

April 2017

UMSOBOMVU LOCAL MUNICIPALITY — INTEGRATED DEVELOPMENT PLANNING PROCESS



CITIZEN SURVEY FINDINGS REPORT



planning, monitoring
& evaluation
Department:
Planning, Monitoring and Evaluation
REPUBLIC OF SOUTH AFRICA



Province of the
Northern Cape
REPUBLIC OF SOUTH AFRICA



UMSOBOMVU
MUNICIPALITY
CONTINUOUSLY RISING



“**A**t local government level, there is a particular need to ensure that participation in the integrated development planning (IDP) processes is deliberative, with citizens being involved in identifying and resolving trade-offs rather than simply developing shopping lists of needs. Chapter 4 of the Municipal Systems Act obliges a municipality to create the systems, mechanisms and enabling conditions for meaningful participation of the community in the affairs of the municipality beyond the IDP process, including in monitoring and reviewing municipal performance. The Act requires councilors and officials to play a key role in fostering community participation. However, while structures such as ward committees have been created to enable councilors and officials to engage with communities, these have not worked in the manner intended. Interactions are often formulaic and symbolic rather than meaningful and have generally not helped to strengthen links between communities and councilors. On the contrary, many councilors have become estranged from communities and their critical concerns. The link between councilors and citizens via the ward committee system needs to be improved. This could be addressed through the translation of IDPs into ward-level service improvement plans that respond to the specific needs of each ward. Additionally, greater emphasis needs to be placed on ensuring two-way communication and interaction that enables citizens to express their needs and concerns as well as for citizens to be kept informed by councilors of key issues and developments that are underway in the ward.” (Twenty Year Review: South Africa 1994 - 2014; P27)

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About this report

These are the findings of a community survey conducted in the Umsobomvu Local Municipality (Pixley Ka Seme District, Northern Cape) to support the Integrated Developing Planning (IDP) process.

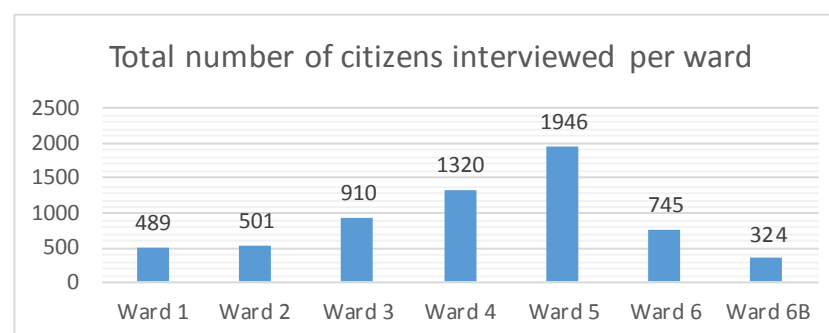
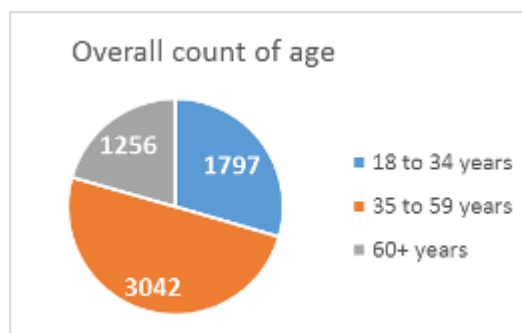
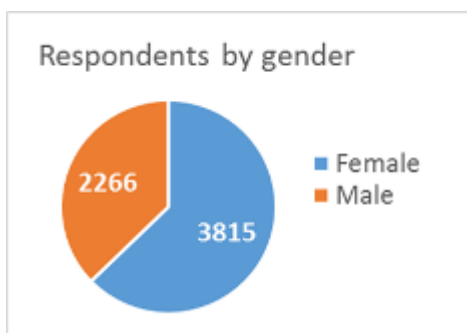
This project is a joint initiative led by the municipality, the Office of the Premier, the Department of Planning, Monitoring and Evaluation (DPME) and provincial departments. It applies the citizen-based monitoring model to enhance participation of community members in the IDP process, improve cooperation with

provincial sector departments and enable ward level monitoring of delivery against the plan.

The survey provides detailed picture of community priorities—the top three being taring & paving of roads, housing and employment.

This data is presented to support the discussions, negotiations and trade-off that are necessary for an integrated development plan that best responds to the needs of citizens.

Ward	Survey sub-areas
1	Noupoort, Erwe, Eurekaville, Hosipalheuwel, Kwazamuxolo, Louisa Straat & Moreson
2	Noupoort, Ellof, Eurekaville & Tyoksville
3	Bongweni, Extensions (4, 5, 6, 7, 8 &9), Hoek, Ibhongo, Zwelitsha, Operation Vula, Towervallei
4	Lowryville, Riemvasmaak, Plakkerskamp, New Ouboks, & Toto Mayaba
5	Colesberg, Church Street, Donkey Camp, Dry Location, Kuyasa, New Brighton, Hoek, Plakkerskamp, Old Location, Six Pen, Tamati Street, Thuthwini & Vuka Location
6A	Norvalspont, Chris Hani, Masiphakame & Khayelitsha
6B	Norvalspont and surrounding farms (Gary Player, Southford & Van Zyl)



Methodology

A team of 110 community members were trained and carried out the door-to-door survey in the six wards of Umsobomvu. The training was done by DPME's Citizen-Based Monitoring team, who together with the Office of the Premier provided support and quality control during the survey.

This team of surveyors comprised Ward Councillors, Ward Committee members,

Community Work Programme (CWP) participants, and Community Development Workers (CDWs). The survey took place from 13 -17 February 2017. A total of 6234 community members participated. (The survey form can be seen on the following page.)

The questionnaire, data capture and analysis system used were developed specifically for this exercise. This was the first application of the CBM

model in the local government space.

The data capturing and analysis was done by a team of DPME officials. The open ended responses were coded against a list of 177 unique priority codes. The analysis was done using MS Excel's pivot table and vlookup functions.

The database is available from further analysis—contact botshelo@dpme.gov.za for more information.

Umsobomvu Local Municipality

Sub-area	
Ward no.	
Surveyor name	
Date	

Citizen Survey

- Do you know what the Integrated Development Plan (IDP) is?

Yes	No
-----	----
- Have you been part of the IDP consultation process initiated by the municipality?

Yes	No
-----	----
- What should government prioritize in your area? List the three most important things for you.

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SURVEY FORM

- Would you like to be part of monitoring service delivery in your ward?

Yes	No
-----	----
- If yes, provide your cell phone number.

- What is your gender?

Male	Female
- What is your age?

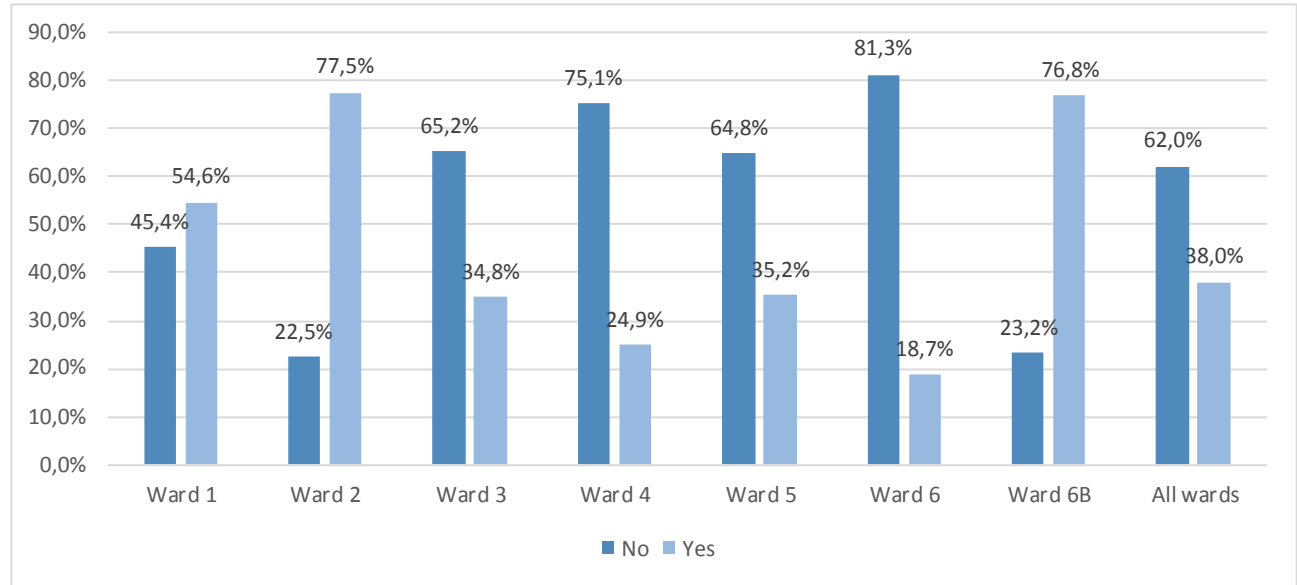
18 to 34 years	35 to 59 years	60+ years

Survey findings — Knowledge of the IDP Process

Do you know what the Integrated Development Plan (IDP) is?

The responses show that there is a significant variation across the wards. Ward 2 (77,5%) and Ward 6B (76,8%) show the highest positive responses, whereas Ward 3, Ward 4, Ward 5 and Ward 6 all show low levels of knowledge of the IDP. There needs to be attention given to these wards to communicate what the IDP is.

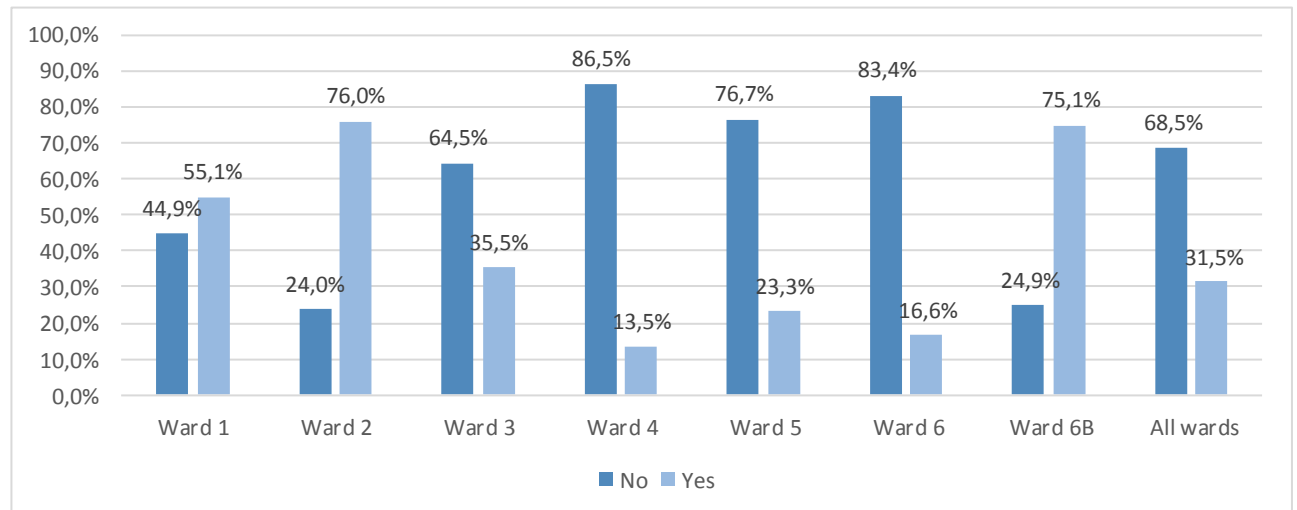
Overall, 62% of the survey respondents had not heard of the IDP.



Have you been part of the IDP consultation process initiated by the municipality?

When it comes to participation in IDP consultations the responses follow a similar trend as above. Again, Wards 3, 4, 5 and 6 show low levels of participation in the IDP consultations, especially when compared to Wards 1, 2 and 6B.

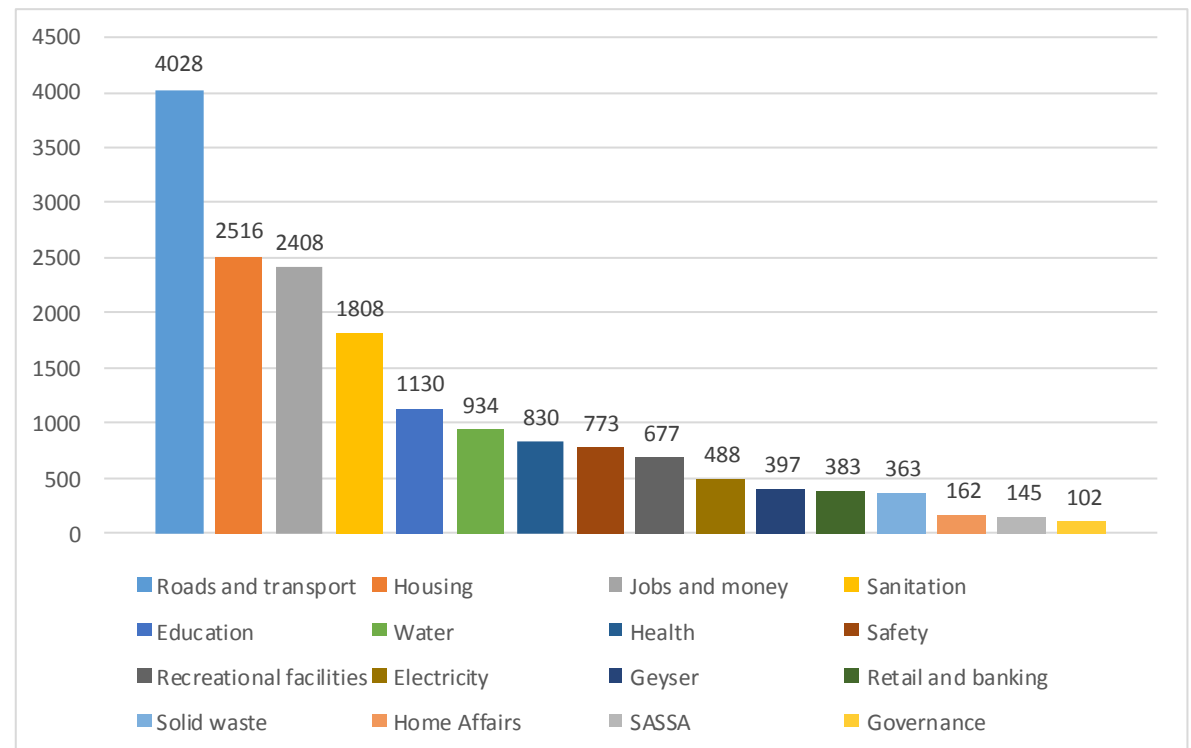
Overall, 68.5% of the survey respondents had not participated in IDP consultations.



Overview of responses to question: “What should government prioritise in your area?”

Analysis of the data showing the top categories of responses. Each category is contains a number of priorities (Overall the top five categories of priorities are Road and Transport, Housing, Jobs and Money, Water and Sanitation. These categories however do not give much detail. For example the Roads and Transport category is by far made up of calls for tarring and paving of roads. Similarly the Housing category is dominated by requests for RDP houses. For more detail see the breakdowns of the categories starting on page 9.

Ranking	Category	Total
1	Roads and transport	4028
2	Housing	2516
3	Jobs and money	2408
4	Sanitation	1808
5	Education	1130
6	Water	934
7	Health	830
8	Safety	773
9	Recreational facilities	677
10	Electricity	488
11	Geysers	397
12	Retail and banking	383
13	Solid waste	363
14	Home Affairs	162
15	SASSA	145
16	Governance	102



Breakdown of categories by ward

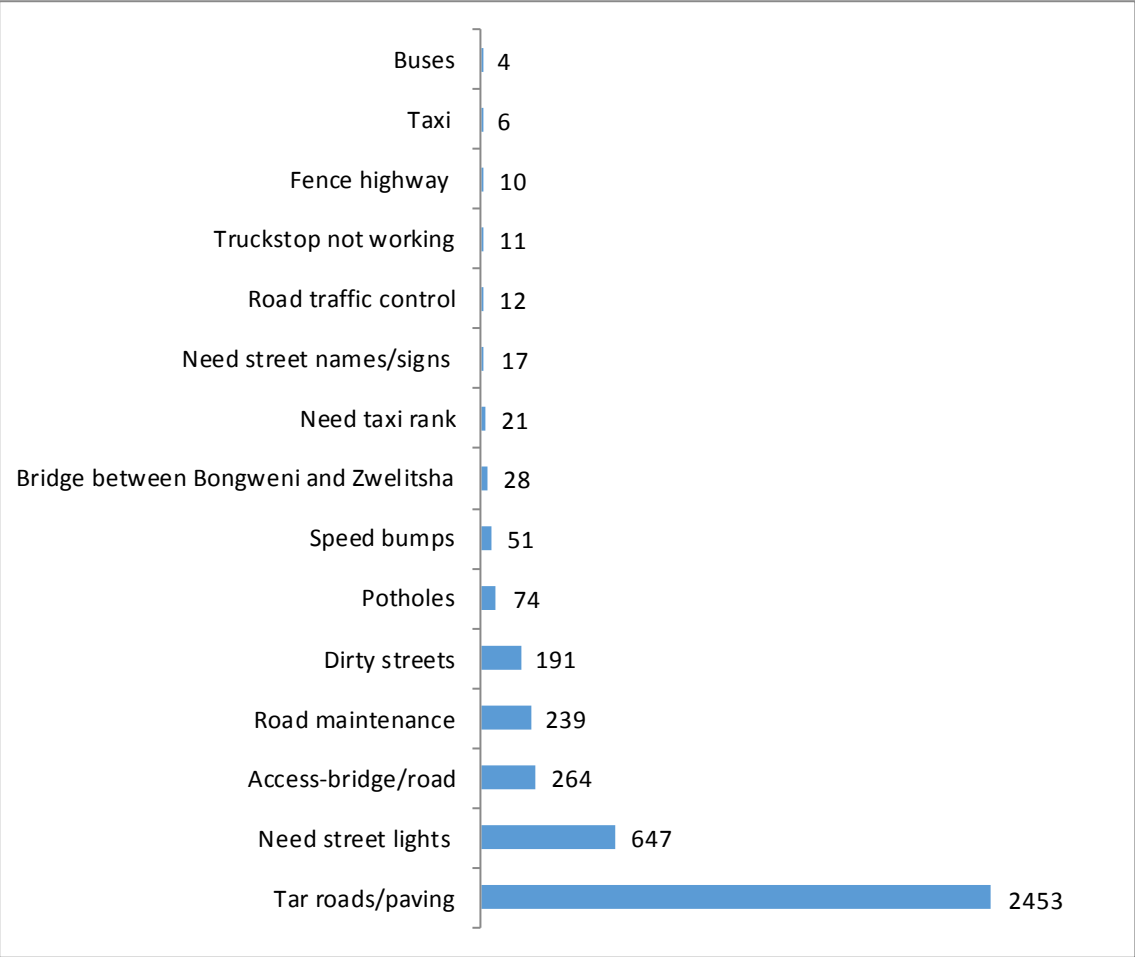
This analysis of responses by categories, presents each of the wards separately. The darker red shows higher numbers of response.

Category	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 6B	Total
Roads and transport	227	358	876	677	1383	461	46	4028
Housing	225	270	202	333	1110	184	192	2516
Jobs and money	236	360	195	500	600	370	147	2408
Sanitation	86	42	227	123	1094	198	38	1808
Education	68	79	171	410	181	95	126	1130
Water	120	60	157	175	235	160	27	934
Health	60	37	52	481	97	46	57	830
Safety	42	22	48	443	130	52	36	773
Recreational facilities	84	61	194	141	66	82	49	677
Electricity	6	2	102	144	144	72	18	488
Geyser	6		95	79	137	78	2	397
Retail and banking	164	98	22	24	64	4	7	383
Solid waste	2	6	87	82	84	88	14	363
Home Affairs	66	24		38	20	10	4	162
SASSA		1	4	33	41	26	40	145
Governance	1	2	7	25	25	22	20	102

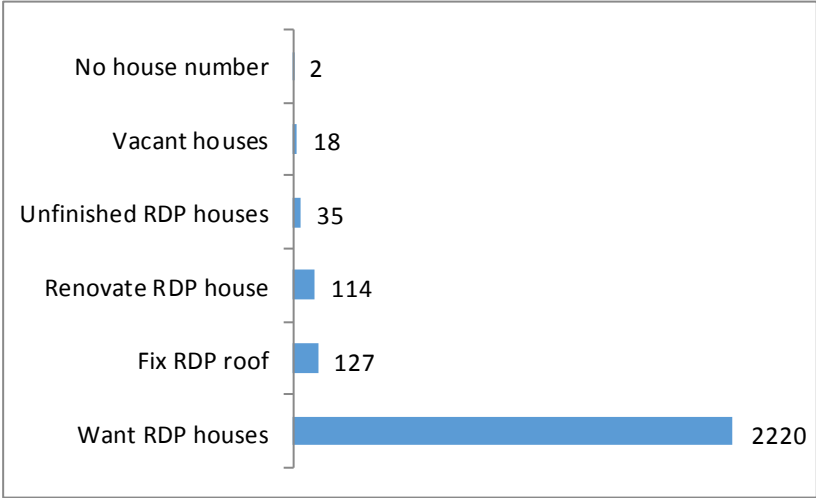
Breakdown of categories showing priorities

Roads and transport; housing

#1—Roads and transport. The issue that makes this category number one is calls for taring or paving roads. This is a priority across the wards, with Eurekaville, Dry Location and Khayelitsha getting the highest number of responses in this category. The 2nd priority was street lights, with Ward 3 featuring prominently with over 200 responses (Operation Vula, Towervallei and Zwelitsha. The 3rd biggest issue was need for bridges and access roads. Here Ward 3 featured prominently, with half of the responses coming from Operation Vula.

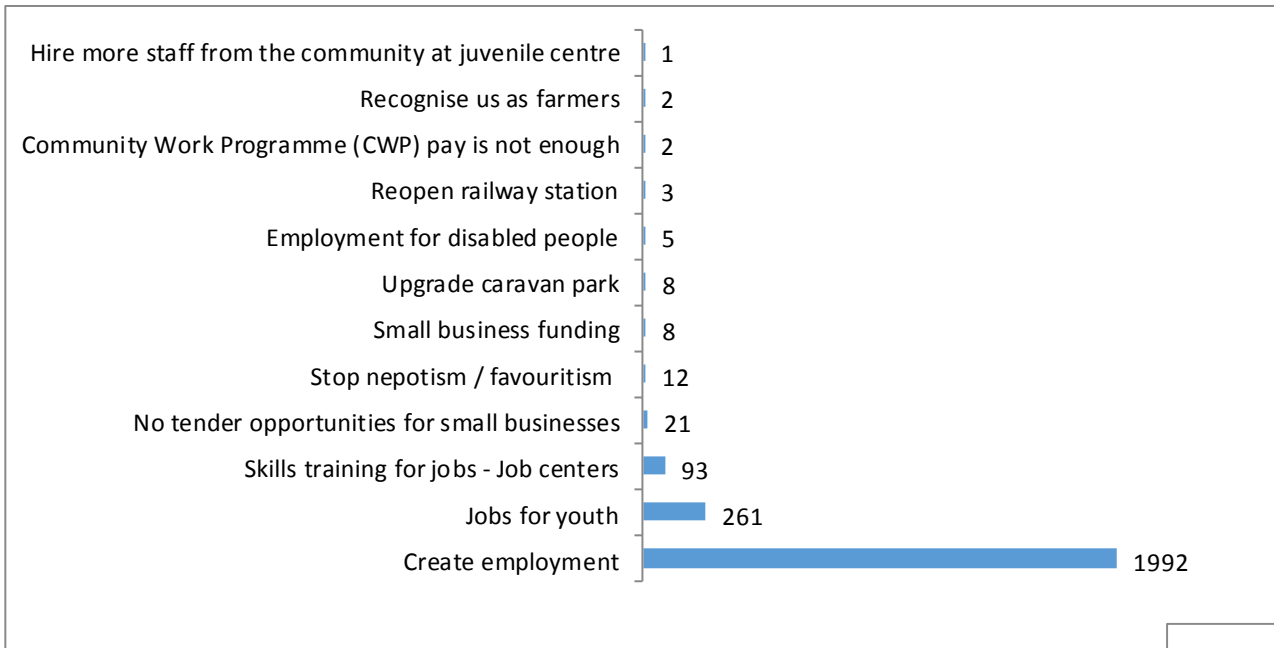


#2—Housing . By far the biggest number of responses in this category was people wanting RDP houses. This was common across wards and no one area or ward stands out. Second was people complaining that the roofs of their RDPs were leaking, particularly in Lowryville (ward 4), Kwazamuxolo (ward 1) and Zwelitsha in ward 3.



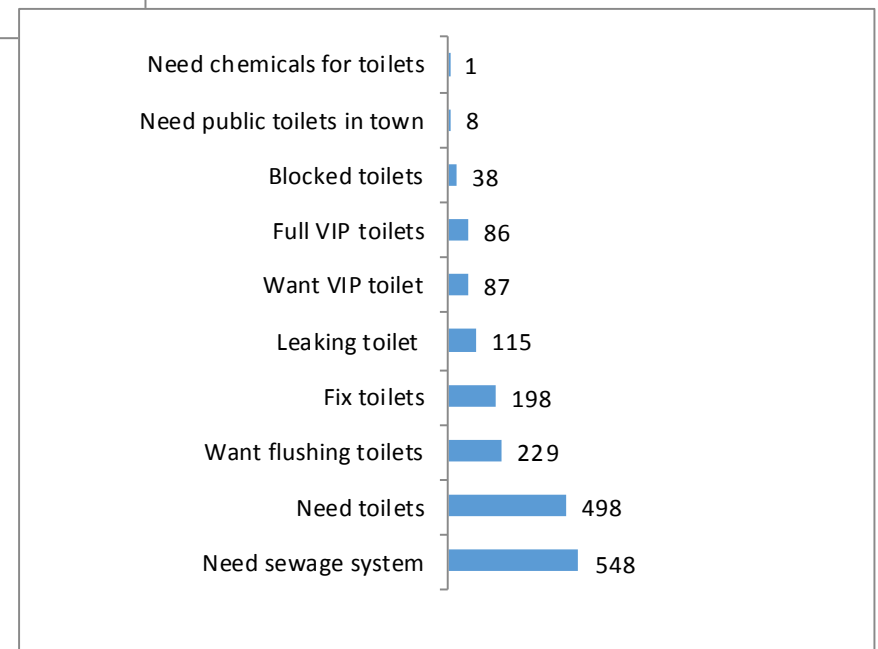
Breakdown of categories showing priorities

Jobs and money; sanitation



#3—Jobs and Money: The 3rd biggest priority was for government to create employment. This call was from across all wards. Some people suggested that skills training and job centres could assist

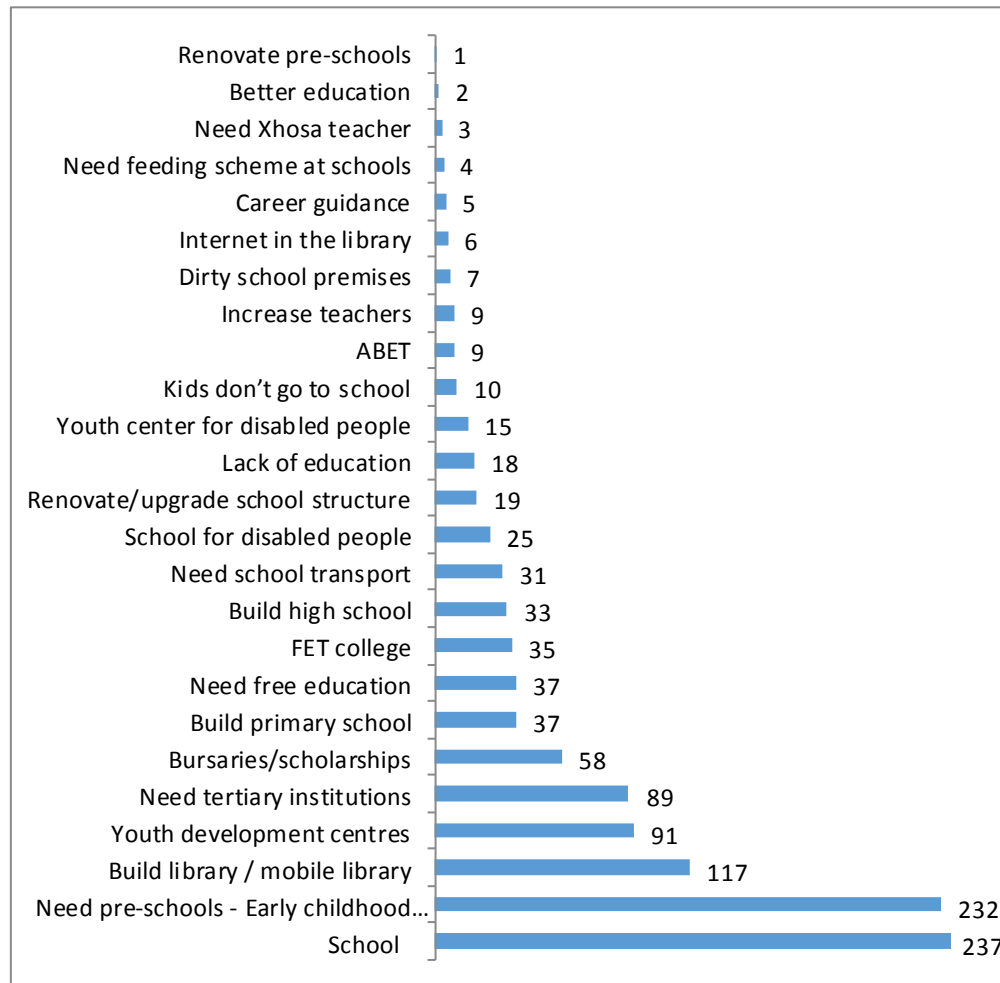
#4—Sanitation: Installation of sewage system was a high priority, especially in Dry Location and New Brighton. Operation Vula, Old Location and other areas. Fixing toilets was a priority in Bongweni, Kwazamuxolo and Lowryville.



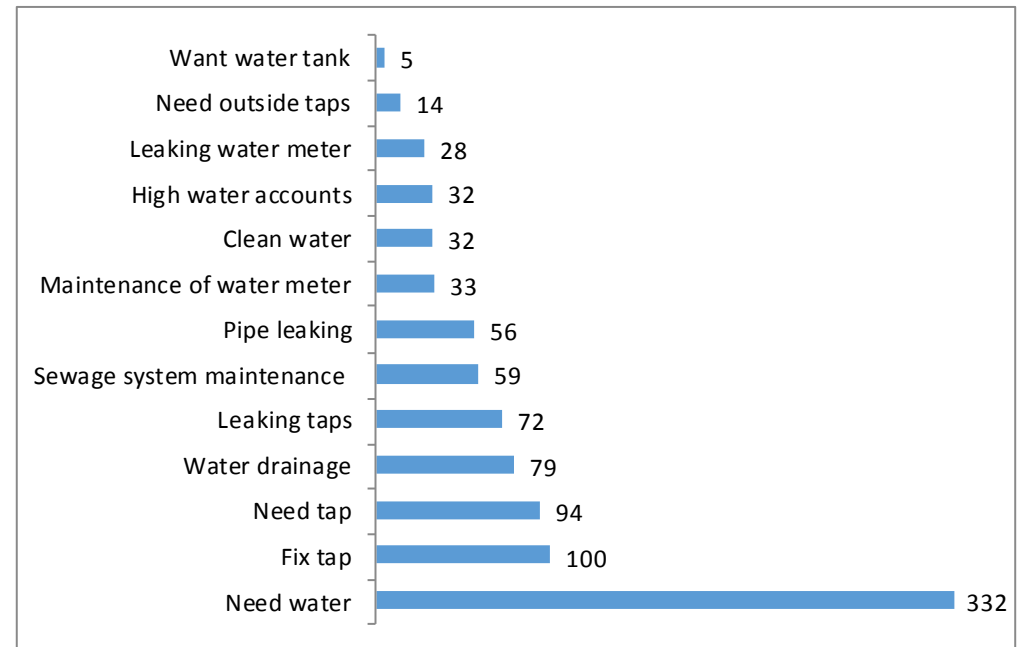
Breakdown of categories showing priorities

Education; water

#5—Education: Top issue was request for schools. Reimvasmaak, Toto Mayoba and New Oubox had the highest's number of people calling for access to schools. Early childhood development was also a high priority, especially in Towervallei, Reimvasmaak and New Oubox.



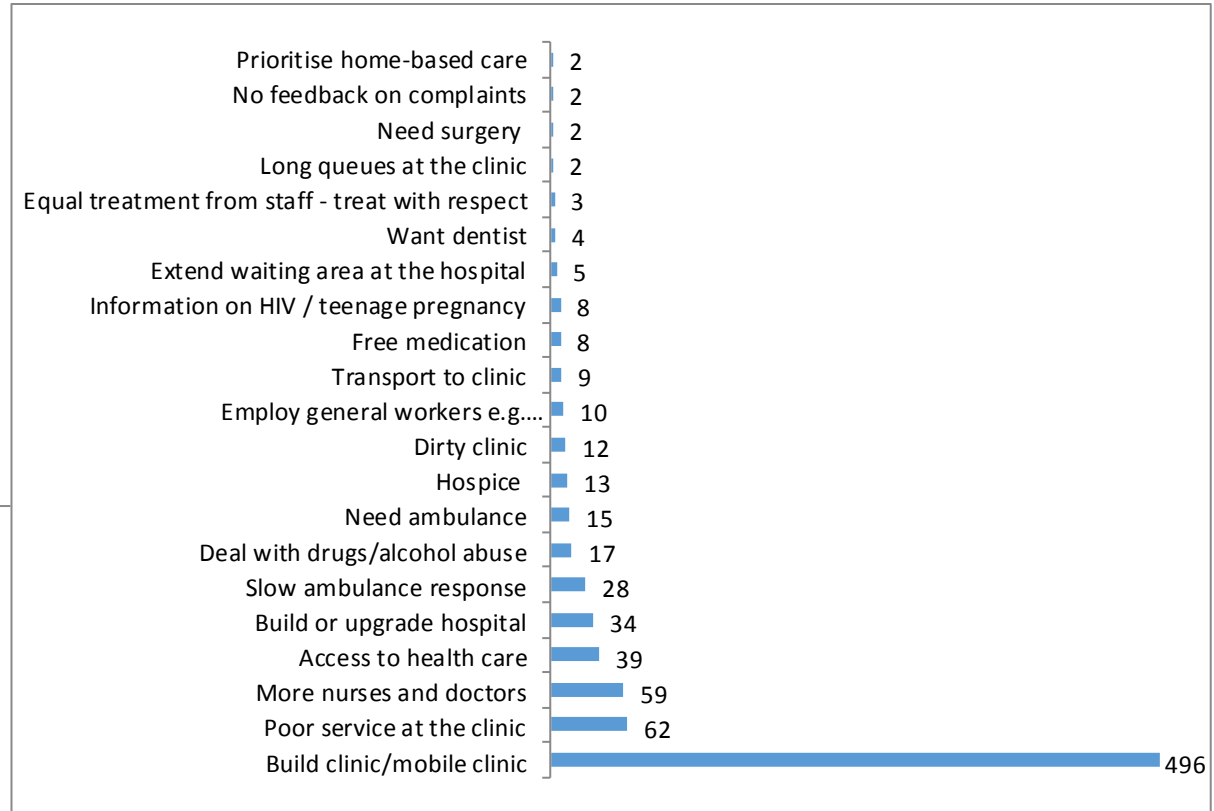
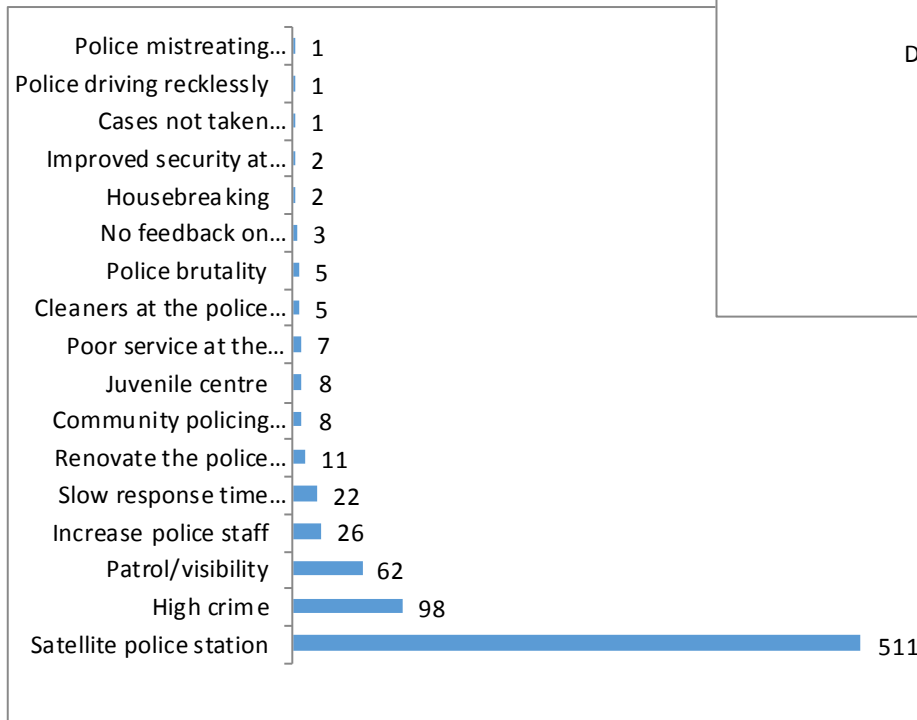
#6—Water: Kwazamuxulo stood out in terms of calls for water. Colesberg, Khayelitsha, Operation Vula and Plakkerskamp also featured with requests for water



Breakdown of categories showing priorities

Health; Safety

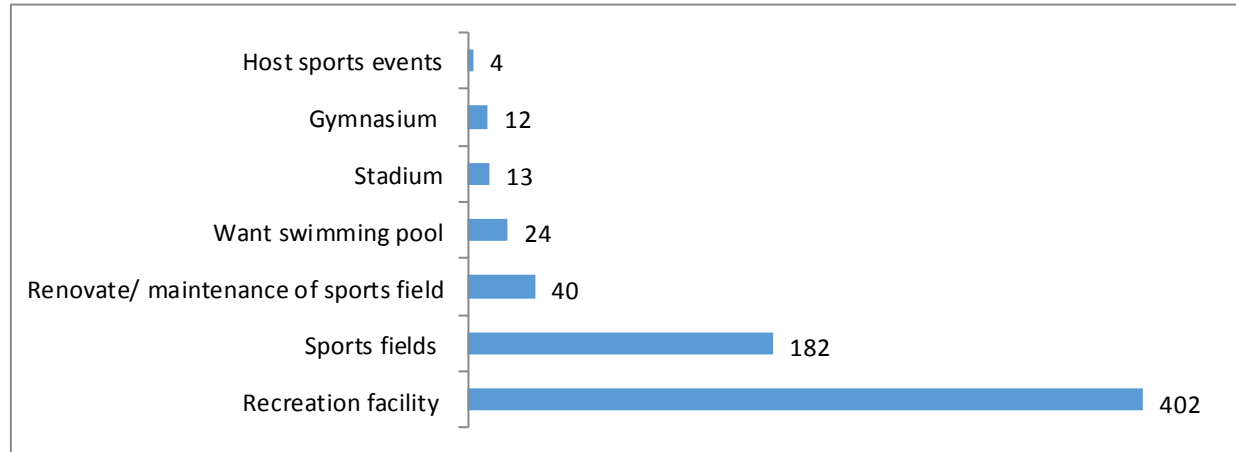
#7—Health. Ward 4 community dominate the calls for building a clinic, in particular Riemvasmaak, New Ouboks and Toto Mayaba.



#8—Safety: Satellite police station was a priority in Ward 4, esp. Riemvasmaak, New Ouboks and Toto Mayaba. Colesberg made up 45 responses in the High Crime category .

Breakdown of categories showing priorities

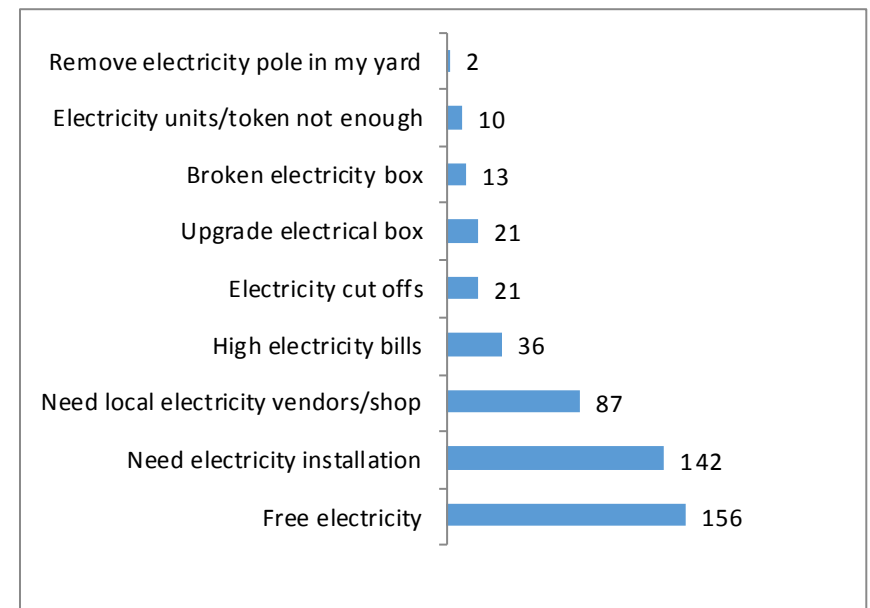
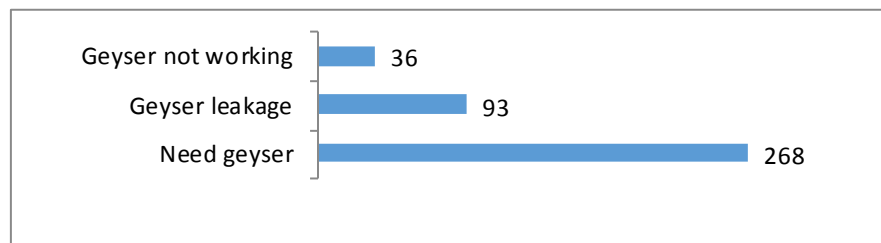
Recreational facilities, electricity; geysers



#9— Recreational facilities: The number of people wanting recreational facilities was high, particularly in Lowryville, Towervallei and Kwazamuxolo.

#10— Electricity: The need for electricity vendors was predominantly in Lowryville

#11—Geysers : The responses were evenly distributed across the wards.



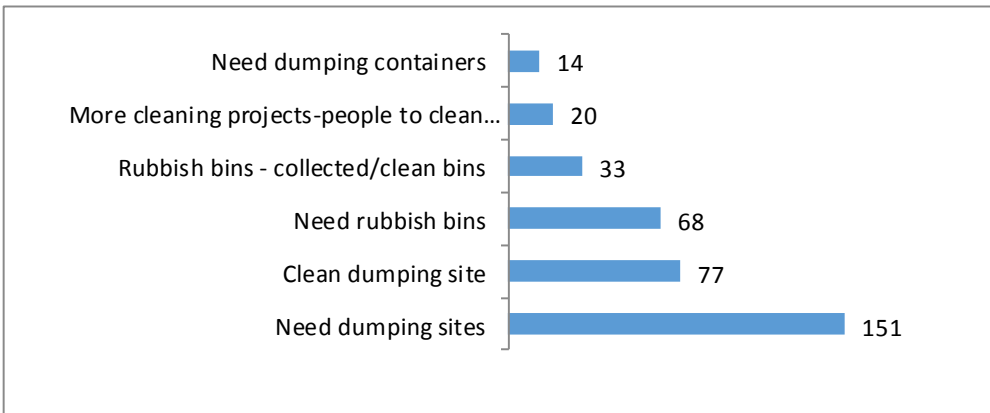
Breakdown of categories showing priorities

Retail and banking; solid waste; Home Affairs; SASSA; governance

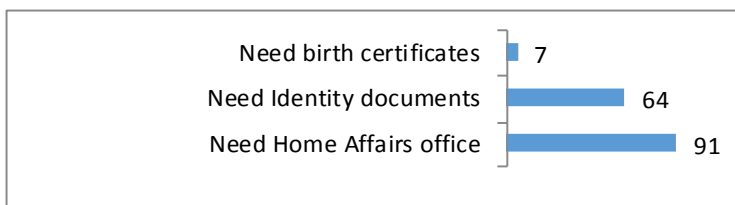
#12— Retail and banking: the need for a shopping centre was in Ward 1 and 2.



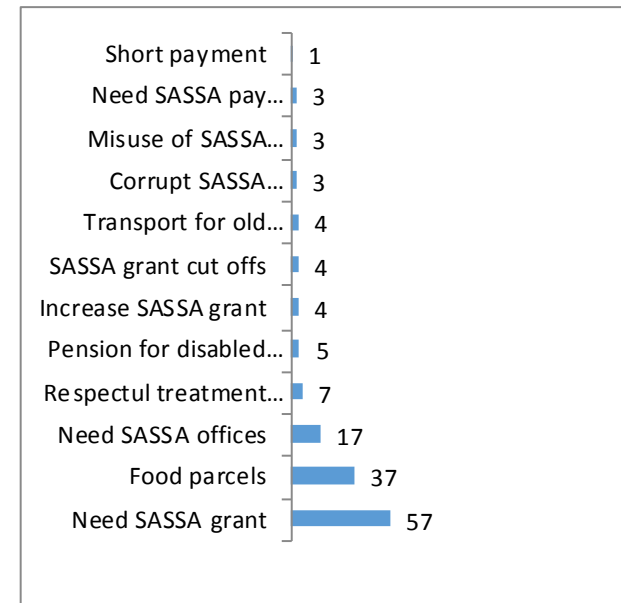
#13—Solid waste: the majority of respondents who wanted a dump site were in Ward 3



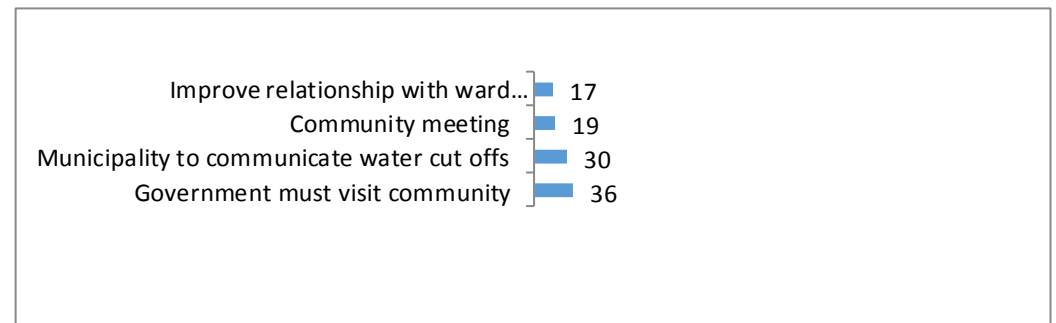
#14—Home Affairs: There is a need for a Home Affairs office in Noupoort



#15—SASSA



#16—Governance: This categories relates to the municipality.



Top ten priorities by ward

These tables show the top ten priorities per ward.

Ward 1	Count
Create employment	200
Want RDP houses	191
Tar roads/paving	186
Build shopping center	164
Need water	85
Need Home Affairs office	65
Fix toilets	57
Recreation facility	42
Sports fields	34
Satellite police station	28

Ward 2	Count
Create employment	301
Tar roads/paving	283
Want RDP houses	219
Build shopping center	92
Need street lights	60
Jobs for youth	48
Build library / mobile library	39
Need water	39
Renovate RDP house	36
Recreation facility	34

Ward 3	Count
Tar roads/paving	430
Need street lights	206
Access-bridge/road	173
Create employment	167
Want RDP houses	156
Recreation facility	136
Need toilets	106
Need pre-schools - ECD	92
More soup kitchens	79
Need dumping sites	69

Ward 4	Count
Create employment	394
Build clinic/mobile clinic	390
Satellite police station	383
Tar roads/paving	370
Want RDP houses	260
School	146
Recreation facility	92
Road maintenance	92
Jobs for youth	76
Need pre-schools - ECD	75

Ward 5	Count
Want RDP houses	1080
Tar roads/paving	879
Create employment	529
Need sewage system	452
Need toilets	262
Need street lights	187
Want flushing toilets	184
Need geyser	129
Dirty streets	97
Road maintenance	92

Ward 6	Count
Create employment	313
Tar roads/paving	284
Want RDP houses	125
Need street lights	102
Need sewage system	59
Need toilets	52
Need geyser	51
Recreation facility	48
Free electricity	45
Need water	42

Ward 6B	Count
Want RDP houses	189
Create employment	88
Recreation facility	34
Skills training for jobs - Job centers	28
Youth development centers	24
Tar roads/paving	21
Jobs for youth	20
Need toilets	20
Renovate/upgrade school structure	15
Maintenance of railway station	14

Detailed responses — Showing all responses against priorities

This table covers the next eight pages. It shows every single response organised by ward. The number under each ward shows the number of people who raised a particular issue. For example 186 people called for tar roads /paving in Ward 1. This is the same data as in the previous tables, but here is organised in its most detailed.

In the previous tables the data was presented in categories. Here the responses are organised against 206 separate sub-category codes.

Careful study of this table will provide a more detailed and accurate picture of the priorities and issues raised by citizens.

List of Priorities	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 6B	Grand Total
Tar roads/paving	186	283	430	370	879	284	21	2453
Want RDP houses	191	219	156	260	1080	125	189	2220
Create employment	200	301	167	394	529	313	88	1992
Need street lights	11	60	206	75	187	102	6	647
Need sewage system	2	5	26	2	452	59	2	548
Satellite police station	28	20	39	383	9	27	5	511
Need toilets	16	12	106	30	262	52	20	498
Build clinic/mobile clinic	18	5	34	390	33	7	9	496
Recreation facility	42	34	136	92	16	48	34	402
Need water	85	39	40	39	75	42	12	332
Need geyser	2		49	37	129	51		268
Access-bridge/road	8	2	173	16	46	17	2	264
Jobs for youth	26	48	21	76	30	40	20	261
Road maintenance	10	10	10	92	92	25		239
School	18	9	32	146	26		6	237
Want flushing toilets	5	4	14	4	184	17	1	229
Fix toilets	57	19	15	39	32	24	12	198
Dirty streets	2	2	3	66	97	9	12	191
Sports fields	34	17	42	28	38	18	5	182
Free electricity	4	1	23	14	66	45	3	156

Detailed responses — Showing all responses against priorities

List of Priorities	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 6B	Grand Total
More soup kitchens	1	4	79	1	39	27	1	152
Need dumping sites		1	69	31	13	35	2	151
Need electricity installation		1	52	32	30	14	13	142
Leaking toilet	3	2	47	33	7	20	3	115
Renovate RDP house	3	36	14	19	18	23	1	114
Poor service delivery			6	10	74	10	10	110
Fix tap	5		27	25	17	22	4	100
High crime	5		2	18	68	5		98
Need tap	4		13	21	39	11	6	94
Geyser leakage	4		27	32	6	22	2	93
Youth development centers		9	10	29	12	7	24	91
Need Home Affairs office	65	23			1	1	1	91
Need tertiary institutions		2	11	20	32	23	1	89
Want VIP toilet				3	78	6		87
Full VIP toilets			16	3	53	14		86
Water drainage	5	8	27	6	9	21	3	79
Clean dumping site	1	2	6	27	3	34	4	77
Potholes	4		6	19	36	9		74
Leaking taps	5	4	17	20	13	13		72
Need rubbish bins		1	6	14	40	7		68

Detailed responses — Showing all responses against priorities

List of Priorities	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 6B	Grand Total
Old age home	26	18	10	9	4			67
Need Identity documents	1	1		33	19	9	1	64
Poor service at the clinic	1	1	2	24	15	16	3	62
Patrol/visibility	1		3	18	34	3	3	62
Maintenance of railway station	16	30				2	14	62
More nurses and doctors	10	17		6	10	3	13	59
Sewage system maintenance	4	5	3	5	31	11		59
Bursaries/scholarships	1	1	2	13	27	4	10	58
Need SASSA grant				14	17	15	11	57
Pipe leaking	2	1	11	23	7	12		56
Speed bumps	1		22	8	6	11	3	51
Community hall			13	23	2	5		43
Access to health care	2	1	10	10	10	2	4	39
Blocked toilets	3		10	3	14	8		38
Build primary school	2			34	1			37
Food parcels			2	6	15	8	6	37
Need free education			1	2	28	4	2	37
Camps/land for cattle	2		2	15	9	4	4	36
High electricity bills			1	1	31	3		36
Government must visit community	1		4	2	10	9	10	36

Detailed responses — Showing all responses against priorities

List of Priorities	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 6B	Grand Total
Geyser not working			20	9	3	4		36
Unfinished RDP houses	11	1	7	8	1	6	1	35
FET college		3		15	6	10	1	35
Build or upgrade hospital	16	3		8	1	2	4	34
Rubbish bins - collected/clean bins	1	2	3	6	12	8	1	33
Maintenance of water meter	6	3	10	3	2	8	1	33
Build high school	3	4		17	4		5	33
Clean water	1		7	7	14	2	1	32
High water accounts	1			8	21	2		32
Need school transport				7	7	6	11	31
Rent is too high			1		30			31
Municipality to communicate water cut offs		2	1	15	2	7	3	30
Leaking water meter	1		1	13	4	9		28
Bridge between Bongweni and Zwelitsha	1	1	23	2		1		28
Slow ambulance response	5			11	2	9	1	28
Increase police staff	1		1	2	11	7	4	26
School for disabled people	2	1	5	1		2	14	25
Want swimming pool	1	2	1	6	3	11		24
Slow response time when called				14	4	4		22
Need taxi rank				3	17	1		21

Detailed responses — Showing all responses against priorities

List of Priorities	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 6B	Grand Total
No tender opportunities for small businesses			1	4	8	1	7	21
Need ATM		5	7	4			5	21
More cleaning projects-people to clean the streets				1	10	2	7	20
Community meeting			1	4	5	4	5	19
Vacant houses		1		14	2		1	18
Lack of education	2		1	7	7	1		18
Maintenance of graveyard			2	7	1	3	4	17
Need SASSA offices				1	2	1	13	17
Need street names/signs			2	11		3	1	17
Deal with drugs/alcohol abuse	1		2	2	12			17
Improve relationship with ward committee/councilors			1	4	8	2	2	17
Youth center for disabled people	3				1		11	15
Need ambulance	4	1		5		4	1	15
Need dumping containers			6	3	3	2		14
Need outside taps			2	3	3	6		14
Removal of animals		2	1		4	6		13
Hospice		7		4	1		1	13
Stadium	3	6		1	3			13
Fencing graveyard	1	6		2	3	1		13
Staff not attending community complaints				2	4	6	1	13

Detailed responses — Showing all responses against priorities

List of Priorities	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 6B	Grand Total
Broken electricity box			4	5	2	2		13
Dirty clinic			1	1		1	9	12
Road traffic control			1	2	9			12
Gymnasium	1		5	1	2		3	12
Satisfied - no complaints	1				2	8		11
Renovate the police station						1	10	11
Land for graveyard		1	2	6	1	1		11
Kids don't go to school			1	3	5	1		10
Fence highway			1	9				10
Employ general workers e.g. gardeners/ cleaners	1	2					7	10
Electricity units/token not enough				6	3	1		10
ABET	1			3	2		3	9
Transport to clinic				6	1	2		9
Increase teachers		1			3	1	4	9
Maintenance of community hall			2	7				9
Juvenile centre	7	1						8
Information on HIV / teenage pregnancy	2			4	2			8
Land for cultivation				1	4	2	1	8
Free medication				4	3	1		8
Community policing forum		1	1	4	2			8

Detailed responses — Showing all responses against priorities

List of Priorities	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 6B	Grand Total
Need public toilets in town					8			8
Small business funding	1		2	1	2	1	1	8
Poor service at the station				2	1	3	1	7
Need birth certificates				5			2	7
Need DSD office					1		6	7
Home for disabled			1			1	5	7
Dirty school premises				1		1	5	7
Renovate heritage sites				5	1	1		7
Tree removal/trimming	1		2	2	1			6
Taxi				5	1			6
Internet in the library			1				5	6
Cleaners at the police station							5	5
Career guidance	2						3	5
Want water tank	1		1			3		5
Pension for disabled people					5			5
Police brutality				1			4	5
Transport for old people to pay points				4				4
Need feeding scheme at schools				2			2	4
Farm workers wages to increase					1		3	4
Host sports events		1		1			2	4

Detailed responses — Showing all responses against priorities

List of Priorities	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 6B	Grand Total
SASSA grant cut offs				2	1	1		4
Buses	3		1					4
Want dentist				1	2		1	4
Increase SASSA grant		1	1		1		1	4
Reopen railway station		3						3
Corrupt SASSA officials			1	1	1			3
Cannot afford services because of unemployment				1		2		3
Need SASSA pay points				1			2	3
Fair treatment at municipality offices					2	1		3
Equal treatment from staff - treat with respect							3	3
Misuse of SASSA card/money				3				3
Need Xhosa teacher				3				3
Upgrade soup kitchens			3					3
Rock falls on Adelaide street				2	1			3
No feedback on cases/complaints					1		2	3
Housebreaking				1	1			2
Need surgery					2			2
Recognise us as farmers						2		2
Better education					2			2
Improved security at railway station				1		1		2

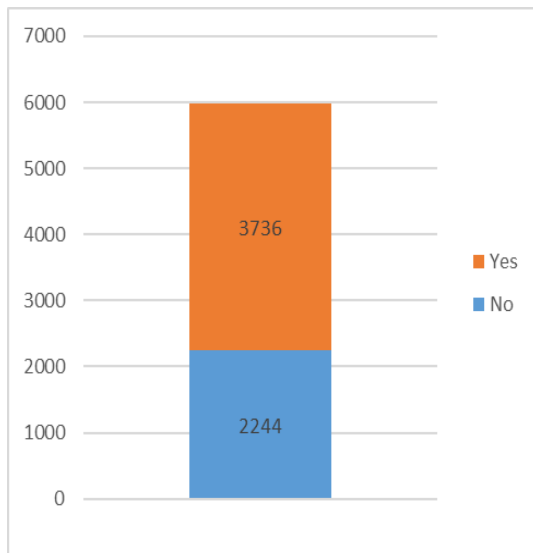
Detailed responses — Showing all responses against priorities

List of Priorities	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 6B	Grand Total
Long queues at the clinic				1	1			2
Request seed plants				1		1		2
Agricultural institution					1	1		2
Cinema		1		1				2
Remove electricity pole in my yard					2			2
No feedback on complaints			1				1	2
No house number						2		2
Prioritize home-based care					2			2
Need chemicals for toilets				1				1
Postal office							1	1
Police mistreating community members							1	1
Cases not taken seriously or investigated							1	1
Police driving recklessly						1		1
Short payment						1		1
Decrease rates (services)					1			1
Provide shelter in hiking spots							1	1
Renovate pre-schools							1	1
Grand Total	1208	1320	2391	3510	5444	1943	808	16624

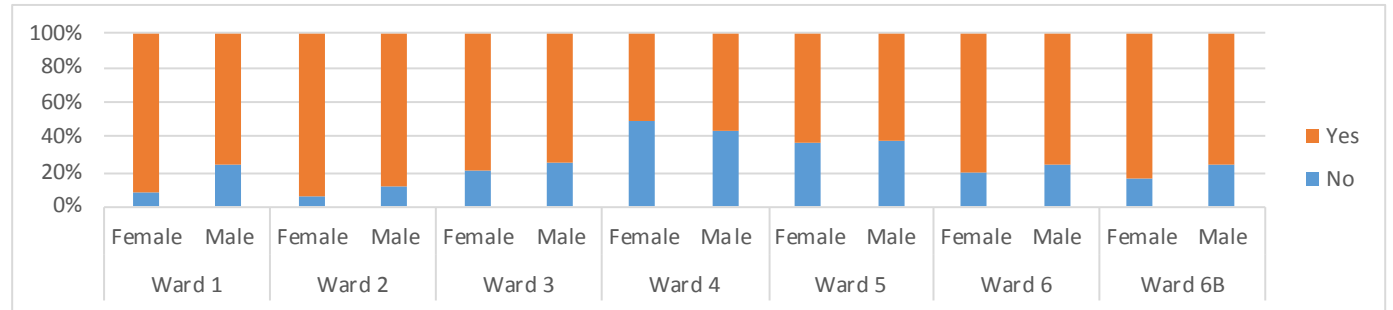
Analysis of responses to question “Do you want to be part of monitoring service delivery in your ward?”

These charts show how many people said they wanted to be part of monitoring service delivery. Most of these provided a cell number and this will be very useful resource for on-going communication in this process.

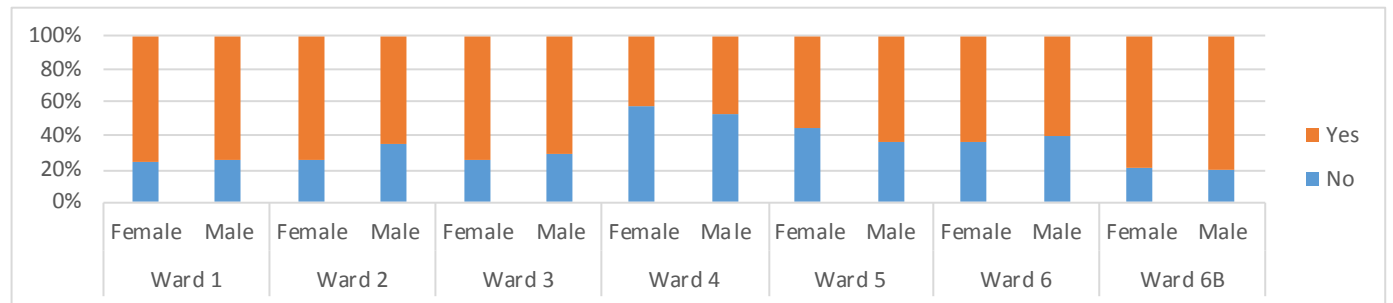
The three charts on the right show how the different age groups responded. We can see that in wards 4 and 5 there are higher numbers of people who don't want to be part of monitoring. This should be investigated further.



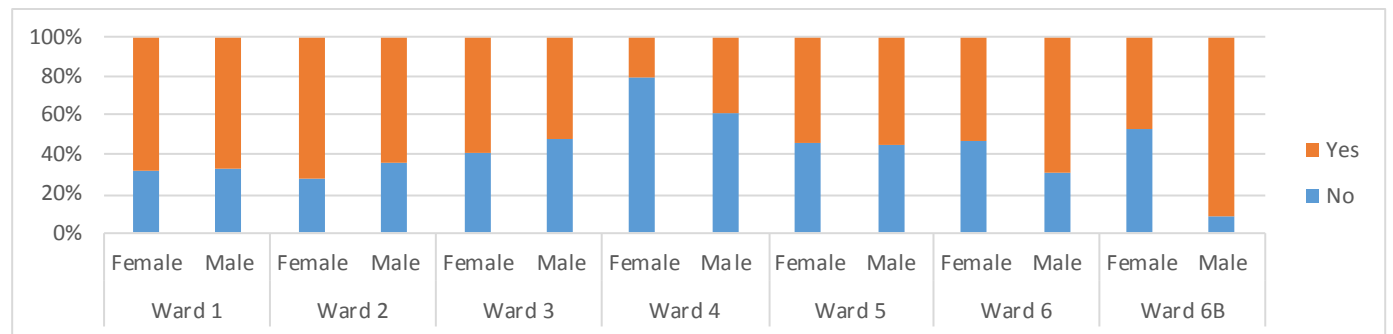
Ages 18-34



Ages 35-59



Ages 60 plus



Pictures from the survey

