



## community development workers

CDW Programme  
Department for Public Service and Administration

Private Bag X916  
Pretoria 0001

Telephone: 012-336-1063/1183

Fax: 012-336-1816

[www.gov.za](http://www.gov.za)

[www.dpsa.gov.za](http://www.dpsa.gov.za)

# Grassroots Innovation

A handbook for Community Development Workers



the dpsa

Department:  
Public Service and Administration  
REPUBLIC OF SOUTH AFRICA

# Acknowledgements

**The Department of Public Service and Administration (DPSA) would like to thank the following stakeholders for their inputs and contributions to this 2009 edition of Grassroots Innovation:**

- the Office of the Deputy Minister for Public Service and Administration;
- DPSA staff in the Chief Directorate: Community Development Workers Programme (CDWP);
- the Directorate Communications in the Ministry for Public Service and Administration;
- officials from the Government Communication and Information System (GCIS);
- provincial coordinators responsible for the CDWP;
- CDWs and their development partners in government, civil society and the private sector whose efforts towards self-reliant, community development is acknowledged in this publication.

Published by the Department of Public Service and Administration © 2009



**community  
development workers**

I, (CDW)

Qualified today as

A South African Community Development Worker,  
Solemnly pledge myself  
In the presence of all my fellow South Africans  
Present here today

To serve all fellow South Africans as equals  
In accordance with our constitution  
Guided by my country's philosophy  
Of Batho Pele  
I shall, when called upon  
Act as the

Conscience of the unconscious  
Ear of the deaf  
Mouth of the dumb  
Eyes of the blind  
Lead with the spirit of Ubuntu

Educate, develop and train  
Any marginalised groups in my community  
I will not allow colour, creed, gender and race to  
Come between my service and my community

The Learnership in my field of service  
Commits me to act as a role model  
That holds high human values of  
Individual freedom, dignity and equality  
At all times during the course of my service  
To benefit all South Africans to  
Speed up the process in  
Growth, development and transformation.

Nkosi sikelel' iAfrika. God bless South Africa!!!

# Table of Contents

	Page
<b>FOREWORD</b>	<b>iii</b>
<b>INTRODUCTION</b>	<b>v</b>
<b>EASTERN CAPE</b>	<b>1</b>
Assisting communities to access governmental services	1
Service delivery intervention	3
The bridge that connects communities and service delivery	7
<b>FREE STATE</b>	<b>9</b>
Turning disaster into opportunity	9
<b>KWAZULU-NATAL</b>	<b>12</b>
Burying our deceased with dignity	12
The identity document and the right to benefits	15
<b>LIMPOPO</b>	<b>18</b>
Working together we can do more	18
Transporting children to a farm school	21
<b>MPUMALANGA</b>	<b>24</b>
Empowering the youth... economically	24
Making government service points accessible to farming community	26
<b>NORTHERN CAPE</b>	<b>28</b>
Declaring war on poverty through government services	28

<b>NORTH WEST</b>	<b>31</b>
Public-private partnership to empower rural communities	31
Pumping water into the health service	24
<b>WESTERN CAPE</b>	<b>37</b>
Encouraging youth to participate in cricket	37
Providing a centre for emotional support in Atlantis	39
Physically challenged people empowered through skills development	41
Physically challenged people empowered through skills development	43
<b>LESSONS LEARNED</b>	<b>I</b>

# Foreword

In his 2009 maiden State of the Nation Address, President Jacob Zuma re-affirmed the South African government's commitment to the vision of an inclusive society, a South Africa that belongs to all, a nation united in its diversity, a people working together for the greater good of all. President Zuma also reminded us that – in spite of, difficult economic conditions - the fight against poverty remains one of the key priorities of government. It is therefore important for all sectors to work together to speed up economic growth and transform the economy so that opportunities for decent jobs can be created to sustain livelihoods of our people.



Mr Roy Padayachie  
Deputy Minister for Public Service and Administration

President Zuma has further reminded all of us that through working with the people and supported by our public servants, we will build a developmental state, improve public services and strengthen democratic institutions. Community Development Workers (CDWs) are therefore the critical building block in the actualisation of the developmental state. The Minister for Public Service and Administration, Minister Masenyani Richard Baloyi, re-confirmed during his 2009 budget vote that Community Development Workers have lived up to what is expected of them as foot soldiers in the fight against poverty and delivery of basic services to our people.

The Community Development Workers Programme is in its sixth year of existence and has employed over 3 100 CDWs in over 2 000 municipal wards across the country. This programme has positively changed the living conditions of many vulnerable South Africans and it will continue to do so in future. It should however be noted that CDWs cannot perform this important work alone, they need support and cooperation from other key public and private stakeholders such as councillors, municipal officials, ward committee, Community Policing Forums, civil society structures and other public service officials.

Notwithstanding the many challenges that have hampered the smooth implementation of the programme nationally, there are many outstanding examples and evidence of best practices in the community development work demonstrated by CDWs. This constitute an amazing wealth of collective experiences that have been accumulated in the practice of community development work by CDWs

It is therefore a great pleasure for me to present to you a collection of case studies on the wonderful work CDWs are doing on daily basis. These case studies are from the communities across the country and are meant to showcase the difference CDWs are making in the lives of ordinary South Africans.

I hope that you will take time to read this booklet because it is profiling a wide range of service delivery challenges that CDWs respond to on a daily basis. The booklet is also showcasing the extraordinary commitment shown by CDWs in their continuous efforts to bring government services closer to the people and in the building of an effective and caring democratic developmental state.

These case studies clearly demonstrate that by working together we can do more to ensure that no citizen struggles to access government services that are meant to improve their lives. The services include access to education, clean water, health care facilities, decent shelter and proper sanitation.

Fellow South Africans in working together we can realise our national strategic objective of transforming South Africa into a non-racial, non-sexist, just and prosperous country.

This booklet will be a valuable resource to you and your communities in the development efforts to promote self reliance in our communities.

**Mr Radhakrishna L Padayachie (Roy)**  
**Deputy Minister for Public Service and Administration**  
**November 2009**

# Introduction

Research into poverty levels in South Africa (Poverty Inequality Report 1997 and the Participatory Poverty Assessment 1998) showed that about 70% of South Africa's poor is unable to access the maximum benefits of the socio-economic programmes of government. The 2003 Presidential Imbizo programme confirmed the existence of a gap between government's service delivery initiatives and access by members of poor and disadvantaged communities.

These realities were at variance with governments vision captured in the Social Welfare White Paper (1997), which highlighted the democratic Government's approach to building a developmental state that have, as a goal, the creation of a "humane, peaceful, just and caring society which will uphold the welfare rights, facilitate the meeting of basic human needs, realise peoples' creative energies, help them achieve their aspirations, build human capacity and self reliance, and participate fully in all spheres of social, economic and political life" (CDW Handbook, 2007).

Hence, the 2003 State of the Nation Address noted that: "Government will create a public service echelon of multi-skilled community development workers who will maintain direct contact with people where these masses live. We are determined to ensure that government goes to the people so that we sharply improve the quality of outcomes of public expenditure intended to raise the standards of living of our people".

The resultant action of this statement was that government employed a special cadre of public servants with the intention of having at least one community development worker

(CDW) in each municipal ward across the country to serve as enablers in the process of service delivery and representatives of government's commitment to improve the lives of all South Africans.

At present, the CDW Programme is in its sixth year and over 3 100 CDWs are hard at work in more than 2 000 municipal wards across the country. In concrete terms, the mandate of a CDW is to:

- Assist in the removal of development and service delivery bottlenecks.
- Strengthen the democratic social contract between government and communities.
- Link communities in which they work and live with government services and relay community concerns and problems back to government structures.
- Support, nurture and advocate for an organised voice for the poor.
- Improve government-community networks.

In this 2009 publication of Grassroots Innovation, you will be able to read about the work that CDWs are doing in collaboration with a range of key development stakeholders in their respective communities. The case studies reveal the exemplary work of CDWs to make sure that development partnerships are forged so that services do indeed reach the communities in which they work and live.

**WORKING TOGETHER WE CAN DO MORE!**



# Assisting communities to access government services

## Context and background

The Eastern Cape provincial Department of Local Government launched a ward governance programme in Ward 10 of Mhlontlo Local Municipality, which falls under the OR Tambo District Municipality. It was through this governance programme that the Community Development Workers (CDWs) attended a meeting at Ward 10 Mhlontlo Local Municipality they were told by the Ward Committee that there are lot of challenges that relate to lack of social services in that particular Ward. At that particular time, there was no CDW deployed in Ward 10, hence the Ward Committee preferred to raise this issue in the ward governance workshop. The manager of the CDW component in the province, Mr L Madyibi advised that seven CDWs would set up a programme to intervene in the challenges faced by the community.

These CDWs are Nompumelelo Dywili, Zandile Milisi, Nokuthula Ndzause, Rhangana Nompucuko, Phathiswa Pula, Mvambo Nomveliso and Yongama Guqa. Indeed, the team developed a programme for a month because of vastness of the Ward.

During the door-to-door, the following challenges were identified:

- large number of orphans without grants;
- disabled people without grants;
- homelessness;
- high rate of poverty;
- high rate of teenage pregnancy;
- high rate of HIV/AIDS;
- illegal circumcisions being performed;

- school drop-outs due lack of funds; and
- large number of deceased people without death certificates.



## Service delivery intervention

### High number of orphans

The CDWs compiled a list of number of orphans without grant and arranged a meeting with Nyandeni area manager of the Department of Social Development, Ms Nompozolo. She referred the CDWs to Mr Dlangwa who is a Social Worker for Ward 10.

A date was arranged for applications/opening of files of the affected orphans and the place was identified as the great place Endwe with the assistance of Mrs Mbangatha, who is a Chieftainess of the area.

On 17 July 2009, with the assistance of Chieftainess Mbangatha, the CDWs managed write letters for social workers to open files for the orphans. The social workers who assisted were Mr Buthi and Mr Dywili.

### People living with disability without grants

The CDWs then went on to compile a list of people living with disability and thereafter met with Ms Cabane, who is a district manager at Mhlontlo district. After the CDWs presented their challenges, Ms Cabane promised to arrange a date with a district surgeon to attend these cases. She later phoned CDWs saying the date is 21 July 2009 for application of disability grant for these people. The CDWs managed to identify 20 people for who qualified for the grant.

### Taking care of the homeless people

The next challenge for the CDWs was to identify homeless people and they took photos these people. A meeting was arranged the meeting with the Eastern Cape MEC for Human

Settlements Ms N. Mabandla to present to her the issue of homeless people and ask for her assistance. The process of supplying these homeless people with decent shelter is underway.

### Poor people without source of income

The CDWs compiled the list of people who had no income at all and amongst them, there was a family of Mr Nkalitshana which consists of 7 family members, that is, five kids and two parents. The other family in destitute was the Majiphethu family. These families are staying in small old mud, round hut with small window and one can see the sky through the roof when inside. These families were without basic necessities such as blankets, beds, clothing, stove nor cupboard. The CDWs then initiated a donation programme where they approached local people, service providers and business community.

Through this initiative, a number of basic necessities such as base cupboard, clothing, cooking stove, bed, blankets and mattresses were collected. The CDWs were assisted by the local municipality, through the Speaker's Office, with transport to deliver these items to identified families.

The Department of Social Development was also engaged to donate food parcels for these people.

### Illegal circumcisions

The other challenge identified by the CDWs was that there are Abakhwetha who illegally circumcised by unknown Ingccibi from Hlabathi A/A Tabankulu. This led to death of Bakhwetha's. The matter was reported to the Eastern Cape Department of Health official, Mr Noxhakela who is responsible for circumcision programmes. Through the CDWs interaction with Mr Noxhakela,

the Department of Health ended up with clear programme and this led to the arrest of the illegal circumcisers in Ward 11 in the Macwerheni area.

### **Children with birth certificates but not applied for grant**

One of the residents of Mhlontlo municipality is Ms Phatheka Dlova, a mother of two kids who is mentally disturbed and is not getting grant for her children. The CDWs met with Mrs Cabane, a district manager at Mhlontlo district, regarding this matter and after the meeting, the children were taken to the service office for application of child support grants - using transport hired by department. Their grants were approved and they started getting it in August 2009.

The CDWs also identified that there are parents who get grant for their children but they stay in Johannesburg and they left their kids with their grandmothers. The CDWs reported the matter to the SASSA office and they advised grandmothers to write letters saying they are staying with these kids so that the grants could be transferred to them.

### **Large number of deceased people without death certificates**

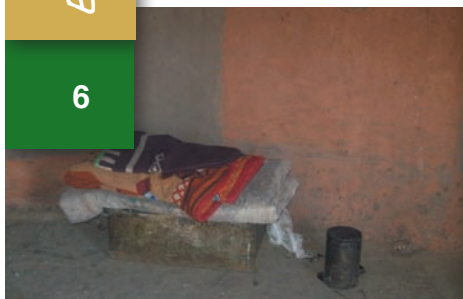
One of the challenges experience in Mhlontlo was that there were many people who had passed away but there were not death certificates. The CDWs compiled a list and accompanied the affected families to the Department of Home Affairs for late death registration applications. The Department of provided a date on which the families could come and collect the death certificates of their departed, loved ones.



## Outcomes

Through the intervention of the CDWs in Mhlontlo municipality, the following achievements were attained:

- approval of child support grants;
- able to convince social development to bring social workers closer to the people;
- getting 20 people living with disability to obtain grants; and
- helping families obtain death certificates through late death registration.



# *The bridge that connects communities and service delivery*

## **Context and background**

The communities of eleven villages – Laleni, Lotana, Ngqubusini, Upper Lotana, Zimbileni, Shawbury, Mvumelwano, Upper Kroza, Lower Kroza, Newstead and Ngwemnyama – had a serious challenge of crossing the river in their area as there was no bridge. These villages are under Ward 14 of Mhontlo Local Municipality in the Eastern Cape.

The Community Development Worker (CDW) for Ward 14 is Malibongwe Socikwa who took upon himself to assist the community to have the bridge constructed. He approached the Development Bank of South Africa (DBSA) to apply for construction of Laleni Bridge. Unfortunately, the DBSA only provides assistance of this nature to district and local municipalities only and not to villages. The implication was that either the district or the local municipality could apply for funding of the Laleni Bridge.

## **Service delivery intervention**

Malibongwe approached the Municipal Manager of Mhontlo Local Municipality, Mr M Mabono and presented to him the dangers faced by the communities of Ward 14 when crossing the river without the bridge and about the response from the DBSA. The Municipal Manager engaged the DBSA about funding construction of the bridge. For two years, Malibongwe kept in touch with the Municipal Manager reminding him of the need for a bridge in Ward 14 but with no success in sight, the CDW approached office of the Speaker of the Municipality.

After the intervention of the Speaker, DBSA confirmed that Mhontlo Local Municipality had been allocated some funds for infrastructural development but the municipality had already allocated these funds to other projects. As such, the construction of Laleni Bridge could not be funded.

With a spirit of not surrendering, Malibongwe wrote a letter of appeal to the office of former President Thabo Mbeki. In response, the former President's office referred the matter to the then Minister of Transport, Mr Jeff Radebe for his attention. The Department of Transport's agency, the South African National Roads Agency Limited (SANRAL), through its Eastern Cape division, began engaging the traditional leaders and ward committees in Ward 14 about construction of the bridge.

### Outcomes

Within weeks, the construction of the Laleni Bridge begun and was constructed within the specified timeframe. The Laleni Bridge has not only made the access to the villages of Ward 14 easy but it has also made government departments to access these villages which they could not do without a bridge. Indeed, Laleni Bridge became a bridge to service delivery.





# Turning disaster into opportunity

## Context and background

Riebeckstad, K9, K2, Block 2 and 14 farms in Odendaalsrus, Henanman and Welkom district constitute Ward 10 which is situated in Kutlwanong in Odendaalsrus, in Matjhabeng Municipality of the Lejweleputswa District, in the Free State Province. According to Statistics South Africa, the average population of Ward 10 in Kutlwanong is 24 769.

Most of the community live in RDP houses and own build houses but there are also shacks around. Most houses are electrified but there are sections which are still to be electrified. There are taps for running water in most of the households and only a few still use communal taps. There are two secondary schools and no primary schools in Ward 10. The nearest primary school is at Riebeckstad, 15 kilometres away from Odendaalsrus. There is one clinic and the police station is two away.

One of the residents of Ward 10 in Kutlwanong is one Ms Makgetha,, whose house was burned down on 23 December 2005. The source of fire was the paraffin stove that was used as the source of energy in the house. She was staying with her husband, son and her granddaughter. She lost her belongings in the fire incident. As she is unemployed, she had nothing to rely on or assist to accumulate all the equipment she lost in the fire.

## Service delivery intervention

The Community Development Worker (CDW) for Ward 10 is Isaac Madikela Vani and as soon as he learned about Ms

Makgetha, he reported the incident to the Ward Councillor. Together with the Ward Councillor, Isaac requested assistance from the community and even though the respond was positive, items donated were small.

Isaac then wrote a report early the following year and send it to Mr Mike Atolo, who was the Executive Manager of Social Services in Lejweleputswa District Municipality but got no response. In September 2006, Isaac phoned Mr Atolo to get the feedback and this time he send Ms Mtebele to come and evaluate the place to file their own assessment report. After the visit by Ms Mtebele, no assistance was given to the Makgetha family. Isaac then consulted the Department of Social Development for food parcel assistance and the department provided this assistance for three months.

The fire department in Matjhabeng Local Municipality lend out a tent to cover the walls of Ms Makgetha's family so as to create a temporary shelter. Ultimately, the Lejeleputswa District Municipality assisted to roof the walls, put in the windows walls and bought new doors.

Isaac further nominated Ms Makgetha for the poverty alleviation programme which was initiated by Lejweleputswa District Municipality. She received 20 layers of chickens, eight bags of chickens food, the garden tools and seeds to start the food garden. Isaac further went at Rearabetswe secondary school to request land for the food garden project and the school made the land available.

## Outcomes

Ms Makgetha was able to start the food garden project and it is still running up to this date. She now has shelter for her family and she is managing the chicken project that has now converted from layers to broilers project in her own back yard.

The standard of living of the Makgetha family has since improved for the better, thanks to the intervention brought the Community Development Worker.



## *Burying our deceased with dignity*

### **Context and background**

The Sisonke District Municipality in KwaZulu-Natal is comprised of several local municipalities and one of them is Ubuhlebezwe Local Municipality. Under Ubuhlebezwe, there is Ward 9 which is comprised of KwaThathani, Ebhayi, KwaSikhunyana, Highflats, Mehlomane and Springville sub wards. The ward is around small village of Highflats.

Most of the people in Ward 9 are affiliated in different religions. Most of the people have not been to school and as a result they are unable to read and write. The ward has no adequate and viable transport for use in cases of emergency and need. The roads are still gravel ones. The majority of people are unemployed and this contributes to the high level of poverty. The majority of the unemployed are the youth most of whom have completed their matric. There is shortage of skills among the youth in the area.

Ward 9 has several government departments situated in it such as, Departments of Education, Agriculture and Health. It means that the community is able to get services from these Departments.

The Community Development Worker (CDW) for Ward 9 is Arthur Mfano Nzimande. On 13 January 2008, he was approached by Mr Sikhumbuzo Dlamini to report that his sickly brother has passed away. The name of the deceased is MrSontusiDlamini. Thedeceased'swifepassedawayinDecember 2007 and he was left with their kids.

The real problem for Mr Sikhumbuzo Dlamini was to find assistance in order to bury his brother since he was also unemployed. When the late Mr Sontusi Dlamini passed away, he was about to receive his first disability grant of R1 740.00 the following week.

### Service delivery intervention

Together with the Ward Councillor Mr Sikhosiphi, Arthur conducted a home visit to the affected family in order to assess the family situation. They discovered that some of the young children do also qualify for government Child Support Grant (CSG). The Dlamini family was informed about the process that will be undertaken in order to assist the family. The family furnished all the necessary documentation for application for assistance from the municipality. The municipality, through the Mayor, Mrs Peterson was able to offer assistance to the family by giving them a coffin.

Arthur then contacted the Department of Social Development to get them involved in assisting the family. He informed the Department that Mr Dlamini passed away a week before he could receive his disability grant. This information was discussed with the Manager, Mr Mondli Mazibuko from the South African Social Security Agency (SASSA) at Phungashe area. SASSA committed itself in refunding them for the funeral costs provided they keep receipts and records.

### Outcomes

Chapter 2 of the Constitution of the Republic of South Africa guarantees human dignity and the right to have the dignity respected and protected. Through the intervention of Arthur, Mr Dlamini's dignity was respected and protected even when he had passed away. Being able to assist and support the poor



Dlamini family to bury their beloved one and engaging various government departments, has demonstrated that CDWs are indeed a special cadre of public servants. Working together with other government departments and the municipality, Arthur made a meaningful contribution to the Dlamini family during their time of need.

Arthur has now taken full responsibility to assist the Dlamini children, who have now turned orphans, to get grants from SASSA.



# *The identity document and the right to benefits*

## **Context and background**

In KwaZulu-Natal province, there is an area called Emahlubini which falls under Ward 5 at Sangcwaba within the small township of Highflats. Ixopo Town, Sisonke District and UBuhlebezwe Municipalities are situated some 58 km away from Emahlubini.

The population of the Ward is composed of about 4 000 people. There are almost 40 household with eight to nine people each. Most people in this area are illiterate but a few have been to school. There are four primary schools and three high schools in Ward 5. There is a need for more schools in the area since the current schools are not enough to cater for the population.

There is no adequate transport in the area. Transport is only available in the mornings and an in the afternoons. During the day there is no transport from the nearest town and back to the area. All roads in the area are gravel.

The rate of unemployment is very high as there are no industries in the area. The majority of people seek employment in the farms that are mostly owned by white farmers. They are those who are employed by the forestry companies like SAPPI and Land Care. These employers provide very little remuneration to the workers which cannot make them sustain their lives.

The other potential labour population prefers to seek work in big cities like Durban, Pietermaritzburg, Johannesburg and

nearby towns. The government grants and pension funds paid to the elderly by SASSA are used as source for living by other families that are vulnerable.

The government offices that provide assistance to community members are very remote and are not easily accessible. The only way they can reach these offices is by travelling early in the morning or sleepover at the nearest neighbour or in the offices themselves so that they can attain help. Other services cannot be availed and are offered at far more remote areas of government which need exorbitant fees to reach.

One of the residents of Emahlabini is Miss Gugu Myeza who contacted the CDW for Ward 5 Nikiwe Ngcobo after she went to apply for a child support grant at provincial Department of Social Development and encountered some difficulties.

Ms Myeza was told by Social Development officials that she cannot apply for another child support grant because she is receiving grant for the three children that she has. In reality, she had only one child except the one she has just given birth to the second one. The news of her receiving grant for three children came as a surprise to her since she was not even collecting child support grant for that one child.

Then Ms Myeza encountered further challenges when she went to the Department of Home Affairs to apply for the birth certificate for her second child. The officials at Home Affairs refused to register her second child because they said that she is too young to have many children.

It was after encountering these challenges from two government departments that Ms Myeza engaged Nikiwe to intervene in these matters.



## Service delivery intervention

Nikiwe advised Ms Myeza to make an affidavit at Ixopo police station to state that she has only two children and she is not aware of any other two. She then to double-check with the local Department of Home Affairs regarding the other two children which the Department of Social Development allege were hers. An official from the Department, Conscious, assisted Ms Myeza in verifying that indeed she had only one child and this paved way for her to apply for the child support grant for her first child.

Nikiwe then accompanied Ms Myeza to the Department of Home Affairs in Ixopo Town to apply for a birth certificate of her second child who was born eight months before. The CDW was assisted by an official by the name of Ntombifuthi Mkhize to obtain a birth certificate for Ms Myeza's second child. The birth certificate made it possible for Ms Myeza to apply for child support grant for her second child.

## Outcomes

The intervention of Nikiwe has ensured that the Departments of Home Affairs, Social Development, the South African and Social Security Agency (SASSA) the South African Police Services harmonise their services which ultimately led to Ms Myeza not only obtaining a birth certificate for her second child but also ensured that the child does qualify for benefits provided by government.



*Working together, we can do more...*

### Context and background

Musina Islamic Centre is in a bushy area with a lot of snakes without electricity, situated near the cemetery which is located in Ward 6 of Musina municipality, in the Vhembe district of Limpopo province. Musina is next to our neighbouring country Zimbabwe. As a result, illegal immigrants use this area as their entry point into South Africa. They sometimes throw stones on residents' roofs and threaten their lives.

The community living in this area travel many kilometres to access basic services such as health services, transport and police services.

Amongst people living in this area are Ms Phiri aged 77, her husband aged 89 and their two little grandchildren. In 2000 electricity in the church and Ms Phiri's home was cut-off by the municipality that was instructed to do so by the priest who used to live in one of the houses in the area. The priest indicated that he will make applications of electricity at Eskom offices. When Eskom came to install electricity, Ms Phiri's house was not electrified. Only the priest's house and the church were electrified.

In 2003, Ms Phiri made applications for pre-paid electricity at Eskom offices. All the necessary arrangements were done between Eskom and Ms Phiri. She was given a red paper by Eskom as an indication that electricity will be installed at her house. The priest moved out of the area the following year and electricity was cut-off because there was a huge amount

of electricity bill owed to Eskom. Since the applications were made, Eskom did not come to install electricity for Mrs Phiri house and they were not given any explanation about the delay. One room of Ms Phiri's three-roomed house was burnt at night because of candle light accident.

Some people in the area started taking advantage of Mrs Phiri's situation and took her money claiming that they will help her to address the matter but nothing was done.

### Service delivery intervention

While conducting a door-to-door interaction in the community, Community Development Worker (CDW) Violet Milanzi got into the Phiri family's doorstep and was confronted by Ms Phiri predicament. Violet took copies of all the documents - application forms, certified copy of Ms Phiri's identity document and the red paper she was given by Eskom. She called Eskom offices in Thohoyandou and she was referred to Ms Muhangwi who is the Eskom manager in Ntzhalele and she was requested to fax the documents. Violet was then referred to the Eskom manager in Musina. When she made enquiries at the local Eskom, she was told that Eskom cannot install electricity for the Phiri family without the permission of the owner of the area.

As it was important to Violet to make sure that this family is assisted, she went on to an extend of tracing the owner of the area who lives in Thohoyandou. After explaining to the owner the situation of Ms Phiri's family, the owner refused to talk to Eskom to grant them permission to install electricity. Violet then approached Ward 6 Councillor, Mr Maphanga, to intervene on the matter. A letter was written to the Mayor to request him to attend to the matter.

However, Eskom refused to budge until the whole bill left by the priest was settled and only then would they install electricity in the area including Mrs Phiri's house.

### Outcomes

All necessary efforts were made to address the matter of electrifying Ms Phiri's house and endless consultation with stakeholders were also entered into. Eventually, one church member was touched by the problem and he was sympathetic enough to assist. He paid all the outstanding bill of the church and the area to Eskom. The Phiri family's house is now electrified and church members are contributing R10.00 per month to help pay for electricity payment to Eskom.



# Transporting children to a farm school

## Context and background

The sprawling mountains of Modimolle in Limpopo province, are visible when one drives on the N1. This is where Modimolle Local Municipality, which falls under Waterberg District Municipality. Ward 8 of Modimolle is characterised by township settlement and Central Business District (CBD). This Ward includes areas such as Hospital View Extension 15, eastern side of R101 road up to Cyferfontein and Holme Park Farms. Most of the roads are tarred and street lights are functional.

The CBD is mainly characterised by retail stores and an industrial site. Many people live in brick houses and others in blocks of flats. Households with big stands sub-divide them to share with other residents.

The Community Development Worker (CDW) for Ward 8 is Malope Jonas. He had learned about the transport challenges faced children of farm workers who had to attend classes Pitinyana Primary School. This school is headed by Ms MR Phele and there in one other educator. The school started in 2007 with 20 learners and 2 educators. School children from nearby farms walk about 3,5 – 4 kilometres to get to the school. Pitinyana Primary School only accommodates learners who were not attending school at all. Some parents working on the farms did not want their children to attend school as they would rather have them also working on the farms. Social Workers and the South African Police Service (SAPS) are involved in an effort to encourage learners whose parents refuse to let them attend.

The current challenges include that learners arrive at least 30 minutes before the start of school. Also, the food ration provided on the menu is delivered late resulting in the school not sticking to stipulated menu but the Circuit Office has been notified. Thus far, there is a demand to provide learners with bicycles.

### Service delivery intervention

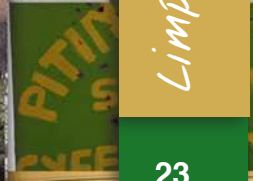
Through the Sechele project of the Department of Transport in Limpopo, some learners were given bicycles to ride to school. The challenge was when the bicycles broke down, there was no provision to have them repaired.

The Principal of Pitinyana Primary School approached the CDW for Ward 8, Jonas, and they began interacting with the Circuit Manager of the Department of Education. Subsequently, a bus was introduced from Modimolle to transport these children and other children from nearby farms to their schools. Also, the school began a vegetable garden to feed children as most of them had nothing to eat the whole day. On the positive side, learners from Pitinyana enter competitions with other Circuit schools and they have won several awards in this regard.

### Outcomes

Although the bus service is helpful, children still prefer bicycles as this would enable them to get to school on time. The encouraging aspect is that the (white) farmers around the school are supportive of the school and often offer assistance where possible. The school is looking at having 18 learners in 2010 and 21 in 2011 with 2 educators.





MENU 07/08	
MONDAY	Fortified super maize meal Soya mince, seasoning Nutritious drink
TUESDAY	Samp, dried beans, Green/yellow vegetable Sunflower oil seasoning
WEDNESDAY	Fortified maize meal Soya Mince Medium sized fruit
THURSDAY	Samp, dried beans, Green/yellow vegetable Sunflower oil seasoning (pumpkin)
FRIDAY	Fortified Standard sliced Brown Bread Soya Mince

**READING & WRITING FOR LIFE**  
 Grade 1  
 Reading: Position 3  
 Name of learner: MAULEEN NG  
 Name of School: PITINYANA  
 Signature: \_\_\_\_\_

## *Empowering the youth... economically*

### **Context and background**

Next to the provincial road from Malelane to Tonga in Mpumalanga province, lies the informal settlement of Phosaville. This informal settlement is extended from Kamhlushwa township and falls under Ward 30 in the Nkomazi municipality.

The rate of unemployment is very high due to lack of skills, especially youth commit crime every day as they engage in taking drugs, abusing alcohol, smoking glue and other activities which do not empower them at all.

### **Service delivery intervention**

Kenneth Ntiwane is the Community Development Worker (CDW) in Ward 30 and he realised that an intervention is required to make the youth of Phosaville economically active and disengage in criminal activities. Kenneth mobilised the youth to attend each and every meeting in which government departments - especially those who deals with youth empowerment project and small, medium and micro enterprises (SMMEs) – arranged in Phosaville.

The intention was to assist them to gain the knowledge on how to start their own businesses and be economically active. Among the members of the community, Kenneth identified 10 members to start pest control and greening projects. Gender balance was considered when identifying these members and it is therefore constituted by five males and five females. Various stakeholders were identified and the provincial



department of Social Development to together with Nkomazi Local Municipality came on board and participated. These are the two stakeholders that Kenneth worked with in this project.

## Outcomes

Kenneth requested funding for this project from the provincial Department of Social Development and the amount of R210 000.00 was granted. The funds were used to buy materials, site and build shelter. The project has created employment in Phosaville, is generating income and demonstrates that CDWs can facilitate empowerment of communities through government programmes.



## *Making government service points accessible to farming community*

### Context and background

One of the beautiful aspects about Mpumalanga province is that it offers tranquillity. Driving through the province one would admire the mountains and the sprawling farming areas. Among these areas, is Emakhazeni Local Municipality which falls under Nkangala District Municipality.

In Ward 2 of Emakhazeni Local Municipality, there are farms which include Ongesines Farm. It is a big farm which is surrounded by other farms in the area. Most people on this farm are unemployed and those who work are employed as domestic workers, gardeners, farm workers and mineworkers. The farm is owned by Mr Koos Roux. The people who stay on these farms have to travel long distance in order to get access to government services such pension points. There is no transport for them travel to these points as such, they have to hire transport. This costs them a lot of money and as low-income earners, it is a serious challenge.

### Service delivery intervention

The plight of this farming community caught the attention of the Community Development Worker (CDW) Frans Mahlangu. He engaged the officials at the South African Social Security Agency (SASSA) and they agreed to inspect the situation.

Without hesitation, SASSA officials agreed that there was a need to have a service point at Ongesien Primary School. SASSA also made plans to open a pension payout point at Uitkyk store which is next to Ongesien Primary School.

## Outcomes

The SASSA service point is assisting many people in the area of the farms and even those people who qualified for food parcels could utilise the service point. Pensioners were excited about this new development as it meant that they could enjoy their full pension payout without having to pay for the transport. All this happened because a service delivery foot soldier of government, Frans, made it possible.



# Declaring war on poverty through government services

## Context and background

The War on Poverty Campaign was identified by Cabinet and mentioned in the State of the Nation Address (SONA) 2008 as a mechanism to alleviate poverty in poor communities. The campaign is marketed by the Government Communication and Information System (GCIS) through the media and through inviting people to attend the economic empowerment workshops facilitated by the GCIS. KJ Foutie from GCIS provides insight of the campaign in Moshaweng in Northern Cape.

Through the War on Poverty Campaign, 100 families were identified in the Moshaweng Local Municipality, which falls under John Taolo Gaetsewe District Municipality, as deserving beneficiaries. Moshaweng is a rural municipality where poverty and under-development are high.

The 100 families were from the poorest of the poor and were in need of identity documents, social grants, health care and houses. They also needed skills to get them out of their state of poverty and get them into programs to address their needs.

## Service delivery intervention

The Department of Social Development came on board when informed about the challenges faced by the 100 families. Officials from the Department held regular meetings with all the government departmental officials to report on progress made and other services which have to be provided to the families.

Through this interaction, various government departments visited the families on a monthly basis to assist them with services such as applying for identity documents and social grants.

Out of the 100 families, 27 people are already receiving grants and the applications for the other 42 people are still being processed by the South African Social Security Agency (SASSA). Blankets and food parcels were delivered to the families. Officials from the Department of Health paid regular visits to the families and 84 people were referred for the necessary treatments at clinics where necessary.

### Outcomes

The Department of Agriculture gave seeds to families and 33 families have reported a change in their lives through establishing food gardens for themselves. The Department will also look at other types of communal gardens for those who do not have good soil to plant on.

The Department of Labour is busy with a skills audit and the families will be given training as soon as the audit process is completed.

The Department of Housing has a list of names of those who qualify for houses and the process is underway to process their applications for allocation.

The intervention brought by GCIS through the government War on Poverty Campaign in Moshaneng, the lives of some families were changed for the better. The Moshaneng intervention is a good example of what government departments can do if they work together to fight poverty.





# *Public-private partnership to empower rural communities*

## **Context and background**

Rustenburg Local Municipality in the North-West province is an area composed of both rural and urban areas. Most of the villages in this area are surrounded by mines. The area also has informal settlements where majority of mine workers live. The other social aspect that is prevalent in the community is the issue of HIV/AIDS which leads to high mortality rate. As a result, many children are orphans and end up living on the streets.

## **Service delivery intervention**

One of the Community Development Workers (CDWs) in Rustenburg Local Municipality is Nkileng Alnora Vilankulu who became concerned about these children roaming the streets. She realised the need to bring change within the community as such, she approached number of mines in the area and ask for donations, sponsorships from the number of companies including mines.

Alnora identified 101 families with 177 orphans. Out of that number, only 50 families were receiving foster care grants from the South African Social Security Agency (SASSA). The social worker from Social Development Ms Morwesi Bodutu has assisted Alnora with the necessary support to facilitate for the families to receive foster care grants. Due to the high number of families, the process of approving remaining applications for foster care grants is under way and is receiving urgent attention.

Leading by example, Alnora organised and dedicated her birthday party to the orphans of Rasimone Primary School where she launched an eco-club and gave the orphans 30 school bags and overalls for the eco-club. In collaboration with the school, she managed to lobby Xstrata mining company to assist the school's eco-club. The mining company responded by donating two vans which are utilised to collect bottles from taverns and has two men employed to do the work. The bottles are sold to recycling company and the money generated was used to buy a skip bin that is divided into three sides, one for bottles, one for tins and the last one for papers.

Also, Alnora started vegetable garden and orchard garden as the school has needy children and many orphans who come to school without anything to eat. All the vegetables from the garden are cooked and served to children at the school.

Alnora introduced a number of projects and programmes within her community and she got help from Bafokeng Royal Platinum Mine (BRPM). She introduced the following projects:

#### **Blankets project for the elders**

During winter, Alnora approached Mr Philly Khunou of the Socio-economic Development Unit of BRPM for donation of blankets for the elderly persons. BRPM donated 2 100 blankets to the community of four villages of Macharore (Mafenya, Chaneng Rasimone and Robega).

#### **Computers for the needy**

Alnora approached BRBP mine for donation of computers for Charora High School and 36 computers worth R250 000.00, a total of 650 tables and chairs, five fax machines and five photocopying machines in Macharora villages.

### Environmental club

Rasimone Intermediate Primary School consist of 440 learners, 60% of learners depend on Social grants. Ms. Vilankulu assisted the school to develop food gardening project. This project assists needy students with food during school hours. In 17 October 2008 Rasimone Intermediate Primary School launched Environmental club which consist of four teachers and 20 learners. The beneficiaries are the parents and the learners. They then collect bottles from taverns to Waste Africa and they got transport from Extractor. They were in collector can competition and they got first price. The whole idea was to raise funds.

### Outcomes

Through the partnership she has established, Alnora has ensured that children who are orphans would grow up in foster care families and not necessarily face the challenges of life on their own at such a tender age. The willingness of the Department of Social Development to come on board has broad home the message of a responsive and caring government. Also, the public-private partnership proved that the improvement of the well-being of the South African society is not the sole responsibility of government.



## *Pumping water into the health service*

### Context and background

Bapong village is one of the poor villages in the North-West province. Most people living below poverty line, live in shacks and the ones living in brick house, most of them are dilapidated. Transport is one of the challenges faced as there are only few taxis which charge high fares and although there are buses, they do not go through the village but use the main road only.

Most the community members are unemployed and the working ones are employed as farm workers and in informal sector. The situation is compounded by the fact that most service delivery points are in the nearby town of Brits.

One of the available service delivery points in Bapong, is the clinic and this where the Community Development Worker (CDW) for Ward 28 in Madibeng District Municipality, Lucas Basimane Masite, encountered a challenge by the community. Basimane met with the clinic manager to discuss issues around the daily activities at the clinic and any bottle-necks which may hamper service delivery. The clinic manager raised the issue of shortage of water as a serious concern for patients who visit the clinic on daily basis. Water shortage was caused by a leaking tank and the broken machine pump. As there is no infrastructure for running tap water, the leaking tank and the broken machine pump meant that not sufficient water could be supplied to the clinic – an essential component when it comes to health service.

The clinic struggled to get water from the tribal authority and from the municipality as such, sometimes there would be



no water at all at the clinic. The matter was reported to the provincial department of health and no follow-ups were done. The lack of water at the clinic posed these challenges:

- washing new-born babies - with an average of 15 babies delivered a month at the clinic;
- serving an average of 23 000 patients per year with no water supply;
- patients who have to take their tablets immediately at the clinic could not do so;
- patients wounded during accidents or crime-related incidents could not be cleaned properly; and
- clinic staff members who are required to wash their hands very often cannot do so and this poses health risk to both staff members and the patients.

### Service delivery intervention

After assessing the problem, Basimane approached the Administration Officer at the provincial Department of Health and explained the situation at the clinic. The response from the Officer was that in the records of the Department, the problem at Bapong was solved long time ago.

Basimane indicated to the Department that the clinic could not go on assisting patients without sufficient water and that the shortage of water violated the human rights of both the patients and the staff members.

The Department undertook to despatch their technical unit to investigate the problem at the clinic. The CDW then provided the feedback to the clinic manager in this regard.

## Outcomes

Indeed, the technical unit of the Department of Health did visit the clinic and contacted Basimane to indicate that the water shortage problem at Bapong clinic will be fixed quickly. Weeks later when he visited the clinic, he found the tank on the stand full of water. The leaking tank and the machine pump were also repaired. Not only could the patients be treated properly but the clinic staff also had a resource they needed to execute their work, thanks to the timely intervention of the CDW.



# *Encouraging youth to participate in cricket*

## **Context and background**

Atlantis in the Western Cape was established in 1976 and is home to over 180 000 residents. It is about 50 kilometres from Cape Town. There are about 25 crèches in the area but most of them are not registered. There are 12 primary schools but in Witsand, there is none and learners have to walk long distance to the nearest primary school. Also in Witsand, a mobile clinic that visits the area is only meant for children and family planning purposes only.

There is a challenge in terms of accessing services in the vicinity of Atlantis. Police station, magistrate court, traffic department and other such related service delivery points are a distance from the community. Unemployment in the community is estimated at 47%. Most employed people work in the nearby industrial area as machine operators and there are a few professional people. The houses in the area need renovation as they have deteriorated into a poor state and there also shacks.

The most serious challenge to the community of Atlantis relate to health matters. Most youth in the area suffer from drug-related sickness and there is high number of teenage pregnancies. Among adults, rape, assault, robbery and substance abuse are typical problems that are experienced in the community.

### Service delivery intervention

One of the Community Development Workers (CDWs) for Atlantis, Morne Hendrikse, identified many youth between the ages of 10 -17 that were playing street cricket in the different areas of Atlantis during the 2007 cricket World Cup.

Even though there was a cricket club in the community, but it could meet the needs of all the youth who were interested in this sport.

### Outcomes

As a result of Morne's intervention, many more youth are involved in the cricket game. A cricket league was established and consists of 10 clubs with about 130 players.

An up to date record is being kept on performances of individual players and clubs, and live interviews are being done on the local radio station of Atlantis with players and managers. This intervention by Morne has helped to move many youth's attention from drug-related activities to a more positive sporting activity.



# Providing a centre for emotional support in Atlantis

## Background and context

As indicated in the case of “Encouraging youth to participate in cricket,” Atlantis is an area with big challenges when it comes to moral and emotional issues. Another Community Development Worker (CDW) for Atlantis, Bedrika Daniels, identified the need to support the trauma counselling for the churches.

She was convinced that if churches are empowered, their trauma counselling sessions will reach the broader community and this will help those who need moral and emotional support. The Atlantis community went through a lot of trauma and the trauma counsellors’ services were limited, not all the cases could be attended to. It was upon this observation that Bedrika decided to lobby for free resources in order to help and assist the community.

## Service delivery intervention

Bedrika lobbied for a trained qualified counsellor from the Department of Health, Ms Naomi Seide, who offered to do the training for free with permission of Dr Godwana of Wesfleur Hospital. Ms Seide put a lot of effort into the training and two business men, Mr Miley Desai and Mr Tasjoedine, offered catering for free. The Acts Mission Church gave the venue for free for the training to be conducted.

The initial number of 17 people of different churches attended the training over a period of eight Saturdays from 9am to 4pm. Only 10 people have officially completed the trauma counselling



course successfully and they graduated on 4 September 2008.

After that Bedrika saw the pilot project was successful and the trauma counsellors made use of their knowledge and skills to make an impact in the community, she consulted fellow CDW Tobela Qunta and they decided roll out the course out in Witsand and Mamre. More emphasis was placed on Witsand informal settlement as it had a lot of trauma cases.

The CDWs objective of rolling out the trauma counselling course was for the counsellors who received training to create a positive impact in the communities. Bredrika and Tobela arranged the venue which they got for free and Mr Tasjoedine offered catering for the duration of the training whilst Ms Dennis Rorbetson and Danny Oliphant offered the catering for the graduation. The same course was rolled out in Mamre where 12 people attended the course.

### Outcomes

The trauma counselling course allows for ordinary members of the Atlantis community to be trained as trauma counsellors who provide counselling to churches, community-based organisations and in the broader community. Through the initiative of Bedrika and Tobela, the necessary emotional support they need is provided through trauma counselling by trained counsellors.



## *Physically challenged people empowered through skills development*

### **Context and background**

Langa township in the Western Cape means “sun” and named after Langa libalele, a traditional leader of the Hlubi tribe who was detained in Robben Island in 1875 for resisting the local government in the then Natal province. It is situated about 20 kilometres from Cape Town.

It is one of South Africa’s oldest townships which was established when the Spanish flu epidemic hit the city Cape Town in 1918 and black South Africans were identified as health hazard. They were relocated to the area now known as Langa. Later Langa served as housing settlement for male workers from the Transkei and Ciskei homelands.

In 1923 the Urban Areas Act was passed, forcing black people to live in what became termed “locations” or townships. The proximity of Langa to Cape Town was one factor that turned the township into having one of the biggest population in areas around the city.

Langa has a sports stadium, six parks, three public baths and a swimming pool. There is also Tsoga Environmental Resource Centre which facilitates youth programmes, life skills training and environmental information.

There are a number of challenges faced by the community of Langa such as lack of adequate classrooms, overcrowded clinics and inadequate services such as water supply and unemployment. Also, there is a section of the community that is facing other challenges - the physically challenged people in Langa.

## Service delivery intervention

With unemployment being high in Langa, it was even more challenging for the physically challenged people to find employment. This situation caught the attention of the Community Development Worker (CDW) for the area, Welile Mbonja. He embarked upon an initiative to empower the physically disabled through skills development programmes and other capacity building initiatives.

Welile identified some of the programmes such as leather work, shoe making, sewing and bead work as some of those that physically challenged people can be empowered through. He formed a non-profit organisation called Masincedane through the training that he received and this guided him to assist others.

Through his negotiation skills, Welile managed to raise R73 000.00 from Eskom through his negotiation skills. From the Department of Social Development, he raised R19 600.00 for sewing machines and leather material.

## Outcomes

Through his intervention, Welile has made sure that physically challenged people in the Langa area could earn a living through a project that has empowered them economically.

Not only are the physically challenged employed but Welile has formed a wheel-chair bound basketball club called 'Shining Stars'.



# *Unfinished business...*

## **Context and background**

Cape Town's Ward 98 is made up of Harare and Ilitha Park. There are social challenges in that even though the community is large in numbers, there are few facilities to service them. The rate of unemployment is estimated at 60% in Ward 98 and most members of the community rely on informal sector activities to generate income. As such, people sell food, goods, hair salons and are domestic workers to ensure survival.

One of the challenges in Ward 98 is the shortage of houses for the community. However, there was glimmer of hope when Western Cape Department of Local Government and Housing embarked on what is known as the Masincedane People's Housing Project. The community was excited that government was going to provide them with proper housing through this Project.

However, where houses which were built were left unfinished and other houses were not built at all. One of the residents of Ward 98, Ms Tshetsha, engaged the Community Development Worker (CDW) for Ward 98, Nolitha Ndalasi about the problems encountered at Masincedane People's Housing Project.

## **Service delivery intervention**

According to Ms Tshetsha, there was a number of people who were to benefit from the housing project but were now left with unfinished house or no houses at all. In total there were 67 people with similar problems.

Nolitha approached the Western Cape Department of Local Government and Housing, where she met with Mr Ntanyana. After engaging successfully with the Department, Nolitha then called a meeting of people that had different housing problems and affirmed to them that government is going to ensure that their houses are fixed.

The Department did keep its commitment and it did fix leaking houses. For those which had no roof and those that were half-built, the affected people were given building material to finish them up, even though others decided to finish building by themselves.

### Outcomes

The beneficiaries of Masincedane People's Housing Project were consolidated into one project known as Kodekubenini's PHP. It was found out that many people's housing subsidies were misused and these people were not even aware that their subsidies were approved.

The Department of Local Government engaged the Special Investigating Unit to investigate all beneficiaries and identify those who abused the system. It was a great effort on the part of Nolitha to engage government to correct the wrongs of a project that is meant to change the lives of the community of Ward 98.





# Lessons Learned

**The following lessons emerged from the case studies in the 2009 edition of Grassroots Innovation:**

- There is a need to allocated CDWs every municipal ward across the country.
- It is essential for CDWs to have an integrated approach to poverty eradication and to store data collected through door-to-door campaigns in a central database.
- The existence of the CDW programme makes communities at large to feel the presence of government amongst them.
- It is imperative that CDWs network and build strategic partnerships with relevant stakeholders to attain development success.
- Community development stakeholders need to be consulted during challenging times it is during these times that great minds come together and produce better results and solutions for improved service delivery.
- The close working relationship based on mutual respect between CDWs and other government departments assist in resolving service delivery challenges.
- Corruption is still prevalent in some government departments and government must enhance its systems and processes in order to curb these practices.
- Monitoring and evaluation is important in service delivery. For example, had it not been for the intervention of the

CDW in the case of the clinic in North West province, the clinic manager would have assumed that the relevant government department is not interested in fixing the tank and the machine whilst, the department's records indicated that the problem has been solved. It is therefore important to communicate but also to monitor and evaluate continuously.

- The Constitution of the Republic of South Africa guarantees everyone dignity and the right to have their dignity respected and protected. It is through the interventions of CDWs, as illustrated by some of the case studies in this publication, that people who are physically challenged and the vulnerable – children, the youth and the elderly – are given access to government services in order to make their lives better.