



Kwamakhutha Community

Dialogue:

“Service Delivery and Cooperation of Stakeholders Towards Quality Delivery at KwaMakhutha”

Dialogue Date	28 June 2006
Venue	KwaMakhutha Community Hall
Guest Speaker	Sister Mokganya (KwaMakhutha Clinic) Clr Ntuli (Ward Councillor) Insp. Mncwango (South African Polics Services) Mr Linda Gumende (Community Policing Forum) Mrs Zuma (Department of Social Welfare)

Prelude

Inspired by the need to promote active citizen participation, the DDP and Community Recourse Centre hosted a stakeholder dialogue at KwaMakhutha, on June 28. Over fifty community members attended the meeting.

The meeting provided ordinary people with an opportunity to express their views on matters of development, safety and security, health and social welfare. This meeting sought to give people an opportunity and platform to constructively and critically engage on issues affecting them directly and indirectly. It served as a channel for empowering local stakeholders to work together towards the betterment of KwaMakhutha.

Profile of KwaMakhutha

KwaMakhutha, within the boundaries of eThekweni municipality, is one of the previously disadvantaged townships on the outskirts of Durban. Like many townships in South Africa, KwaMakhutha is faced with major developmental challenges. The residents of this township yearn for improved living conditions, access

to basic services, economic emancipation and the like. This township is plagued by undesirable social conditions such as crime and unemployment.

Purpose of the Forum

- The dialogue was aimed at encouraging stakeholders to reach common understanding of issues and to arrive at practical and amicable solutions to their challenges.
- Enhance community participation by creating a safe and conducive space where citizens can freely express their views without intimidation.
- To help participants to put issues into proper perspective and right context, thus enabling them to make sound decisions.
- Promote a culture of accountability and transparency by ensuring that those in authority account to people for their actions or inactions.
- Enable people to reflect on their situations, analyse their status quos, plan effectively and implement recommended solutions.
- To introduce leaders to members of the community

Outcome

- The DDP and CRC hoped that the dialogue can in some significant way create an environment that will make stakeholders and ordinary citizens work together and commit to change
- To get people talk about their needs and expectations
- To make stakeholders aware of what people expectations of them are
- To trigger actions to respond to community needs

Presentations

Councillor Ntuli, whilst reminding people about the different spheres of government and their roles, emphasised the importance of local government as an independent sphere of government that is closest to the people. People have rights as guaranteed by the constitution to access basic services such as water, health and better roads. Ntuli emphasised that it is imperative for government to join forces with various NGOs and CBOs to speed up delivery to needy communities. He further accentuated the need for community members to take a centre stage in development initiatives. Cllr Ntuli subscribe to the view that ordinary people should play an active role in driving and guiding the direction of their own development.

Inspector Mncwango from KwaMakhutha Police Station, acknowledged the fact that the police station is incapacitated to render services to the community in a manner that is efficient and effective. For him, there are two main reasons accounting for this:

- Shortage of police officers, which in turn makes it impossible to attend to all cases
- Insufficient resources, such as cars, which in turn restricts their mobility

Mncwango explained the various departments and services available at the police station. The station is constituted of the following units:

- Charge office- where people report and open cases
- CID- this is the investigation unit
- HR- this unit is responsible for human resources required by the station
- Logistics- this unit is responsible for ensuring that enabling logistics are in place for the station to function better
- Communication- the main responsibility of this unit is to disseminate relevant information to all corners of the community
- POC (Prevention of Crime), which focuses on educating the community on issues of safety and security. This unit also works closely with ordinary members of the community

Mr Linda Gumende, representative of the Community Policing Forum (CPF), explained the sole purpose for the existence of this community structure. He said that the CPF is established for the following reasons:

- To help the entire community of KwaMakhutha and ensure safety and security in the area
- To oversee the functioning of the police station and to speed up the delivery of service to the community
- To ensure that police officers are delivering and performing this function of security
- To ensure that the services rendered by the station are relevant and appropriate to the needs of the community of KwaMakhutha
- To safeguard the interests of vulnerable groups such as women and children

Existing CPF programmes/projects

1. Shiya phansi- this project is conceived to encourage ex-convicts to stop crime. These people are assigned to various developmental activities to draw their attention away from crime.
2. Skills training- this project has been developed to teach ex-convicts basic computer skills
3. ABET, this project is meant for people who have never been to school before.

4. Operation khuluma- this project aims to encourage the community to speak about their needs and concerns
5. Lalela nawe – this project seeks to appeal on community members to listen to their leaders and also to obey the law, and eventually to relinquish their unruly behaviour

Mrs Mokganya, sister in charge at the KwaMakhutha clinic, took time to catalogue the challenges faced by the clinic. These challenges hinder our effort in providing services to the people, she said. The challenges are:

- Building is too old, falling apart and too small to cater for the entire community of KwaMakhutha
- Security is lacking and no proper fencing
- Shortage of staff
- More new demanding services/programmes have been introduced at the clinic by the department of Health over the past years, yet the staff is not complemented
- No replacements of staff has been made over the past years
- Down referrals- transfer of patients from hospitals to local clinics, has affected our daily performance and prevents the people of KwaMakhutha from accessing services from the clinic
- Disease profile has increased and we have more people visiting the clinic than before yet our staff remain uncomplemented
- People don't use the clinic in a proper way

Sister Mokganya went on to outline some of their achievements and these are:

- Medicine is now available at the clinic in abundance
- Managed to secure a Medical Doctor who comes every Mondays and Tuesdays for two hours of consultation each day
- There is an Optometrist who comes every Wednesday
- There is a Social Worker who comes four times a week
- We now have a Therapist who comes once a week

According to **Mrs Zuma**, the department of social welfare is faced with a daunting challenge to decentralise its services and programmes to remote areas such as the townships. They however, find it very difficult to achieve this due to the fact that the department is short staffed. Types of programmes rendered by the

Department Social Welfare include: Counselling, Substance abuse campaigns, School visits, Child protection and HIV/AIDS.

Units of the Department of social welfare

- Administration- accountable for general office administration
- Social security- responsible for social grants
- Social services- deals with the transformation of service delivery
- Provision services- in charge of criminal cases

Way forward

Community members requested the DDP in partnership with the CRC KwaMakhutha to host a follow up meeting, where members from the community together with their leaders will craft the way forward and also to succinctly define the role that the community should play in assisting the stakeholders in bringing about desired and meaningful change that would benefit the people of KwaMakhutha. Participants will be assigned into commissions and would craft the way forward by engaging with the questions as furnished below:

- Development: What should be the role of stakeholders in promoting development at Kwa Makhutha?
- Health and Social Welfare: How can challenges related to health and social welfare be addressed at KwaMakhutha?
- Safety and Security: What should be the role of the community and the police service in promoting safety and security at KwaMakhutha?
- Youth: How can we make sure that the youth of KwaMakhutha contribute effectively in community development and in their own social wellbeing?

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