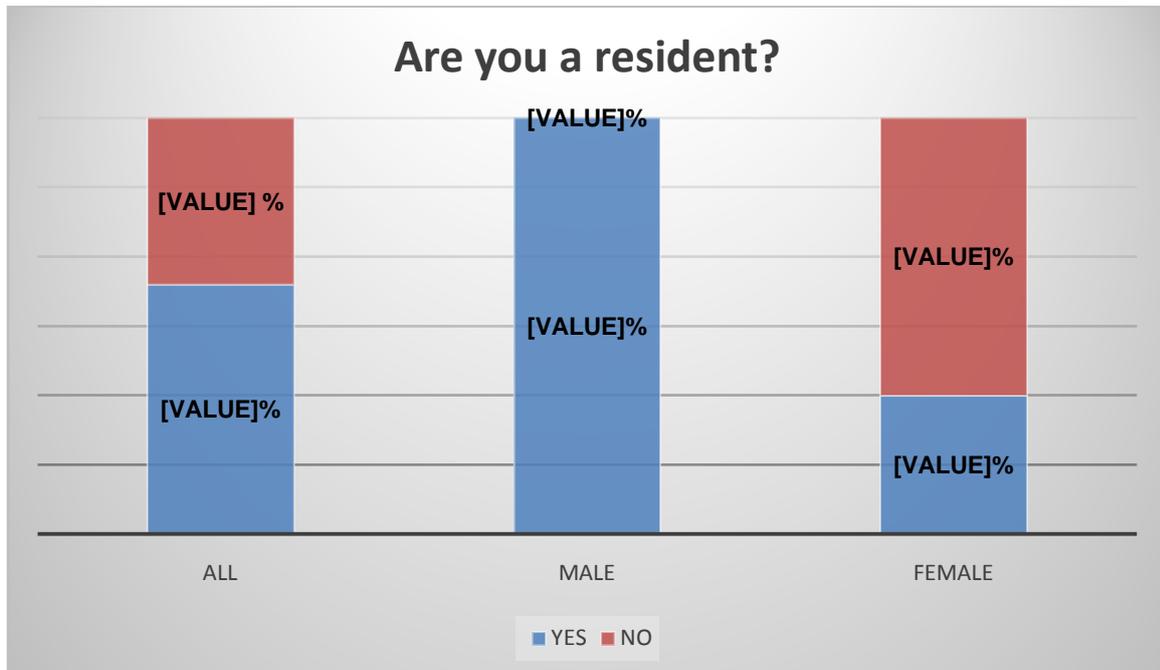
As shown in figure 1, more than half (59%) of the participants surveyed were females and 41% were males.



**Figure 1: Gender distribution of the participants**

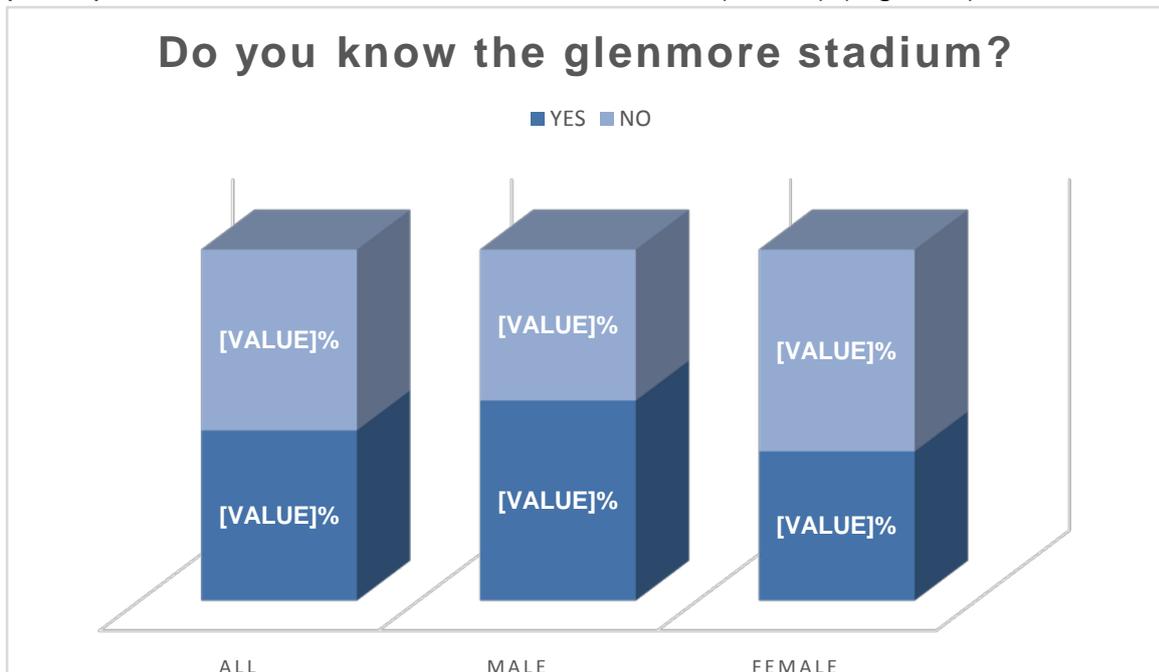
**PARTICIPANTS' AWARENESS OF THE GLENMORE STADIUM**

Figure 2 indicates that almost all the participants surveyed (98.8%) were residing in Glenmore community. All the males were resident of Glenmore and 98% females were residents.

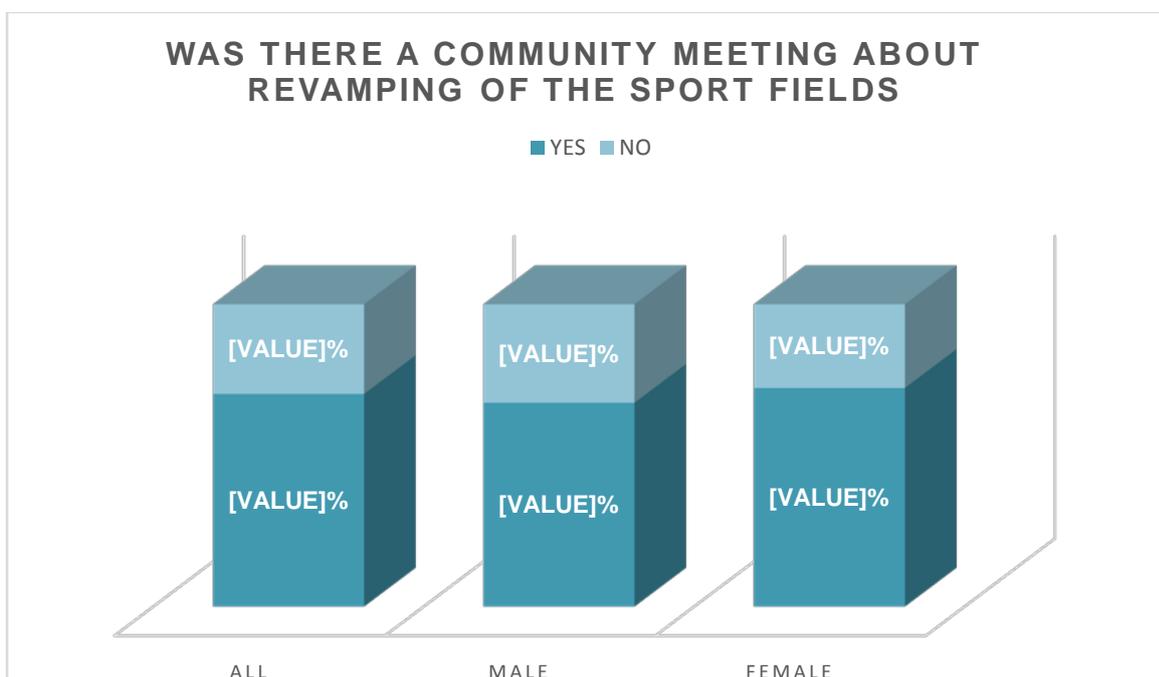


**Figure 2: Are you a resident?**

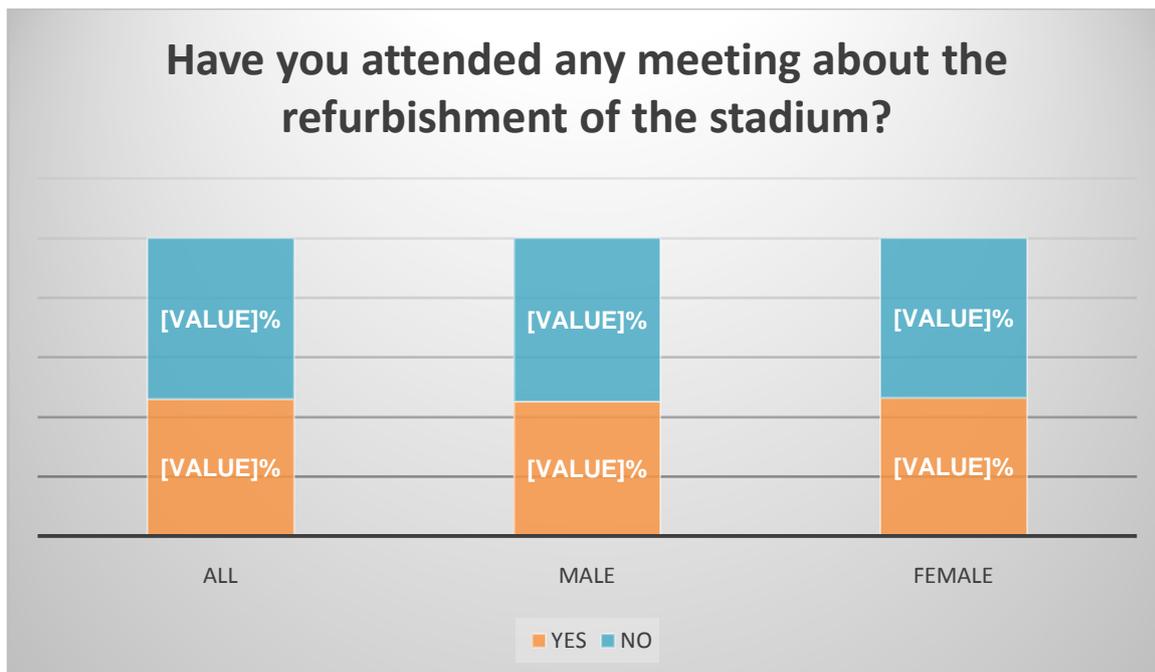
A larger percentage (91.4%) of male participants surveyed were more aware of the Glenmore stadium compared to females (88.5%). Overall, the majority of the participants were aware of the Glenmore stadium (89.7%) (Figure 3).



**Figure 3: Do you know the Glenmore stadium?**



**Figure 4: Community meeting about revamping of the sport fields**



**Figure 5: Attendance of meeting for the refurbishment of the stadium**

As shown in Table 1, More than half (58.4%) of the participants had utilised the stadium’s facilities at one point or the other in the past. Males (69.6%) used the stadium facilities more than the females (50.7%). About half (45.5%) of the male participants went to the stadium to play compared to women (19.4%) while a large number (71.1%) of the females went to spectate compared to males (47.7%). When asked if they were able to do what they went there to do, almost all of them responded no (97.4%). The most stated reason for not being able to do what they went there for was that there was no field and no games (42.8%). Other reasons stated were that the field is now a kraal and thorny (13.4%), the field has never been used (18.2%), the field is destroyed and cannot be used (20.3%). Only few said they had never been to the stadium (5.3%).



**Table 1: Community members' utilization of the Glenmore stadium**

VARIABLES	ALL n(%)	MALE n(%)	FEMALE n(%)	p-value
Have you ever utilised the stadium's facilities?				
Yes	199(58.4)	96(69.6)	103(50.7)	<0.001
No	142(41.6)	42(30.4)	100(49.3)	
You went to the stadium to do what?				
Play	95(30.4)	60(45.5)	35(19.4)	<0.001
Spectate	191(61.2)	63(47.7)	128(71.1)	
Vendor	9(2.9)	3(2.3)	6(3.3)	
Spectate and as a vendor	5(1.6)	0(0.0)	5(2.8)	
Play and spectate	11(3.5)	6(4.5)	5(2.8)	
Teachers not able to perform duties	1(0.3)	0(0.0)	1(0.6)	
Are you able to do what you went there to do?				
Yes	8(2.6)	3(2.3)	5(2.7)	0.555
No	304(97.4)	127(97.7)	177(97.3)	
If you were unable to do what you went there to do, why?				
It is now an animal kraal and thorny area	25(13.4)	8(9.8)	17(16.2)	0.380
There is no field and there are no games	80(42.8)	38(46.3)	42(40.0)	
Never been used	34(18.2)	12(14.6)	22(21.0)	
Never been to the stadium	10(5.3)	4(4.9)	6(5.7)	
Destroyed and cannot be used	38(20.3)	20(24.4)	18(17.1)	

**Table 2: Community members' views on the Glenmore stadium**

VARIABLES	ALL N(%)	MALE N(%)	FEMALE N(%)	P-VALUE
Have you seen the stadium since the municipality worked on it?				
Yes	247(73.1)	109(79.0)	138(69.0)	0.027
No	91(26.9)	29(21.0)	62(31.0)	
How does it look?				
Unappealing	86(27.7)	33(24.8)	53(29.9)	0.249
Not yet proper to play on?	144(46.5)	71(53.4)	73(41.2)	
Vandalised	68(21.9)	26(19.5)	42(23.7)	
Violation of human rights	5(1.6)	1(0.8)	4(2.3)	
Destroyed and cannot be used	7(2.3)	2(1.5)	5(2.8)	
To your knowledge, is the stadium still in use?				

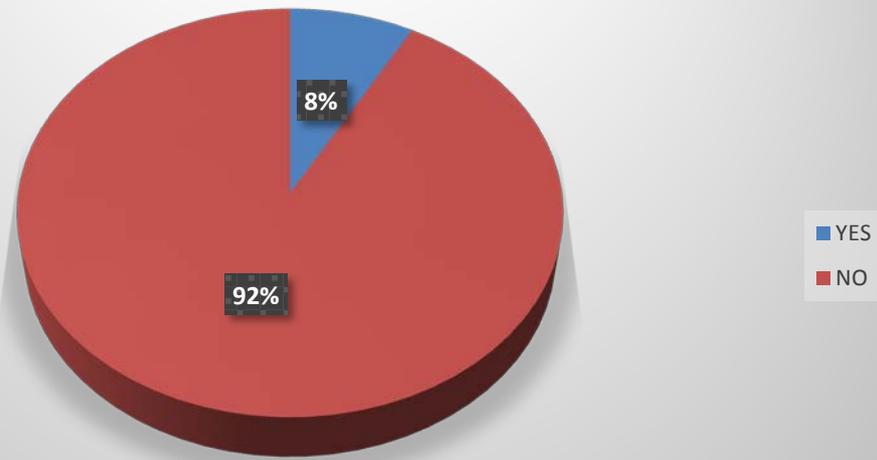
Yes	30(9.2)	16(12.0)	14(7.2)	0.249
No	285(87.2)	111(83.5)	174(89.7)	
Not sure/code 3	12(3.7)	6(4.5)	6(3.1)	
If yes, what for?				
Netball and soccer	15(15.5)	7(15.6)	8(15.4)	0.922
Destroyed and cannot played on	60(61.9)	27(60.0)	33(63.5)	
No longer have access	22(22.7)	11(24.4)	11(21.2)	
Would you play sports on the field?				
Yes	13(4.4)	8(6.2)	5(3.0)	0.153
No	283(95.6)	122(93.8)	161(97.0)	
If not, give reasons				
Now an animal kraal, thorny and improper levelling	45(22.5)	19(20.4)	26(24.3)	0.131
Safety hazard	119(59.5)	60(64.5)	59(55.1)	
Sporting codes are not adhered to	27(13.5)	13(14.0)	14(13.1)	
Elderly	9(4.5)	1(1.1)	8(7.5)	
Would you let your children play on the field?				
Yes	17(5.5)	7(5.6)	10(5.4)	0.559
No	292(94.5)	117(94.4)	175(94.6)	
If not, give reason				
Now an animal kraal, thorny and improper levelling	28(12.2)	9(9.6)	19(14.0)	0.190
Safety hazard	195(84.8)	84(89.4)	111(81.6)	
Sporting codes are not adhered to	7(3.0)	1(1.1)	6(4.4)	

The General community attitude towards the stadium is one of disdain. The community now feels that the area has become an animal kraal (22.5%). Over 50 percent (59.5) of the respondents feel that the stadium is now a safety hazard rather than an area for entertainment and health living . And even though it may be a small percentage of the respondents (3%) community members are aware that sporting code playing area specifications were not adhered to in the facilities construction.

**Table 3: Impact of the current status of the Glenmore stadium on the residents and their recommendations**

<b>VARIABLES</b>	<b>ALL N(%)</b>	<b>MALE N(%)</b>	<b>FEMALE N(%)</b>	<b>P- VALUE</b>
As a resident of Glenmore, how does that state of the field impact you?				
Our brothers have nowhere to play and now abuse drugs	22(7.1)	9(7.0)	13(7.1)	0.580
Economic prospects diminished	15(4.8)	5(3.9)	10(5.5)	
There's now no legacy for our children	13(4.2)	7(5.5)	6(3.3)	
Training and health	7(2.3)	2(1.6)	5(2.7)	
Safety	11(3.5)	2(1.6)	9(4.9)	
Boredom in community, reminiscent of previous glory of stadium	27(8.7)	13(10.2)	14(7.7)	
Increase in criminal activity	136(43.7)	60(46.9)	76(41.5)	
Corruption and mismanagement of resources	7(2.3)	3(2.3)	4(2.2)	
Distress	49(15.8)	21(16.4)	28(15.3)	
Far to play games tired before I even play	12(3.9)	4(3.1)	8(4.4)	
Unplanned pregnancies, alcohol abuse and contraction of diseases	5(1.6)	0(0.0)	5(2.7)	
Our rights are violated and it is disheartening	2(0.6)	0(0.0)	2(1.1)	
Other stadiums are far, our children cannot afford transport	5(1.6)	2(1.6)	3(1.6)	
What recommendations would you make towards improving the current state?				
Restart and rebuild	313(94.3)	129(94.9)	184(93.9)	0.847
Employ security personnel	7(2.1)	3(2.2)	4(2.0)	
Establish trustworthiness amongst residents then proceed to rebuilding	11(3.3)	4(2.9)	7(3.6)	
Youth to come together and put money into fixing their stadium	1(0.3)	0(0.0)	1(0.5)	

## ARE YOU SATISFIED WITH HOW THE STADIUM HAS BEEN REFURBISHED?



**Figure 6: Community members' satisfaction with the way the Glenmore stadium was refurbished**

## Responses from employees survey

The total number of employees surveyed was 28 people which according to the community is the total of people that were employed on the project. Of the 28 people, only two women were interviewed, which at first glance is a disproportionate number of women in comparison to the 26 men interviewed; duly noted is that the majority of the respondents were employed to work on the project by the subcontractors. However, according to the Service Level Agreement (SLA) between the contractor and the municipality, the contractor, Mgunculu trading needed to ensure that "where possible, at least half of those employed on the project should have been women" (page 63, SLA).

Section 5.8 of the SLA states that "all employees shall be trained in the tasks that they are to perform and in the use of the tools they are required to use". The respondents all said that they had received training. The women that had been employed on the project were dismissed prematurely based on the assertion that they were slow and incompetent.

None of the respondents cited any signing of contracts, including those employed directly by the contracted company. There was no health and safety personnel and no First Aid kit. Only four of the respondents, employed directly by the contractor reported having received safety boots and or work suits. All the other respondents reported not having had safety gear.

Employees all indicated that they all received payment amounts agreed upon with the employer.

## Responses from the SMMEs

There were five Small Medium Micro Enterprise companies appointed to either work or supply goods to the refurbishment of Glenmore sports field. There were no subcontracts signed with all the SMMEs, they were all verbal agreements. SMMEs who had the courage to ask for contracts were told to leave the meeting and make room for those that wanted to "work", this according to respondent number one.

The first respondent worked on the running track. She was paid R40 000.00 for the work done. Material was supplied by the contractor, of which the top material for the track was mined from a local plant. She notes significant losses because of this because all labour and working tools had to come from the R40 000.00.

Respondent two claims that the contractor was never available for consultation, always busy and in a rush; allegedly busy with constructing a hall in a nearby village, also contracted by the NLM. The respondent claims that she had received R50 000.00 to prepare the ground and build the two toilets. For this amount, the respondent had to hire 8 labourers, plant hire tractors for excavation and the building of the toilets. These toilets, according to the technical report, are the most structurally sound buildings in the whole project albeit with slight deviations from the SLAs.

Respondents 3 and 4 both worked on the plumbing. Respondent 3, amount not disclosed, had to buy the material from the amount received from the contractor. The job was not done to satisfaction and where then respondent number 4 finished the work at a fee of R5000.00.

Respondent number 5 supplied bricks to the project. The bricks are locally produced and not SABS approved. The supplier had requested R12 per brick, but the contractor insisted on R9 a brick.

All these amounts were allegedly paid cash and there were no invoices or back statements reflecting these amounts. The subcontractors have no proof of the work done at the sports field because no contracts and certificates were issued for the work done by these companies. The respondents all claim to have walked away empty handed from the project and have nothing to show for their business portfolios.

## Discussion

In a discussion with the main contractor, he claims that his task was to supply and deliver material for the SMME's and that responsibility for the state of the project should not be placed on him, but rather on the subcontractors that worked on the buildings. In summary, the contractors claim is that his contract with NLM was for the supply of goods and that the community had to implement the actual renovations to the stadium. If this is indeed so, then why were certain aspects, such as the toilets contracted by him and not subcontracted to, for example, Respondent # 1, who would have had, according to the SLA's, R332 650.00 for building the pit latrines? It is clear from the terms of reference that this was for the SUPPLY OF GOODS & SERVICES, not only for the DELIVERY OF GOODS.

The terms of reference also stated that everyone employed on the project had to be trained. The results from the Social Audit showed that no training took place on this project. Women were discriminated against, where not even 25% of those employed were women. Furthermore the women that had been employed were unfairly dismissed, citing slowness and ill capacity to perform tasks.

The winning tender value was R2,437,181.60, at almost R400,000.00 more than the lowest which came in at R2,095,183.20 from Rapid Dawn Joint Venture. Afesis-corporan had previously requested the Municipality for an explanation for this deviation, bearing in mind the complexities of appointing a joint venture company. In light of all that took place in Glenmore, one could argue that the process of refurbishing the sports field took on the nature of a joint venture, only without the financial and legal benefit to the other "partners". As a joint venture it would then be understandable that Mgunculu Trading could shift the blame to the SMME's, but the contract is between Mgunculu and the Municipality, therefore sole responsibility lies with Mgunculu Trading as the only company contracted for the refurbishment of the sports field.

Furthermore, the contract had extra work approved to the sum of R478,499.20, taking the revised contract sum to R2,915,680.80. To date the consultant could not officially establish what the deviation order was intended for. So for example, if the intention of the R478,499.20 was for fencing, then proof of that would be the actual fencing of the stadium.

In a Daily Dispatch article of the 29th of January, Mr Onke Mgunculu of Mgunculu Trading claims to have received a certificate of completion for the refurbishment of Glenmore sports field. If a certificate of completion was issued by the municipality, it is quite clear that delivery did not take place as per the terms of reference; therefore who issued the certificate and why was it issued, when clearly the work is incomplete. If then the municipality deem the sports field as complete, why has it not been reopened and officially handed over to the community and surrounding villages. As it is, it stands idle, no ownership and a playground for vandals.



## Conclusion/ Recommendations

We all have a responsibility to our nation's development, including the uplifting of our rural spaces, ensuring vibrancy in their localities. We have a global problem around over population in the cities because they are seen as offering more opportunities for the young and the young at heart. We have a growing pandemic of an unhealthy society drenched in alcohol and drugs and overall unhealthy lifestyles of which sport happens to be the saving grace in many communities around the globe.

This is also true for the small community of Glenmore. Results from the local South African Police Service (SAPS) office show an increase in criminal activity in the area over the last two years, and although there may not be an empirical relationship of cause and effect between the absence of the sports facility in the area and the increase in crime, there is a strong suspicion that such a relationship exists based on the findings of the social audit.

The people of Glenmore still have fresh wounds from forced removals of the past and having to create a community in the middle of nowhere with no ancestral backing from the land on which they now live. Most villages that have had decades and even centuries to develop are characterised by a sense of unity amongst the inhabitants. They are often brought together by a local authority and most often people in that village will belong one of three to four clans in the area and with inter-marriages in some villages you may find one or two dominant clans.

For Glenmore the story is different, the Social Audit revealed over 100 different surnames in a that one village community. This speaks to unity and loyalty to one another, or in this case the lack thereof. For most families in Glenmore the youth is the first generation of children born and raised in Glenmore after the removals, which also indicates the fragility of the community. Where community maturity is concerned, Glenmore is a mere child who's behaviour needs to be carefully guarded because it has the potential to self destruct if the forces are strong enough.

That said, it is the responsibility of the wider community: Municipalities, NGO's and service providers to tread softly and with caution when dealing with such communities, not only Glenmore but all communities where government funds meant for service delivery mean more than just the supply of a field but also impact on whether the community stands or falls. Let not the government, service providers and NGO's entertain or feed into divisions in the community but rather pull all efforts to unify such communities.

Glenmore Sports field was the glue that held the community together amidst all the other challenges. Therefore the community of Glenmore request formal response and to this Social Audit Report, a plan for the Rectification of the Refurbishment project that was. The community demand a detailed breakdown of the funds spent for the refurbishment of the field, any deviations made should be indicated and a

presentation of all safety checks especially for the pit latrines. We also request that a presentation alongside of the technical Social Audit report be prepared, specifying why and how the refurbishments were found to have been complete.

The main objective for the community is that the sports facility be fixed so that they can use it. The community, municipality and others also need to make a decision on if and how they will follow up on dealing with those that were involved in the development of the sports facility up to now

Afesis corplan is available for any further advice and research on this project. Our role is to partner with the communities like Glenmore as they seek Social Justice. And in Glenmore's case, the state of their sports field after an amount close to R3 000 000.00 was dispersed for a service rendered.

### **References:**

Czuba, C. E. (1999). Empowerment: What Is It? *Journal of Extension*, 37(5).

Social Audit Network (2015) A Guide to Conducting Social Audits in South Africa, Cape Town: Tandym Print

Rossouw, J. (2015) "True, reliable and valid?" Data and Community Experience in the Case of the Janitorial Service Social Audit, Unpublished Master's Thesis, University of Cape Town, Cape Town. Western Cape, South Africa.

Agarwal, Sanjay; Heltberg, Rasmus; Diachok, Myrtle;. 2009. Scaling-up social accountability in World Bank operations (English). Washington, DC: World Bank. <http://documents.worldbank.org/curated/en/423211468164948681/Scaling-up-social-accountability-in-World-Bank-operations>

RSA Constitution (1996) Constitution of the Republic of South Africa, Act 108 of 1996. Cape Town: Parliament of the Republic of South Africa

World Bank. 2001. World Development Report 2001: Attacking Poverty. World Bank. Washington DC.

World Bank. 2004. World Development Report 2004: Making Services Work for Poor People. Washington, DC.