

INFORMAL SETTLEMENT DWELLERS' EXPERIENCE OF THE INNOVATIVE WAYS OF COPRODUCING SERVICE DELIVERY IN CAPE, SOUTH AFRICA.

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PRESENTATION OUTLINE

- BACKGROUND AND CONTEXT
- RESEARCH METHODOLOGY
- FINDINGS
- CONCLUSION



BACKGROUND AND CONTE



- There is a growing recognition that co-production offers more cost effective and responsive service delivery options in low income areas.
- Despite the promotion of co-production, extant literature shows that municipal service delivery has remained limited in South African informal settlements



- Co-o-production is a process where participation and collaborative partnerships enable local beneficiaries, particularly women, youths, and other minorities, to feel that they are equal partners, co-designers, co-producers, co-implementers and co-evaluators in municipal service delivery.
- The purpose of this research was to explore the way co-production initiatives are managed and the gap contributing to ineffectiveness using Cape Town case studies.





- Co-production of municipal services has been conceptualised;
- situation where professional services are designed, developed and/or delivered with or by people, instead of for them (Needham and Carr (2009); Brandsen and Pestoff (2006) and Pestoff, (2006))

- co-production is applied across the phases of the municipal service cycle whereupon municipal actors and lay actors (including the poor, youth and women) work together at any stage to ‘produce’ something of value (Bovaird (2007); Bovaird and Loeffler (2012, 2016); and Sicilia et al. (2016)).



- The renewed interest in the notion of co-production can best be understood against the background of a search for new innovative, cost-efficient ways to provide public services, the desire to strengthen local democracy and the importance that is attached to user-generated knowledge.



- In addition, In South Africa, this follows changing social attitudes and public expectations.
- And also that municipal service delivery has remained limited and an issue of dissatisfaction to users in South Africa.



- In SA, instruments that provide for public participation include;
- The constitution
- Municipal Systems Act (2000)
- Municipal Structures Act (Act No. 117 of 1998)
- Municipal Finance Management (2003)
- Municipal Property Rates Act (2004)



- White Paper on Local Government (1988); and
- Batho Pele Principles



- Existing studies show that;
 - public participation does not have much impact on decision making processes in SA.
 - municipal officials “tend to act as gate-keepers and controllers rather than as facilitative bodies that enable communities to have a greater voice and control over resources and resource allocation.



- municipal officials are either unwilling or unable to share decision-making power with communities and even ignore input from elected representatives.
- Officials are not accountability, lack transparency and checks and balances are inadequate in municipalities.



- There is therefore a need to promote the interaction of municipal officials and the community as the discontinuity of public participation has often occurred at this stage.
- Most existing studies have focused on enhancing interaction between communities and elected officials.



- This study sought to find ways of enhancing interactions between municipal officials and communities in water service delivery and to analyse the consequences of such mechanisms.



RESEARCH METHODOLOGY

- This paper used a multiple case study approach, drawing data from perspectives of informal settlement dwellers, municipal officials and civil society. The study population was drawn from the selected case studies of Monwabisi Park informal settlement Khayelitsha, Langa informal settlement and Sports field 18 informal Settlement.



- **Unstructured interviews were used to collect data. The unstructured interviews were conducted to gather information on the perspective, knowledge, and experiences of the selected actors on co-producing informal settlement services. The resultant interview transcripts were transcribed to ensure the actual experiences and opinions of the interviewees had been captured.**



- **Thematic analysis was used to analyse the data and identify patterns of meaning across the data provided by the interview transcripts. Thematic analysis allows flexibility in the interpretation of data and approaches a large set of data more efficiently by sorting the data into broad themes or categories (Caulfield, 2021).**



FINDINGS

- Based on the findings of the Monwabisi Park informal settlement in Khayelitsha and Sportsfield informal settlement in Langa the findings support what is written in the literature about coproduction that it is about the building of trust, relationships that empower all parties to understand one another and create spaces to work together.
- In both cases the relationship with the City of Cape Town was adversarial. The City of Cape Town with its legislation of evicting land invaders. The residents of both areas resisting to move, protesting, and forming alliances with others to support their cause.
- The involvement of an intermediary moved the City of Cape Town to the way they understand and perceive informal settlement. At the same time, it moved the residents to trust VPUU and create a “bridge” or a gateway for the community to form relationships and trust the City of Cape Town.
- The changed perception by the government of the two settlements’ has given the City a new understanding of informal settlements and a strategic way of working with informal settlements.
- The City of Cape Town through different forms of meetings delivers different types of services through the residential committees created by the residents.



