

Why getting a toilet does not solve the sanitation crisis: Experience from Cape Town

By Sophia Pan, Neil Armitage and Mark van Ryneveld

(Photo credits: David Harrison M&G)



This research is funded by the Bill & Melinda Gates Foundation under the Sanitation for the Urban Poor Project



Introduction

- **26% of population still lack access to basic sanitation**
- **Cape Town ~1 million households, 1/5 living in informal settlements (StatsSA, 2012)**
- **Informal settlements: unplanned residential area, inadequate infrastructure, makeshift dwellings (PGWC, 2003)**

Waterfront



Settlements in



South
Atlantic
Ocean

1:500 000

Khayelitsha (informal settlement)



Context

Free basic sanitation national policy – municipal interpretation



Case study: Janitorial services



- **Janitorial services provided for 144 informal settlement**
- **~860 temporary staff as of April 2013 (contracts for 6 months)**
- **Part of a city-wide job creation strategy**

Case study: Purpose

- **Challenges** managing sanitation services even after facilities are provided
- **Opportunities** to address challenges

Case study: Challenges

- **Supply chain management**
- Including more **training/skill building opportunities**
- **Officials' incapacity** to fulfil additional & unfamiliar responsibilities
- **High staff turnover**

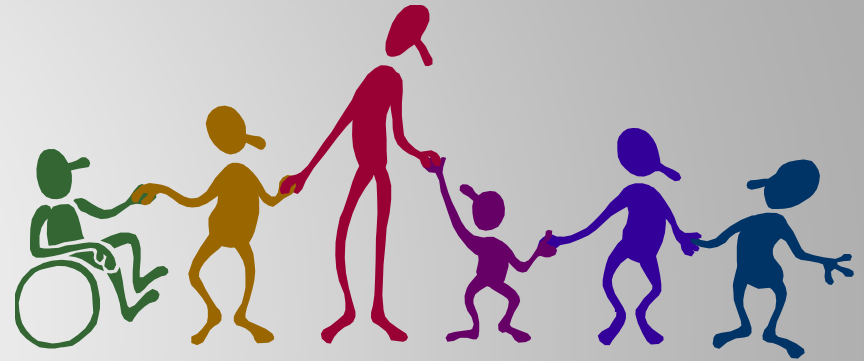
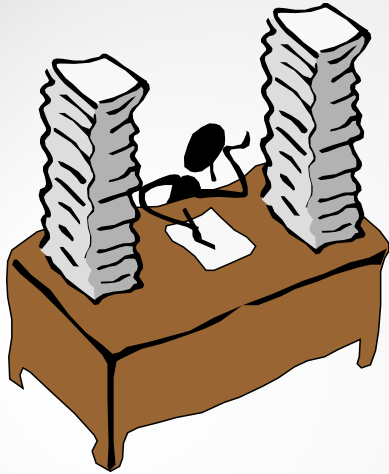
Case study: Challenges

- **General maintenance plan/responsiveness to issues**
- **Weak engagement** between service providers and residents

Case study: Opportunities

- **Greater coordination** between municipal departments to identify additional staff to assist
- **Collaborate and build institutional capacity** within municipality and of CBOs and NGOs
- **Institutional rearrangement** to incorporate integrated approach → acceptable service

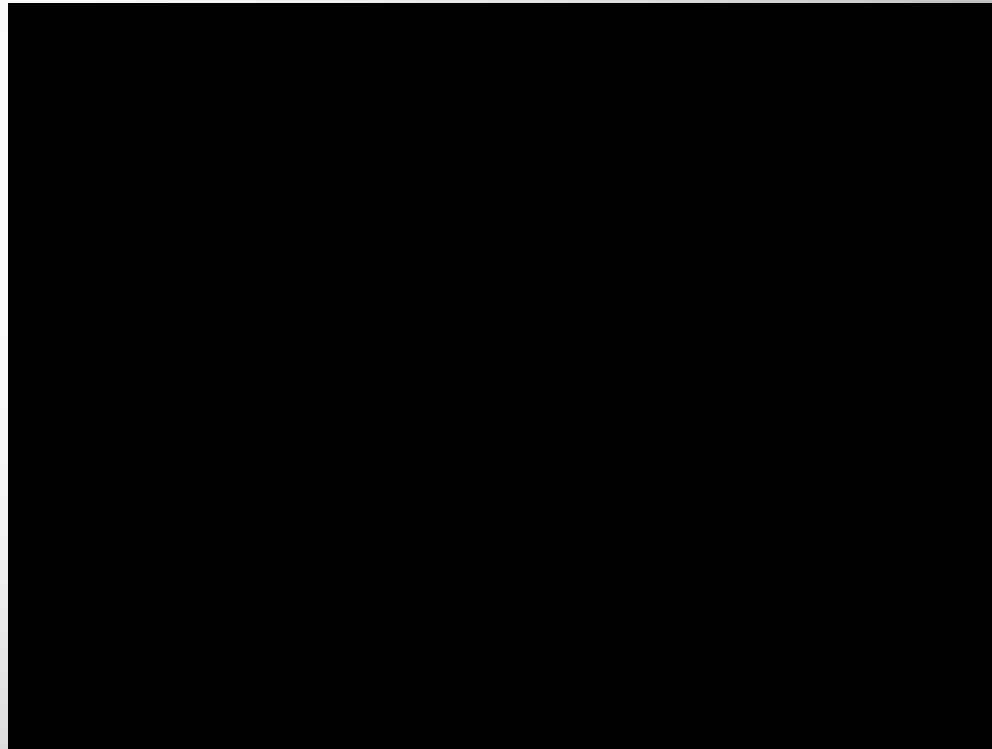
Discussion



Conclusions

- **Sanitation as a system not just a toilet – service aspects**
- **Incongruence** between “**ideal**” management principles from IWRM, Bellagio Principles and reality on ground
- Need greater **communication** and **coordination** between stakeholders

Recent headlines



Thank you!



- **Questions?**
- **Comments?**
- **Contact: sphpan001@myuct.ac.za**