URBAN & PUBLIC INFRASTRUCTURE
RESEARCH INITIATIVE

SOUTH AFRICAN LOCAL GOVERNMENT ASSOCIATION
SALGA
Inspiring service delivery

CESA DFC WEBINAR

Innovation in Water Management & Sanitation

Context for Innovation : 2019 – 2024 Municipal Water & Sanitation

24 October 2024

SOUTH AFRICAN LOCAL GOVERNMENT ASSOCIATION
SALGA
Inspiring service delivery
CELEBRATING 27 YEARS OF SALGA EST.21/11/96

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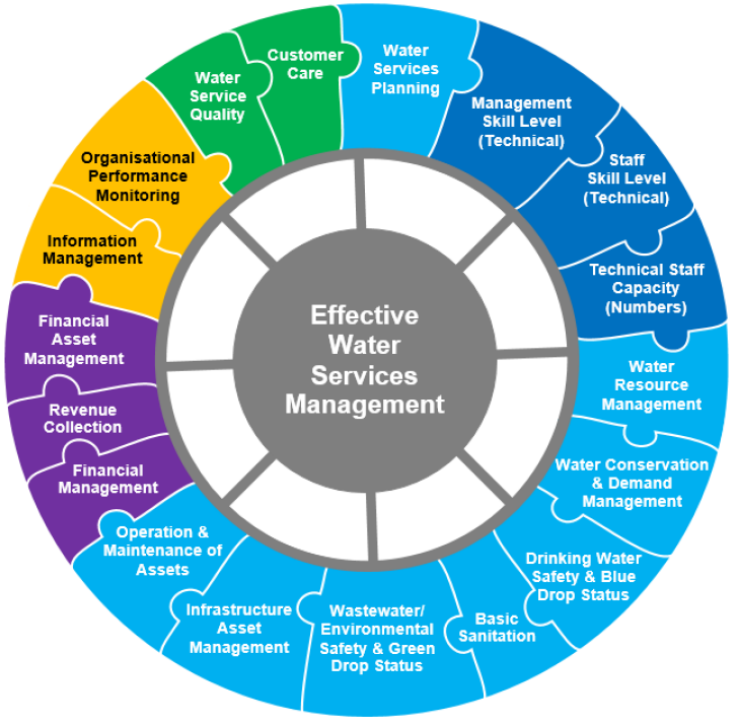
CESA
Consulting Engineers South Africa

Outline

- Who is SALGA?
- Background and Purpose
- A Multi-perspective Assessment
- Key Take Aways

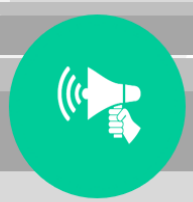


SALGA MANDATE

TRANSFORM LOCAL GOVERNMENT TO ENABLE IT TO FULFIL ITS DEVELOPMENTAL MANDATE

LOBBY, ADVOCATE AND REPRESENT

Lobby, advocate, protect and represent the interest of local government at relevant structures and platforms



EMPLOYER BODY

Act as an employer body representing all municipal members and, by agreement, associate members

CAPACITY BUILDING

Build the capacity of the municipality as an institution as well as leadership and technical capacity of both Councillors and Officials

SUPPORT AND ADVICE

Support and advise our members on a range of issues to assist effective execution of their mandate

STRATEGIC PROFILING

Build the profile and image of local government within South Africa as well as outside the country

KNOWLEDGE AND INFORMATION SHARING

Serve as the custodian of local government intelligence and the knowledge hub for the sector

INSPIRING SERVICE DELIVERY

Background & Purpose

Background:

- A paper titled: **Unwilling or unable? A Critical Reflection on the State of Municipal Water Services, 2019-2024*** was published in the SAJS on 30Aug2024. One of the things it does is build a case for the **need to innovate**, as status quo is not optimal.

Purpose:

- To provide a **multi-perspective** overview of **status quo** in RSA **municipal water and sanitation services**.
- Highlight some areas where **innovation** may be **required**, while underscoring the **complexity** of the **environment**.

*Luyaba, L., Moyo, P., Mbhele, N., & Mochotlhoane, M. (2024). Unwilling or unable? A critical reflection on the state of municipal water services, 2019–2024. *South African Journal of Science*, *120*(11/12). https://doi.org/10.17159/sajs.2024/19046

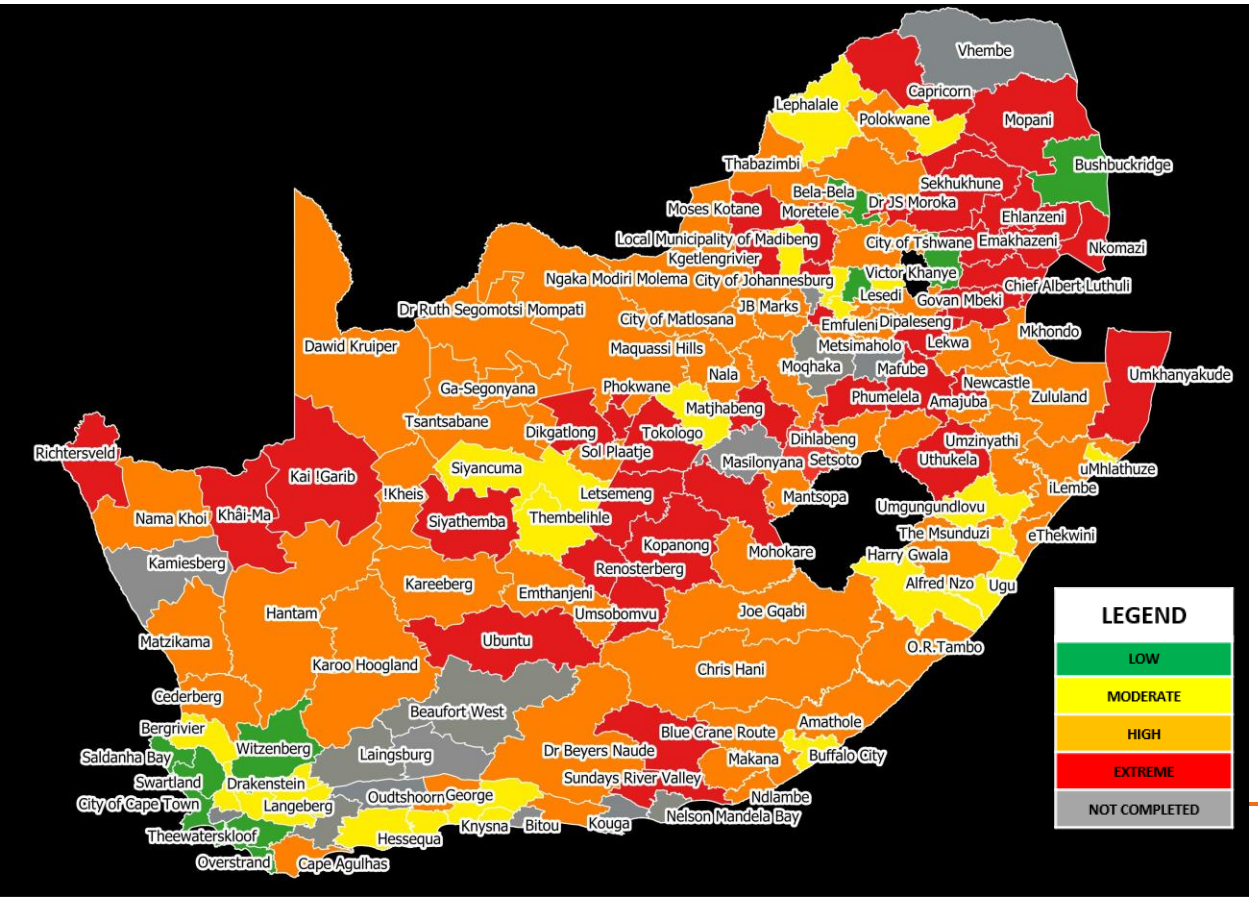
Overview of Assessment Framework

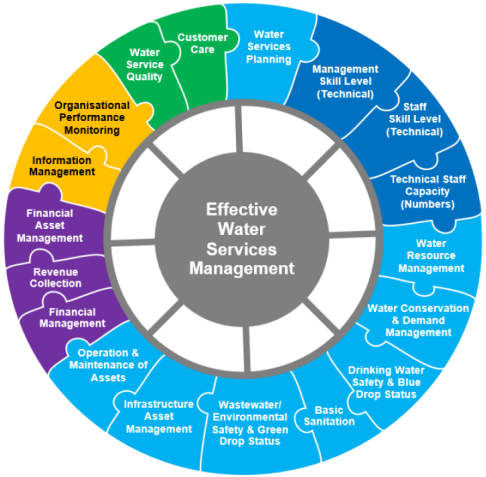
4 POINTS OF VIEW CONSIDERED

Performance Area	Indicators	Municipal Perspective	Community Perspective	National Gov. Perspective	Independent Perspective	Overall Performance
Infrastructure Planning						
Infrastructure Delivery						
Infrastructure Operations & Maintenance						
Financial Health						
Technical Capacity						
Transversal Functionality						
Enabling Environment						

Performance Area (Pillar)	Indicators
Infrastructure Planning	Water and Sanitation Services Planning Water Resource Management Water Conservation and Water Demand Management
Infrastructure Delivery	Water Access Levels Sanitation Access Levels Grant Expenditure Performance
Infrastructure Operations & Maintenance	Drinking Water Safety Wastewater / Environmental Compliance Infrastructure Asset Management Operations and Maintenance of Assets
Financial Health	Financial Asset Management Revenue Collection Financial Management Auditor General Opinion
Technical Capacity	Management Skill Level (Technical) Staff Skill Level (Technical) Technical Staff Capacity (Numbers)
Transversal Functionality	Information Management Organisational Performance Water Services Quality Customer Care
Enabling Environment	Policy landscape Regulatory landscape Responsiveness and efficacy of support to Municipalities (timing, quality & quantity)

P1: Municipal Self Assessment





Top 5 Challenges:

- Financial (Asset) Management
- Wastewater/Enviro. Safety & Regulatory Compliance
- Revenue Collection
- Operation & Maintenance of Assets
- Infrastructure Asset Management (5)
- Water Conservation & Demand Man. (5)

P1: Municipal Self Assessment…

Contrary to popular belief, it seems municipal officials know what is wrong…

	Municipal Self Assessed Vulnerability Per Year					
Province	2019	2020	2021	2022	2023	Average
EC						High
FS						Extreme
GP						High
KZN						High
LMP						High
MP						High
NC						Extreme
NW						High
WC						Moderate
Average	High	High	High	High	High	High

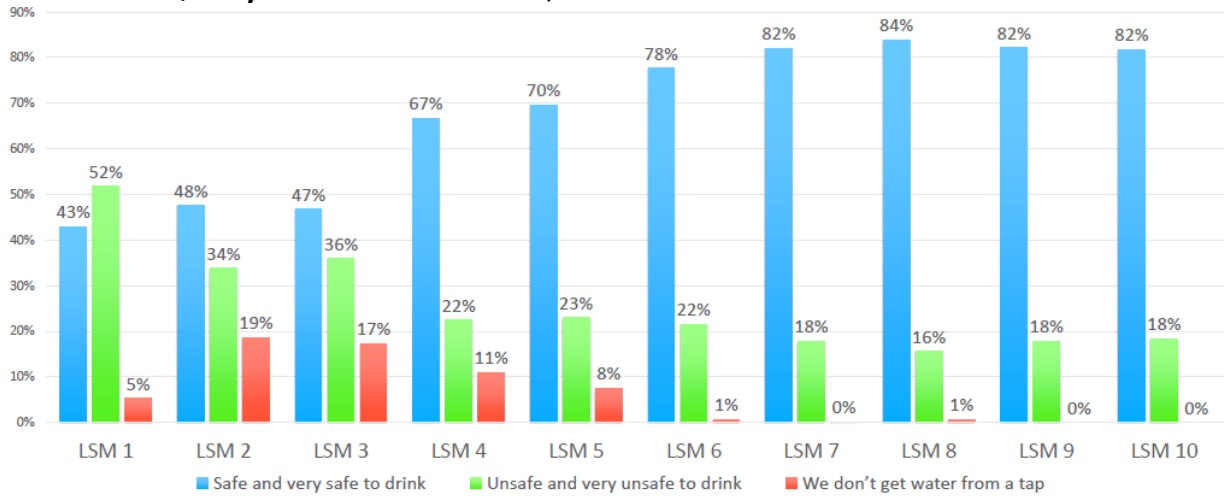
VULNERALABILITY KEY			
EXTREME	HIGH	MODERATE	LOW

Top 5 Challenges:

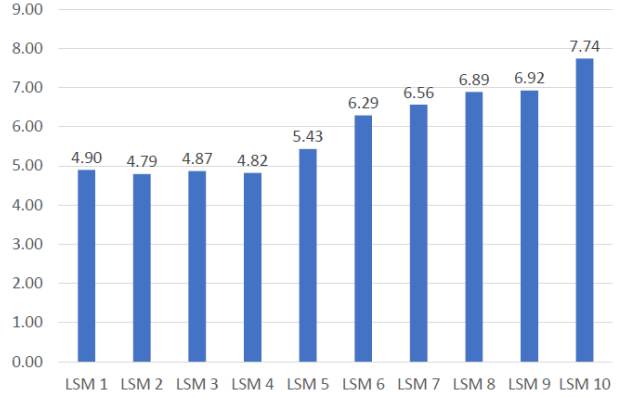
- Financial (Asset) Management
- Wastewater/Enviro. Safety & Regulatory Compliance
- Revenue Collection
- Operation & Maintenance of Assets
- Infrastructure Asset Management (5)
- Water Conservation & Demand Man. (5)

P2: Community Perspective

- **Perception of quality of service along LSM lines is problematic for equality.**
- **Urban** water services are perceived to be better than **rural.**
- **Quality** of service of service =/= **Level** of Service.



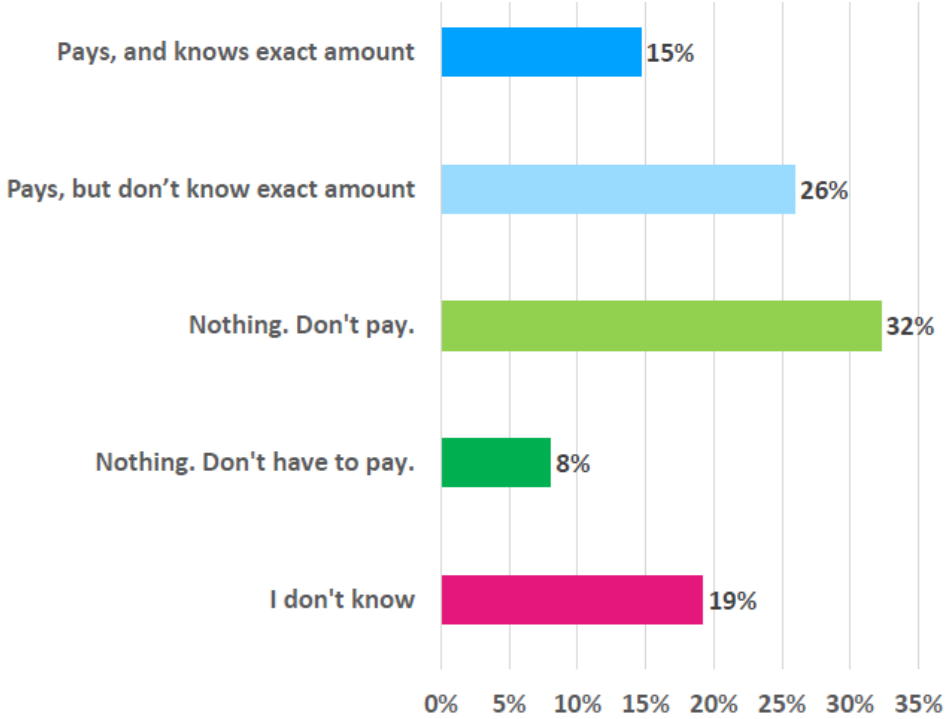
*__Perception__ of water quality by LSM



*__Perception__ of water & sanitation service quality by LSM

*Source: Slabbert, S. 2023. The Water Services Barometer Study 2022: User Perceptions of the Current Provision of Water Services in South Africa. Water Research Commission. Report TT909-22. Pretoria. WRC.

P2: Community Perspective…



- Perception of quality of service along LSM lines is problematic for equality
- **<u>Willingness</u> to pay and quality of service are interdependent**

*Community member knowledge of the cost of water (Slabbert, 2023)

*Source: Slabbert, S. 2023. The Water Services Barometer Study 2022: User Perceptions of the Current Provision of Water Services in South Africa. Water Research Commission. Report TT909-22. Pretoria. WRC.

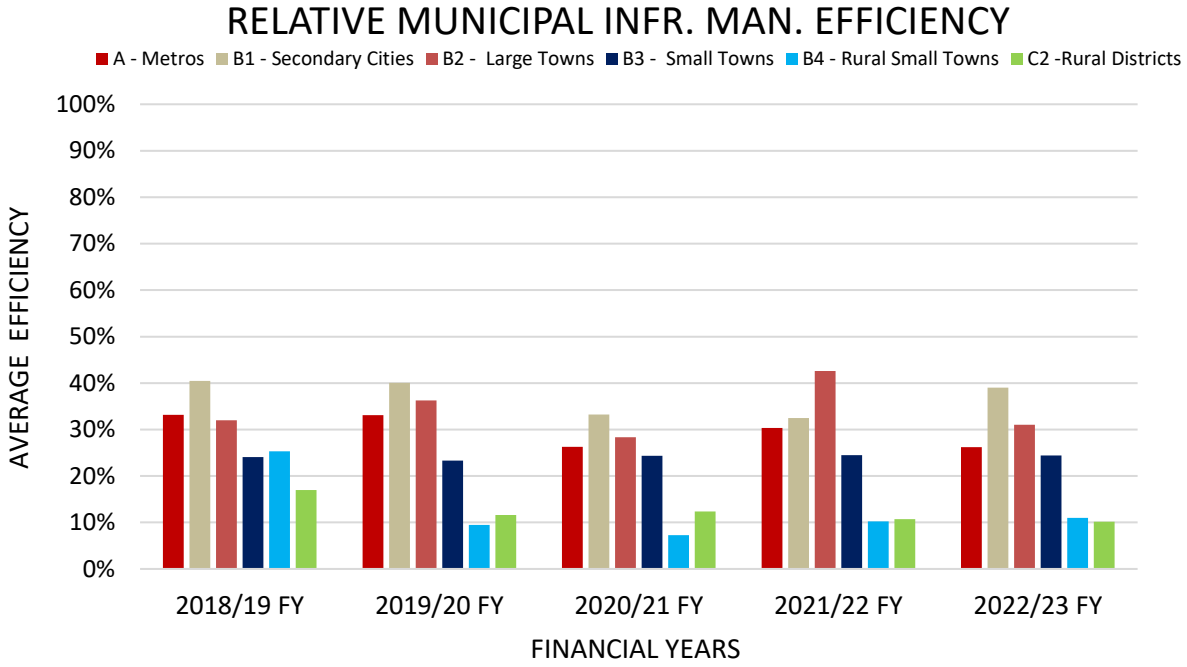
P3: National Government Perspective

Considered national reports related to municipalities

Province	Green Drop	Blue Drop	No Drop	A.G. Outcome	Average
EC	Poor	Average	Poor	Average	Poor
FS	Poor	Poor	Poor	Poor	Poor
GP	Average	Good	Poor	Good	Average
KZN	Poor	Average	Poor	Good	Average
LMP	Poor	Average	Poor	Average	Poor
MP	Poor	Average	Poor	Average	Poor
NC	Poor	Average	Poor	Average	Poor
NW	Poor	Poor	Poor	Poor	Poor
WC	Average	Good	Average	Good	Average
Average	**Poor**	**Average**	**Poor**	**Average**	**Poor**

- Note potential correlation between audit outcomes and service delivery

P4: Independent Perspective



- Used UCT UPIRI **MWaSSIME** (Municipal Water & Sanitation Infrastructure Management Efficiency) **Index**.
- Uses **Data Envelopment Analysis** (DEA), input orientated. **Selected** over other parametric stochastic (OLS & SFA), non-parametric deterministic (FDH) & non-parametric stochastic (StoNED) approaches.
- Considers: **Losses, R&M, Green & Blue Drop.**
- Ideal DMU set for **each WSA category**.

Municipal Infrastructure Management Efficiency Categorisation				
Extremely Inefficient	Highly Inefficient	Fairly Inefficient	Moderately Efficient	Highly Efficient
0.00% – 29%	30% – 49%	50% – 59%	60% – 79%	80% – 100%

National Targets: MTSF 2019 - 2024

No	Target	Achieved (Yes/No)	Activities	Achieved
1	100% of WSAs have acceptable MuSSA scores	No	Annual assessment in all WSAs	No
			WSAs being supported to develop and implement	Partial
2	90% Access to sanitation and hygiene	No	Development & implementation of the National Sanitation Integrated Plan	Partial
			Eradication of the bucket system	No
3	95% reliability of water services	No	Refurbishment projects to address functionality of reliability implementation plans	Partial
			Blue Drop assessment & compliance	Partial
			Non-compliance monitoring	Yes
			District Municipal 5-year reliability plans	Partial
4	100% wastewater treatment works functionality	No	Bulk projects implementation	Partial
			Green Drop assessments & compliance	Partial
			Wastewater system monitoring against regulatory standards	Yes

- We are setting appropriate targets.
- We're making **progress**, but not where we **need to be**…
- **Innovation can get us there…**

2019-2024 Final Assessment Result

Performance Area	Municipal Perspective	Community Perspective	National Gov. Perspective	Independent Perspective	Overall Performance
Infrastructure Planning	Good	Average	Average	Average	Average
Infrastructure Delivery	Good	Average	Average	Poor	Average
Infrastructure Operations & Maintenance	Poor	Poor	Poor	Poor	Poor
Financial Health	Poor	Good	Average	Poor	Average
Technical Capacity	Poor	Poor	Poor	Average	Poor
Transversal Functionality	Average	Poor	Poor	Average	Poor
Enabling Environment	Poor	Poor	Poor	Poor	Poor

Key Take Aways

- **Progress** is being made as **more** people have **access** and increased **levels of service**, but **reliability** is not going in the right direction?
- There seems to be a **relationship breakdown** between **lower income households** and their **Water Services Providers**… how do we close this gap?
- We need to **increase willingness to pay**, but it can't when **quality of service** is **not improving**.
- We need to **innovate** to **improve efficiency** and **effectiveness** across the value chain, this is doing **more with less** and **doing the right things**.
- The provision of **rights-based services** in an **inclusive** and **consultative democracy** is not easy, and needs the whole **system** to **collaborate**. How do we **build / rebuild** this?

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Thank You

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