



cogta

Department:
Cooperative Governance and Traditional Affairs
PROVINCE OF KWAZULU-NATAL



DOOR TO DOOR EVALUATION OF ABLUTION FACILITIES CONSTRUCTED IN THE HIMEVILLE AND UNDERBERG AREAS

Evaluation Report

14-22 November 2017

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INTRODUCTION

This report presents the findings of the evaluation conducted on the ablution facilities which were installed in the Underberg and Himeville areas of the Nkosazana Dlamini-Zuma Local Municipality.

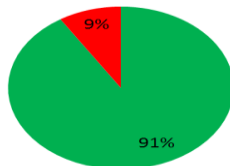
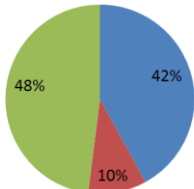
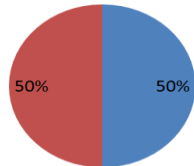

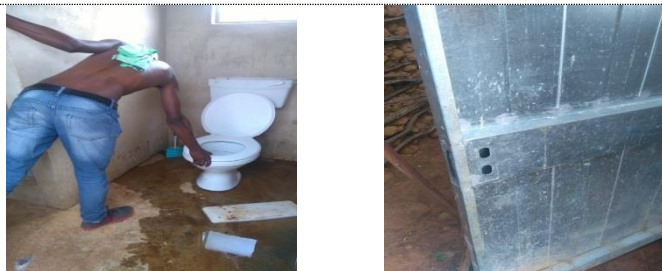

The Ablution project aimed to eradicate the bucket system in the former KwaSani Municipal area, by installing ablution facilities in 354 households in both the Himeville (Ward 2) and Underberg (Ward 3) areas. A sampled 173 households of the total installed were visited on the 21st and 22nd of November 2017, to establish if the facilities installed were functional and had made a positive impact in the lives of its beneficiaries. Approximately 18 field workers formed from the collaboration of the Public Participation Chief Directorate, the Monitoring & Evaluation Chief Directorate, the Rapid Response Directorate and the Internal Control Directorate. This team started to collect data about this project by having two focus groups sessions. The first session was held with Mayor and affected Councillors from Nkosazana Dlamini Zuma Municipality. This was followed by the session with engagement with Ward Committees from Ward 2 and 3. These engagements indicated high appreciation of the project as it has improved people's lives. However members from both sessions also alerted the field workers on challenges experienced in this project. Particularly the Mayor emphasised that the challenges facing the project could have been resolved if COGTA was present on the ground during the construction phase of this project. Following these two focus group sessions, field workers conducted the door to door interviews with the sampled households. As a result of this effective data collection process which took only one week, this report has been developed to provide a sense on how the project is and how the beneficiaries view it: It will provide quantitative analysis on satisfaction level as well as factors affecting satisfaction of this project. Attached to this report will also be a gallery section to provide a synopsis on how the project looks like. The quantitative aspect will focus mainly on three tested elements in both ward 2 and 3 as follows:

- Functionality of the installed toilets: This area establishes the functionality of the installed toilets, which include the extent to which the toilets are functional according to its end users and the reasons why the toilets are not functional.
- Change for the better as a result of the project: This area establishes if there was change for the better in light of the project, which includes the beneficiary's perspective of the change encountered and the reasons why some beneficiaries feel that there was no change for the better.



- Satisfaction with the project: This area establishes if the beneficiaries were satisfied with the project. This area also looks into the levels of satisfaction with regards to the projects and establishes the reasons behind the dissatisfaction of the project.

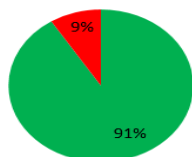
Presented in this report are the findings per ward.

WARD 2		
Total number of households visited	70 Households	
FUNCTIONING OF TOILETS		
<p>Toilets are working</p> <p>■ Working toilets ■ Non working toilets</p> 	<p>Extent to which toilets are working</p> <p>■ Face Mechanical issues ■ No Comment ■ No complaints</p> 	<p>Reasons why toilets are not working</p> <p>■ No water supply to toilets ■ Toilets still under construction</p> 
64 out of 70 or 91% household noted that the toilets were working	<ul style="list-style-type: none">• 31 out of the 64 or 48% households had no complaints• 27 out of the 64 or 42% households had mechanical issues such as<ul style="list-style-type: none">○ Parts of ablution facility not working optimally such as doors and flush handles and taps (16HH)○ Leakage of water pipes (11 HH)• 6 out of the 70 or 10% households had no comments	6 out of the 70 or 9% households noted that the toilets were not working in which: <ul style="list-style-type: none">• 3 out of the 6 households noted that there is no water supply for the flush toilets.• 3 out of the 6 households not that the toilets were still constructed
		

POSITIVE CHANGE BECAUSE OF THE PROJECT

Change for the better as a result of the project

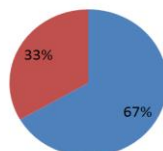
■ Change for the better ■ No change



64 out of 70 or 91% household project brought change for the better

Extent of change for the better

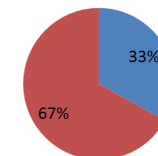
■ Better convenience, improved standard of living
■ No Comment



- 43 out of 64 of households or 67% felt that the living conditions had improved as a result of the project, as they previously used the bucket system which was unhygienic.
- 21 out of 64 or 33% of households had no comments.

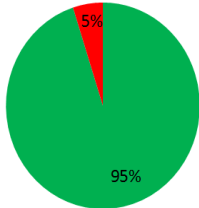
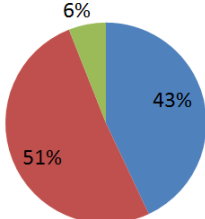
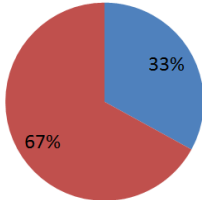
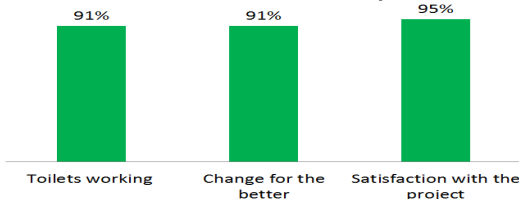
Reasons for no change for the better

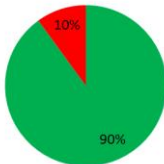
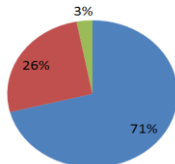
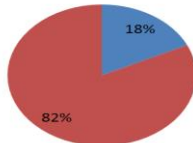




■ Disagreements with the contractor on construction
■ Mechanical issues made it look like there was no difference

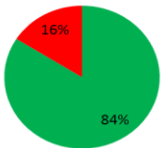
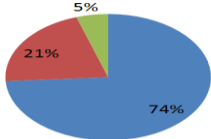
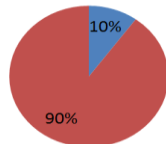





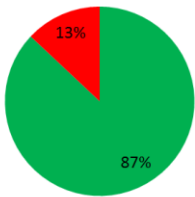
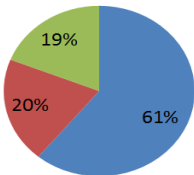
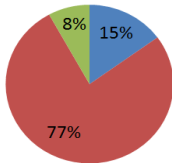

- 4 out of the 6 or 67% households felt that the effects of the mechanical issues made it as if there was no change.
- 2 out of the 6 or 33% households noted that the disagreements with the contractor on the location of the ablution facilities made the project ineffective.

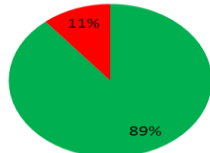
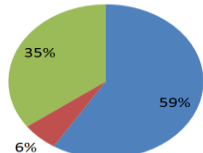
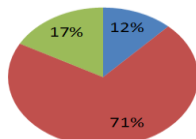
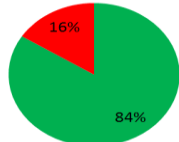
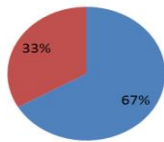


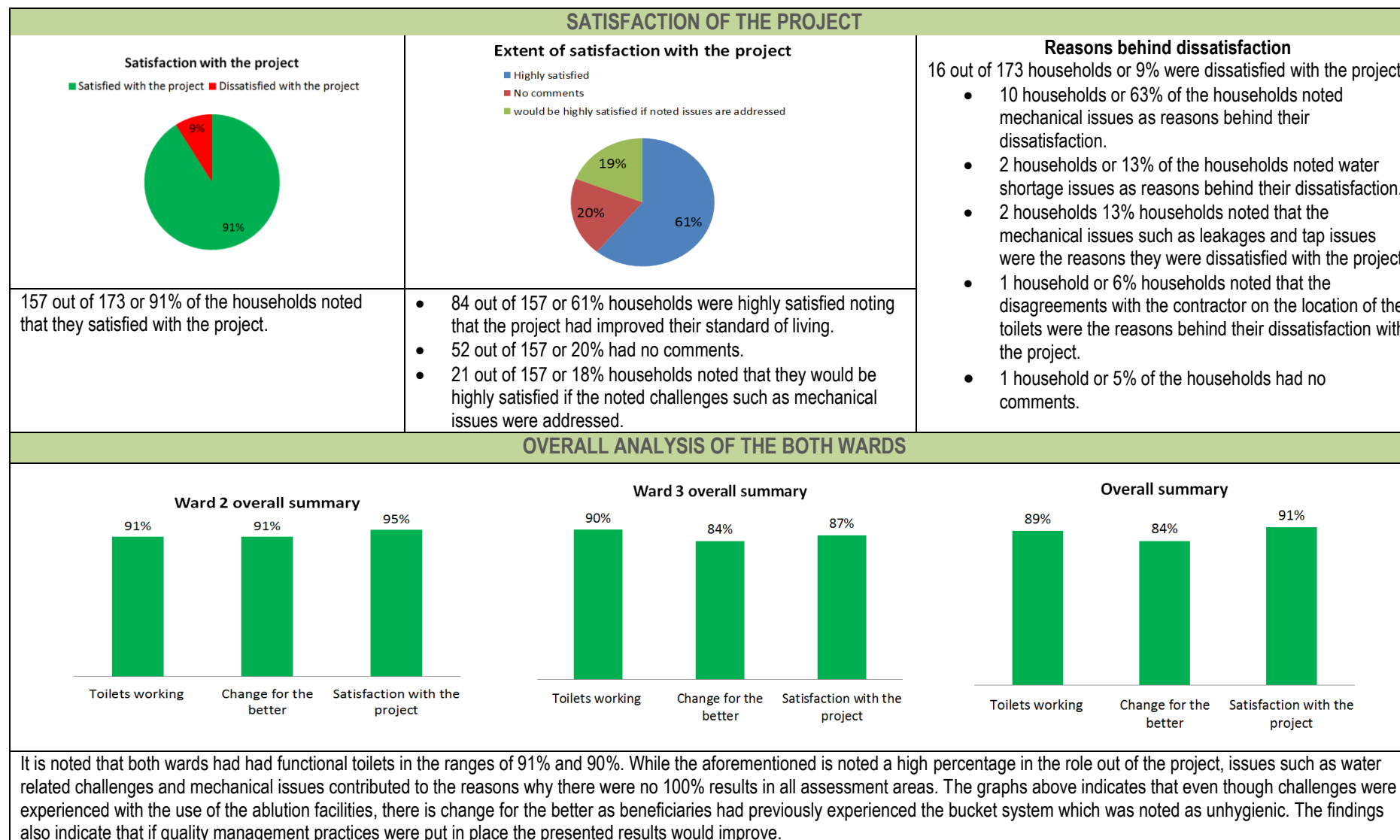
SATISFACTION OF THE PROJECT		
<p>Satisfaction with the project</p> <p>■ Satisfied with the project ■ Dissatisfied with the project</p> 	<p>Extent of satisfaction with the project</p> <p>■ Highly satisfied ■ No comments ■ would be highly satisfied if noted issues are addressed</p> 	<p>Reasons dissatisfaction</p> <p>■ Disagreements with the contractor on construction ■ Mechanical issues</p> 
<p>67 out of 70 or 95% of the households noted that they satisfied with the project</p>	<ul style="list-style-type: none"> 34 out of 67 or 51% had no comments. 29 out of 67 or 43% households were highly satisfied noting that the project had improved their standard of living. 4 out of 67 or 6% households noted that they would be highly satisfied if the noted challenges such as mechanical issues were addressed 	<ul style="list-style-type: none"> 2 out of the 3 or 67% households noted that the mechanical issues such as leakages and tap issues were the reasons they were dissatisfied with the project. 1 out of 3 or 33% households noted that the disagreements with the contractor on the location of the toilets were the reasons behind their dissatisfaction with the project.
OVERALL ANALYSIS OF THE WARD 2		
<p>Ward 2 overall summary</p> 		
<p>The majority of the households visited at 91% had functional toilets. Mechanical issues such as flush handles not working optimally were noted as reasons why the ablution facilities were not working optimally and reasons behind dissatisfaction.</p>		

WARD 3		
Total number of households visited	103 Households	
FUNCTIONING OF TOILETS		
<p>Toilets are working</p> <p>■ Working toilets ■ Non working toilets</p> 	<p>Extent to which toilets are working</p> <p>■ Face Mechanical issues ■ No Comment ■ No complaints</p> 	<p>Reasons why toilets do not work</p> <p>■ Mechanical issues ■ No water supply to toilets</p> 
92 out of 103 households noted that the toilets are working	<ul style="list-style-type: none">65 out of the 92 or 71% households had mechanical issues such as<ul style="list-style-type: none">Parts of ablution facility not working optimally such as doors and flush handles and taps (45HH)Leakage of water pipes, waterflow interruptions and low water pressure (20 HH)24 out of the 92 or 26% households had no complaints.3 out of the 92 or 5% households had no comments.	11 out of the 103 or 10% households noted that the toilets were not working in which: <ul style="list-style-type: none">9 out of the 11 or 82% households noted that there is no water supply for the flush toilets.2 out of the 11 or 18% households not that there were mechanical issues such as toilet blockages and leakage of water pipes
	 	

POSITIVE CHANGE BECAUSE OF THE PROJECT		
<p>Change for the better as a result of the project</p> <p>■ Change for the better ■ No change</p> 	<p>Extent of change for the better</p> <p>■ Improved quality of life ■ No comment ■ Change for better despite noted challenges</p> 	<p>Reasons for no change for the better</p> <p>■ Smell from manholes ■ Mechanical issues made it look like there was no difference</p> 
<p>82 out of the 103 households noted that the project brought a positive change.</p>	<ul style="list-style-type: none"> 61 out of the 82 or 74% of households noted that the quality of life had improved as they used to use the bushes to relieve themselves when the bucket system was not functional. Moreover there is more convenience with having toilets per household. 18 out of 82 or 21% of households had no comments. 3 out of 82 or 5% of households noted even though there were noted challenges in the project, the project brought change for the better 	<ul style="list-style-type: none"> 2 out of 21 or 10% of the households noted that the smell from the manholes as the reason behind the lack of change. 1 out of the 2 households noted that the house was built on top of a manhole. 19 out of 21 households or 90% of the households noted that the water shortage as a result of mechanical issues was the reason behind the lack of change.
	 	

SATISFACTION OF THE PROJECT		
<p>Satisfaction with the project</p> <p>■ Satisfied with the project ■ Dissatisfied with the project</p> 	<p>Extent of satisfaction with the project</p> <p>■ Highly satisfied ■ No comments ■ would be highly satisfied if noted issues are addressed</p> 	<p>Reasons dissatisfaction</p> <p>■ Water issues ■ Mechanical issues made it look like there was no difference ■ No comment</p> 
<p>90 out of 103 or 87% of the households noted that they satisfied with the project.</p>	<ul style="list-style-type: none"> 55 out of 90 or 61% households were highly satisfied noting that the project had improved their standard of living. 18 out of 90 or 20% had no comments. 17 out of 90 or 18% households noted that they would be highly satisfied if the noted challenges such as mechanical issues were addressed. 	<p>13 out of 103 households or 10% were dissatisfied with the project.</p> <ul style="list-style-type: none"> 10 households or 77% of the households noted mechanical issues as reasons behind their dissatisfaction. 2 households or 15% of the households noted water shortage issues as reasons behind their dissatisfaction. 1 household or 8% of the households had no comments.
OVERALL ANALYSIS OF THE WARD 3		
<p>Ward 3 overall summary</p> 		
<p>The majority of the households visited at 91% had functional toilets. Mechanical issues such as flush handles not working optimally and water related issues were noted as reasons why the ablution facilities were not working optimally and reasons behind dissatisfaction.</p>		

OVERALL ANALYSIS OF BOTH WARDS		
Total number of households visited	173 Households	
FUNCTIONING OF TOILETS		
<p>Toilets are working</p> <p>■ Working toilets ■ Non working toilets</p> 	<p>Extent to which toilets are working</p> <p>■ Face Mechanical issues ■ No Comment ■ No complaints</p> 	<p>Reasons why toilets do not work</p> <p>■ Mechanical issues ■ No water supply to toilets ■ Toilets still constructed</p> 
156 out of 173 or 89% household noted that the toilets were working	<ul style="list-style-type: none">92 out of the 156 or 59% households had mechanical issues such as<ul style="list-style-type: none">Parts of ablution facility not working optimally such as doors and flush handles and taps (61HH)Leakage of water pipes (31 HH)55 out of the 156 or 35% of households had no complaints9 out of 156 or 6% households had no comments	17 out of the 173 or 11% households noted that the toilets were not working in which: <ul style="list-style-type: none">12 out of the 17 households noted that there is no water supply for the flush toilets.3 out of the 17 households not that the toilets were still constructed2 out of the 17 households not that there were mechanical issues such as toilet blockages and leakage of water pipes
POSITIVE CHANGE BECAUSE OF THE PROJECT		
<p>Change for the better as a result of the project</p> <p>■ Change for the better ■ No change</p> 	<p>Extent of change for the better</p> <p>■ Better convenience, improved standard of living ■ No Comment</p> 	<p>Reasons for no change for the better</p> <ul style="list-style-type: none">19 out of 27 households or 70% of the households noted that the water shortage as a result of mechanical issues was the reason behind the lack of change.4 out of the 27 or 14% households felt that the effects of the mechanical issues made it as if there was no change.2 out of the 27% or 7% households noted that the disagreements with the contractor on the location of the ablution facilities made the project ineffective.2 out of 27 or 7% of the households noted that the smell from the manholes as the reason behind the lack of change. 1 out of the 2 households noted that the house was built on top of a manhole.
146 out of 173 or 84% household project brought change for the better	<ul style="list-style-type: none">104 out 146 of households or 71% felt that the living conditions had improved as a result of the project, as they previously used the bucket system which was unhygienic.39 out of 146 or 26% of households had no comments.3 out of 82 or 3% of households noted even though there were noted challenges in the project, the project brought change for the better.	



CONCLUSION AND RECOMMENDATIONS

The instruction to conduct this Evaluation had a specific purpose which is mainly to test how satisfaction level of the beneficiaries with the Ablution Facilities Project funded by the Department and implemented through Umhlathuze Water Board. This assessment had to be conducted with a sense of urgency in preparation for the Executive Authority of COGTA as a project owner and funder. Through this process the following was noted:

- The project is highly appreciated by the project beneficiaries as it has changed their lives to better. The project improved hygiene and health conditions in both wards.
- There are minor but critical challenges identified in this project. Most of these challenges are depicted on the attached project gallery.
- It is worth noting that challenges are more on Ward 3 than Ward 2 and it is notable that judging from the type of material used, a different service provider was used for Ward 2 and 3.
- The focus groups emphasised lack of Community involvement and COGTA's availability during project construction.

In addition to the findings made in this project, the approach used to gather data is commendable as it allowed such data to be collected within a week. It is an approach that can be replicated to give the Management quick feedback on projects on the ground. The report findings necessitate that certain steps should be taken to address challenges facing the project whilst also welcoming high project satisfaction levels. Therefore it is recommended that:

- The Department devise mechanisms to rectify the technical errors facing some of the ablution facilities as depicted on the attached project gallery.
- Close project management is recommended to ensure that issues are identified and addressed whilst the constructor is still on site.
- The Department can identify similar project where the data collection approach used in evaluating this project can be replicated.