SPII
STUDIES IN POVERTY AND INEQUALITY INSTITUTE
Building up knowledge to break down Poverty

Voices from the Ground:
Community Mapping of Human Rights Challenges in Evaton

REPORT 28 February 2017

Authors:

Heidi Attwood, Busisiwe Hlatswayo, Bheki Maduna, Tshepo Makoko, Jeremiah Makolana, Lebohang Moloi, Kgomotso Mosimane, Thandi Motaung, Matshidiso Motsoeneng, Siyabonga Mbali Ndlovu, Khosi Ngomelane, Pontsho Sealanyane, Dantrick Tlou, Nnini Tsele, Nomsa Zondi

Table of Contents

Contents

List of Tables

List of Illustrations

Abbreviations

Bokamoso	Bokamoso Skills and Economic Development Centre
CR	Community Researcher
DoJ&CD	Department of Justice and Constitutional Development
ELM	Emfuleni Local Municipality
FHR	Foundation for Human Rights
HR	Human Rights
ICESCR	International Covenant on Economic, Social and Cultural Rights
IDP	Integrated Development Plan
NDP	National Development Plan
NPO	not-for-profit organisation
PAR	Participatory Action Research
PCO	Parliamentary Constituency Office
PM	Project Manager
SA	South Africa
SADC	Southern African Development Community
SAPS	South African Police Service
SASSA	South African Social Security Agency
SEJA	Socio-Economic Justice for All
SER	socio-economic rights
SPII	Studies in Poverty and Inequality Institute
Voices from the ground	Voices from the Ground: Community Mapping of Human Rights Challenges in Evaton (the project)

1   Introduction

The Department of Justice and Constitutional Development (DoJ&CD) and Foundation for Human Rights (FHR) put out a term of reference for their Community Mapping and Active Citizenry Programme in the latter part of 2015. The programme is in part, a response to the National Development Plan (NDP) which recognises the "need to build a capable active citizenry and to address the obstacles preventing them from playing an active role"[1]   This document reports on one project funded for the first phase of the Community Mapping and Active Citizenry Programme.

1.1   Background

The Constitution of the Republic of South Africa has been applauded internationally as one of the most progressive in the world due to its inclusion of socio-economic rights (SERs) and participatory rights alongside civil and political rights. Rooted in the fundamental principles of human rights and equality, the Constitution recognises the rights of persons to socio-economic goods and services such as water, food, housing, land, education, environment, health care and social security as well as fair labour practices. The NDP promotes a more active approach to development and the recognition of the direct participation of citizens in their own development. International instruments such as the International Covenant on Economic, Social and Cultural Rights (ICESCR), lay further foundations to which states must adhere to ensure the full realisation of socio-economic rights for all people. South Africa ratified ICESCR in April 2015 and is thus bound to "ensure the equal right of men and women to the enjoyment of all economic, social and cultural rights set forth in the present Covenant"[2]. By the same account, section 152(e) of the South African Constitution notes one of the objectives of local government as to "... encourage the involvement of communities and community organisations in the matters of local government"[3].

The South African Constitution sets out government's obligations to uphold, promote and protect both civil and political rights as well as socio-economic rights. Rooted in the fundamental principles of human rights and equality, The Constitution recognises the rights of persons to participate in political governance processes as well other rights such as water, housing, food etc. The Constitution with all the right conferred, further notes the importance of participation by community members in governance matters.

 Section 152 (e) of the Constitution notes:

(1) The objects of local government are-
(e) To encourage the involvement of communities and community organisations in the matter of local government[4].

Section 118 deals with public access to an involvement in provincial legislatures;

(1) A provincial legislature must-
(a) Facilitate public involvement in the legislative and other processes of the legislature and its committees and,
(b) Conduct its business in an open manner and hold its sittings, and those of its committees in public, but reasonable measures may be taken.

---

[1] The National Development Plan (NDP)2030: Our future Make it Work, Executive Summary, p.27

[2] International Covenant on Economic, Social and Cultural Rights (ICESCR), Article 3, http://www.ohchr.org/EN/ProfessionalInterest/Pages/CESCR.aspx

[3] Constitution of the Republic of South Africa of 1996, Section 152

[4] Ibid.

(2) A provincial legislature may not exclude the public, including the media, from a sitting of a committee unless it is reasonable and justifiable to do so in an open democratic society[5].

Considering the brutal past of apartheid South Africa, human rights have become the cornerstone of the country's democracy.

1.1.1   FHR's Socio-Economic Justice for All Programme

The *Community Mapping and Active Citizenry Programme* is implemented as part of the FHR's Socio-Economic Justice for All (SEJA) Programme. SEJA was officially launched in December 2014 by the Deputy Minister of Justice and Constitutional Development, the Hon John Jeffery. One of the key performance indicators of the programme is to conduct a community mapping and active citizenry programme. The FHR and DoJ&CD are implementing this programme in line with the objectives of South Africa's National Development Plan (NDP) which states that there is a need to build a capable active citizenry and to address the obstacles preventing them from playing an active role.

In terms of FHR's SEJA programme, the project implementation has been divided into 2 phases which are set out as follows:

The **first phase** will involve self-identified communities in partnership with participatory research experts mapping the human rights challenges in the community over a period of 6-8 months with a focus on one of the following focus areas of rights:

- Socio-economic rights (water, sanitation, food, housing, land, health, education, fair labour practice)
- Civil and political rights (freedom of expression, freedom of association, access to information, protest, freedom from torture).
- Vulnerable groups.

The *Voices from the Ground: Community Mapping of Human Rights Challenges in Evaton* project has been implemented as part of Phase 1.

In the **second phase,** six successful projects from phase 1 will be invited to apply for *Active Citizenry Project* grants from FHR funding, to tackle one or a set of the human rights problems identified through the community mapping research. This phase is yet to take place.

---

[5] Ibid.

1.2   Main Goals and Objectives

The goals of this project, Voices from the Ground: Community Mapping of Human Rights in Evaton, were defined as follows at the start of the project (as listed in the research proposal accepted for funding by FHR):

1.   Establish relations with the greater population of Evaton as well as strengthen former relations with the community.
2.   Strengthen and promote meaningful and effective participation in governance and development at a community level.
3.   Map human rights challenges in the community using participatory action research.
4.   Raise levels of awareness of the community around human rights challenges.
5.   Produce a community mapping report outlining the human rights challenges in Evaton.

FHR's terms of reference for the Community Mapping and Active Citizenry Programme indicated that participatory action research should be used within projects that were accepted as part of the programme[6].

With respect to this methodology, goals 1 and 2 relate primarily to the participation aspect of this methodology. Goals 3 and 4 focus on the action and education aspects of the methodology; and goal 5 relates to documenting the process and findings in the form of this research report.

1.3   Project Process

This project's research proposal was submitted to FHR in January 2016, along with proposals from other organisations. SPII together with Bokamoso were successful, along with 9 other organisations. The projects were approved and funding was awarded in June 2016, which then allowed the project to commence activities shortly thereafter.

Projects with active and multiple stakeholders need to be flexible to allow for meaningful participation by stakeholders. The planned process needs to be reviewed and adjusted in light of unfolding events and circumstances over of the duration of the project, in order for the process to remain relevant. Table 1-1 shows the planned process and the resultant project process.   Aspects of the project process are discussed in various sections below, as appropriate. Factors affecting the project process are discussed below in *Reflection on Methodology and Process.*

---

[6] Department of Justice and Constitutional Development (DOJ&CD) and Foundation for Human Rights, 2016, Community Mapping & Active citizenry programme: Terms of Reference, pg. 2

Month	Project Activities Planned (as revised in August 2016)	Project Activities Completed
January 2016	SPII Submitted proposal to FHR	SPII Submitted proposal to FHR
May/ June	**1. Project Set-up** ~ Establish Reference group ~ Draw up project plan and draft research methodology ~ Establish Project management protocols	Project set-up: reference group; contracts and MoUs; stakeholder consultation; selection of community researchers Funder (FHR) Signed Contract (June)
July	~ Reference Group meeting #1 ~ Project planning and selection of community researchers *Election time out*	First Reference Group meeting and review of proposed fieldwork plan ---Election Time Out ---
Aug	*Election time out* **2. Research Workshop (1):** ~ Training and Orientation for Fieldwork **3. Phase 1 of Fieldwork:** ~ Review initial fieldwork outcomes ~ Reference Group meeting #2 ~ Extra week to complete fieldwork if needed.	Participatory research training workshop #1: training and planning Phase 1 of Fieldwork
Sept	**4. Research Workshop (2):** ~ Collate data; reflect on fieldwork; and analyse data. ~ Design methods and train for phase 2 **5. Phase 2 of Fieldwork:** ~ Review initial fieldwork outcomes/ Catch-up or rest week	Review of Phase 1 reports
Oct	**6. Research Workshop (3):** ~ Collate data and reflect on fieldwork ~ Analyse data and discuss structure of report **7. Report Writing:** ~ Draft Report (project managers and selected community researchers) ~ Reference Group meeting #3 ~ Finalise draft report and prepare presentation for Community workshop **8. Community Workshop:** ~ Report back to the community	Participatory research training workshop #2: reflection, review of reports; training; and planning. Phase 2 Fieldwork
Nov	**9. Finalisation of Report:** ~ Reference Group peer review of final draft report. ~ Include Community workshop comments into report. ~ Catch-up on project documentation and administration	Review Phase 2 draft field reports Participatory Research and Analysis Workshop #3: Reflection; review of reports; analysis; and planning. Community Meeting: presentation of key findings to Evaton community
December 2016	~ Plan for Meeting with Councillors and Municipal officials: presentation of key findings	Request for meeting with councillors and municipal officials sent. Official

		letter sent to the Office of the Speaker.
Jan 2017	~ Meeting with local government officials and councillors ~ Peer review of final draft report. ~ Request feedback from Reference Group and incorporate changes ~	Planning for meeting with councillors and municipal officials.
Feb	**10.Submit report to FHR** *Prepare **proposal for phase two** of the Community Mapping and Active Citizenry Programme*	Meeting with stakeholders: Presentation of findings and feedback to local authority (Evaton ward councillors, municipal officials).

Table 1-1: Project Timeline

1.4   Project Stakeholders

Project stakeholders include the people of Evaton; community researchers; project implementers (SPII and Bokamoso) including project staff; the funders (FHR and DoJ&CD); and the project's Reference Group.

Illustration 1-1 is a visual representation of the stakeholders as understood at the start of the project, which was used to introduce the project to Evaton residents who had been selected as community researchers on the project.

The most active stakeholders were the people of Evaton, the community researchers and the implementing organisations.
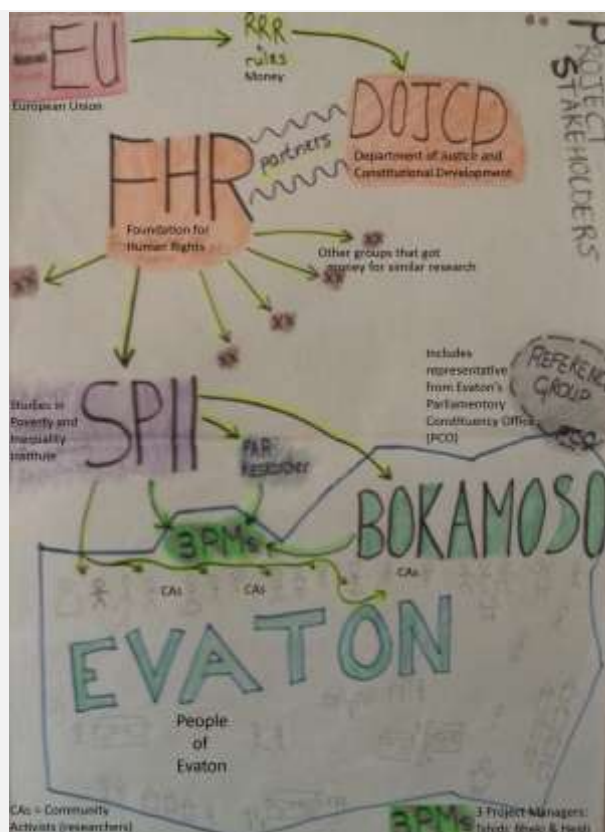
Illustration 1-1: A photograph of the project's Stakeholder Diagram

1.4.1   The People of Evaton

In 2011, there were 132 857 people living in Evaton. The paragraph below provides a basic description of the area of Evaton and a socio-economic overview of the people living in Evaton, based on 2011 census data made available by StatsSA[7].

---

[7] 2011 Population Census, South Africa, www.statssa.gov.za/?page_id=4286&id+11163

Evaton is located within the Emfuleni Local Municipality (ELM) and is an area of 25 square kilometres and covers approximately 8% of the geographic area of ELM. Established in 1904, Evaton is one of South Africa's oldest townships, and is composed of 7 suburbs, namely Beverly Hills, Evaton Central, Evaton Small Farms, and Evaton West, Sebokeng Unit 3 and Sebokeng Unit 6 and 7. The population composition of Evaton is 132 857 with 41 230 households and an average household size of 3.2 people.[8] Two thirds of the people in Evaton (66.8%) fall into the economically active age group, namely 15-64 years and just 3.3% of the population are aged over 64 years. Three out of every 10 Evaton residents are aged 14 years or less. Almost half (48%) of Evaton residents aged 20 years or more have a matric qualification, and another 5.9% higher education qualifications.

Almost a fifth of households in Evaton (18.4%) have no monthly income and another 17.7% have an average monthly income of R800 or less. The next 18.7% of households have an average monthly income of between R801 and R1633, while the average for the following 20.6% of households is between R1634 and R3183 per month.

1. Average Monthly Household income per person*	2. Average Annual Household Income[9]	3. Percentage[10]	4. Grouped* Percentage	5. Average Monthly Household Income*	6. %
R0	No income	18.4%	18.4%	No Income	
R1-R125	R1-R4800	7.4%	17.7%	R1-R800	75%
R126-R250	R4801-R9600	10.3%			
R251-R510	R9601-R19600	18.7%	18.7%	R801-R1633	
R511-R995	R19601-R38200	20.6%	20.6%	R1634-R3183	
R996-R1990	R38201-R76400	13.7%	20.8%	R3184-R12817	25%
R1991-R4005	R76401-R153800	7.1%			
R4006-R8010	R153801-R307600	2.7%	3.7%	More than R12817	
R8011-R16000	R307601+	1.0%			
Average household size of 3.2 people	**Total number of households**	**41230**	**41230**		**100%**
Note: Data in columns 2 and 3 are from the StatsSA website. Data in columns 1, 4, 5 and 6 are approximate figures and have been calculated using the data from columns 2 and 3.					
Table 1-2: Average income per household and per person					

At an average household size of between 3 and 4 people (3.2), this means that:

- In just over a third of households (36%), the average monthly income is R250 or less per person
- In just over half of households (55%), the average monthly income is R510 or less per person
- In three quarters of households (75%), the average monthly income is R995 or less per person

Evaton's socio-economic profile and the self-identified issues facing the ELM in Evaton[11] indicate that this was an area where residents were likely to face human rights challenges.

---

[8] 2011 Population Census, South Africa, www.statssa.gov.za/?page_id=4286&id+11163

[9] 2011 Population Census, South Africa, www.statssa.gov.za/?page_id=4286&id+11163

[10] 2011 Population Census, South Africa, www.statssa.gov.za/?page_id=4286&id+11163

[11] Integrated Development Plan (2016/2017), Emfuleni Local Municipality, pg.2

1.4.2   Emfuleni Local Municipality and Governance

The Emfuleni municipality, as Vaal River City, the Cradle of Human Rights, subscribes to the values of being responsive, disciplined, accountable, transparent, respectful and honest (see Illustration 1-2)[12]. The Emfuleni municipality forms part of the Sedibeng District Municipality based in the south-western part of the Sedibeng District Municipality in the Gauteng Province. The municipality is based about 60 km south of Johannesburg and covers an area of 988 km2. The Emfuleni municipality consists of two city centres, Vereeniging and Vanderbijlpark and is made up of other towns and townships such as Sebokeng, Evaton, Sharpeville, Stretford, Tshepiso, Vaal Oewer, Golden Gardens, Bophelong and Boipatong[13].

Illustration 1-2: Emfuleni Local Municipality Logo and Motto

The ELM has a key role in creating an environment in which Evaton residents can enjoy their human rights. While the ELM was not an active role player in this project, the findings of the study were presented to them, as well as Evaton councillors in a meeting in February 2017 (see ***Error! Reference source not found.***). Provincial and national government also have a key role to play in Evaton with respect to their constitutionally mandated competencies, such as policing, which aim to promote and protect people's human rights. This group of stakeholders is not represented in the stakeholder poster Illustration 1-1.

In addition to being part of the reference group, the Evaton Parliamentary Constituency Office (PCO) supported the project and facilitated the local implementation of the project through communication between the project implementers, the councillors and ward committees, and the residents of Evaton.

1.4.3   Funders

Foundation for Human Rights is a grant making institution supporting civil society organisations in South Africa, and the region, to implement programmes which promote and protect human rights. The Foundation's mission is to address the historical legacy of apartheid, to promote and advance transformation in the country and to build a human rights culture using the Constitution as a tool.[14] *Voices from the Ground* is supported by the FHR's *Socio-Economic Justice for All* programme, funded by the DoJ&CD.

1.4.4   Project Implementers: a research partnership

The Studies in Poverty and Inequality Institute (SPII), contracted by FHR, implemented this project as part of their Citizen-based monitoring project under the Socio-Economic Rights Monitoring Tool Project. Bokamoso Skills and Economic Development Centre (Bokamoso), and NPO based in Evaton, partnered with SPII to implement the project.

---

[12] Integrated Development Plan (2016/2017), Emfuleni Local Municipality, pg 1.

[13] www.statssa.gov.za Community Survey

[14] http://www.fhr.org.za/index.php/about/description/

SPII first worked in Evaton through the 2013 Basic Needs Basket Project run together with Statistics South Africa. Following this project SPII, working together with Bokamoso undertook a local economic development project which came to a conclusion in September 2015. Having conducted these two projects which both highlighted major socio-economic challenges faced by Evaton residents, SPII then sought to conduct a citizen-based monitoring project which would extend the monitoring and evaluation of the progressive realisation of socio-economic rights into the hands of the community. As part of the Socio-Economic Rights Monitoring Tool project, SPII's citizen-based monitoring project aims to increase local awareness of socio-economic rights.

The SPII-Bokamoso partnership, established in 2013, meant that SPII already had a footprint in the community and thus was able to reach the community again, building on previous work, through Bokamoso which conducts a lot of work around socio-economic rights and economic development on an ongoing basis in the community.

Studies in Poverty and Inequality Institute (SPII) is an independent research not-for-profit organisation that focuses on producing evidence-based research, information and analysis in the field of poverty and inequality studies. Through facilitating collaborative partnerships with and between government, institutions of democracy, academia and civil society organisations, SPII's objective is to develop innovative and empirically-based socio-economic policies capable of combating poverty, reducing inequality and promoting sustainable development.
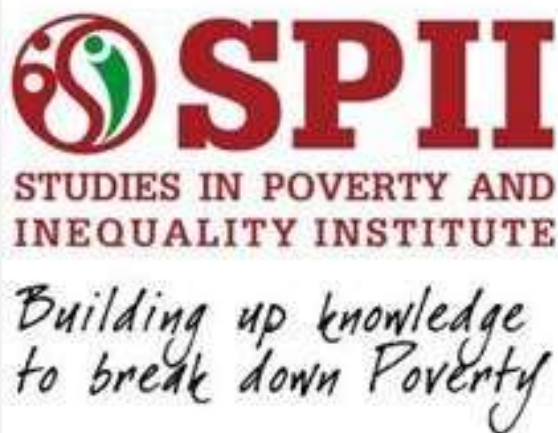
Illustration 1-3: SPII Logo

In 2016, SPII worked on the following programmes:

1. Socio-Economic Rights (SER) Monitoring Programme
    - An analysis of the various judicial and legislative measures and reporting mechanisms and tools used in South Africa to address and monitor SERs, highlighting various limitations and identifying the need for a comprehensive monitoring tool which can be applied across all rights.
    - Citizen-based Monitoring of socio-economic rights using qualitative research through community participation and engagement.
2. Basic Needs Basket: Generating information and analysis on what people living in poverty require to live a dignified, decent and healthy lifestyle, as well as capacity building of select community-based organisation representatives.
3. The SADC BIG Campaign: SPII acts as the secretariat for this campaign and heads up the advocacy initiatives together with other members of the steering committee. This campaign advocates for the introduction of a SADC-wide universal social protection that can be funded from the proceeds of extractive industries mainly.
4. Decent Standard of Living: Social protection allocations and wage bargaining in South Africa is based on survivalist levels rather than meeting people's needs. Through participative community-based

research and advocacy initiatives, SPII seeks to promote the adoption of a democratically-defined decent standard of living.[15]

SPII has previously conducted a number of research projects in Evaton together with Bokamoso, such as the Basic Needs Basket and the Social Protection and Local Economic Development (LED): Graduation Pilot Project.

Bokamoso Skills and Economic Development Centre (Bokamoso) is an independent not-for-profit organisation (NPO) based in Evaton (one of South Africa's oldest townships) which was founded in 2004. Situated in one of the oldest parts of Evaton, in Small Farms, the organisation is identified through its links with the Roman Catholic Church of Evaton and has an explicit focus on skills development. The organisation is focused on promoting human values through advocacy and community outreach programs, as well as basic formal and informal training and development (for youth, women and people with disabilities) with the aim of building a sustainable community with an improved standard of living.

Bokamoso's programmes include:

1. Information, Advice and Referrals - An office that serves as an entry point for residents to provide information on assistance available from government, such as disaster management services and social welfare programmes. This programme includes an employment opportunities portal for young people and job seekers.

2. Social Programmes – Activities that promotes access to skills training, knowledge build-up, health awareness and well-being in the community.

Illustration 1-4: Bokamoso's Signage on Gamdor Road

3. Skills Development – The provision of practical skills training aimed at providing residents with skills in order to secure employment or to start their own businesses to stimulate the local economy. Bokamoso provides Life Skills Training, Computer and ICT training, and Training in Soft and Technical Skills (such as entrepreneurial skills, confectionary, dress-making, and communication skills) including accredited skills programmes.

1.4.5   Community Researchers

---

[15] See www.spii.org.za for more information on all SPII's projects.

Voices from the Ground trained 18 community researchers. The team of researchers was made up of mainly younger people who were active in the community through Bokamoso or through the local PCO.s

Illustration 1-5: Community Researchers attending initial PAR training at Bokamoso in August 2016

Four of the researchers were recommended through a consultative process with the PCO office. Another 12 researchers were selected based on their community work experience through Bokamoso, including some who had previously done fieldwork.

 The project aimed for a spread of researchers in terms of life experience and youthfulness (age), gender and first-language spoken. The project had planned to inform a wider audience of the potential to work on this project, however the resources required for this were not in place.

1.4.6   Project Reference Group

A project reference group was set up to provide advice and guidance to the project implementers and also to provide an avenue through which the results could be disseminated.

From an initial scope of key players in the PAR, human rights and local governance sector, the project honed in on key individuals who would be strategic in providing guidance for the implementation of the project. The project identified the need to have a reference group that was enough for the scope of the project consisting of members of academia, civil society and government who had expertise in human rights, advocacy and social accountability, local governance, and participatory action research. Different key players in the identified sectors were invited and upon confirmation to form part of the reference group (see Appendix A_1).

The purpose of the first reference group meeting via Skype, was to introduce group members to each other, provide an overview of the project and to get expert guidance in terms of the implementation of the project at its initial stage. It was expressed that the duration and resources allocated to the project require for the project to be planned properly at the initial stages to allow for a concise mitigation of risks and challenges that may arise in the project.   Due to the local government elections schedule for August (2016), the project was advised to delay undertaking the fieldwork process of mapping the human rights challenges due to the potential for violence around the elections. Heeding this advice, the project requested a no-cost extension from the FHR, which was granted. The reference group also advised the project to identify the geographical span of Evaton, in order to inform project decisions concerning the exact research areas, given that the whole of Evaton was too large to be covered by the project timeframe and budget. The reference group also noted that it is imperative for the project to harness and nurture relations with the local authority. The reference group proposed a communication strategy that will not only inform the large Evaton population but also have clear messages between the identified stakeholders such as local government in Evaton, community-based organisations as well as other interested stakeholders. The DMPE provided guidance in terms of methodology

for the project and expressed willingness to offer practical skills such as participatory research techniques to the project. A more detailed account of the meeting is captured in Appendix A_2.

Upon the completion of the field research process, a second reference group meeting was organised to reflect and report back on the activities that have taken place, challenges encountered as well as planning ahead. The meeting reflected on a successful fieldwork process and the outcomes of this process in terms of human rights issues that had emerged. In terms of the implementation of the remaining project activities, the reference group provided some guidance. For the community engagement meeting, the reference group advised the project to consider having two separate engagements to avoid possible clashes between the broader community and municipal officials, as well as local councillors. The reference group also advised the project to do a comparative analysis between the issues raised through fieldwork and issues raised in local municipality's Integrated Development Plan (IDP) process to see if these have been raised before.

The reference group also proposed that the engagement meeting must also be a platform where the community is allowed to voice out their own opinions in terms of what the solutions to the challenges raised be and these must be reflected and presented to the local authority. The project accepted and acknowledged the expert guidance from the reference group and made concessions to table these suggestions to the community activists for further guidance in this process. A more detailed account of the second reference group meeting is captured in see Appendix A_3.

2   Research Methodology and Process

2.1   Participatory Action Research

> *"…activity in research which is used to serve the ends of empowerment, conscientisation and emancipation in development"*[16].

Participatory Action Research (PAR) involves participation, analysis and action on the part of participants, researchers and other stakeholders as integral to the research process and the outcomes of that process. At the core of participatory methodologies is the establishment and use of local perceptions, information, definitions and/ or plans to inform the development and/or research process. *"*How people acquire, process and use information is linked with the way they interpret the world, with the philosophy that underlies their system of analysis"[17].   An analysis of who sets the agenda, who makes decisions, and who controls resources, as well as whose information, priorities and actions defined the process will indicate the extent to which a process used PAR.

For this project, the funders specified that PAR should be used. The use of participatory methodologies in development interventions is well articulated by McTaggart, as quoted in Reason and Bradbury (2001: 1) "The aim of participatory action research is to change practices, social structures, and social media which maintain irrationality, injustice, and unsatisfying forms of existence"[18].

---

16 Prozesky, H., and Mouton, J., 2001, The Participatory research paradigm, in Coetzee, et.al., Development: Theory, Policy and Practice, pg.537

17 Barahona, C., et.al, 2007, Navigating the trade-offs in the use of participatory approaches for research, pg.165

18 Reason, P. and Bradbury, H., 2001, Introduction: Inquiry and Participation in search of a world worthy of human aspiration, pg. 1

While there are many different perspectives on what PAR is, for *Voices from the Ground*, participation was both the means through which people would share information and ideas, as well as an end in itself. Therefore, the project stressed not only the methods through which residents would discuss and share information, but the principles behind the approach, as well as the attitudes and behaviour needed to more effectively facilitate such a participatory approach.

Illustration 2-1: Three pillars of PAR

Illustration 2-1 is a photograph of the poster generated in training to introduce project staff to the methodology and its three pillars, namely methods; process and principles; and attitude and behaviour guidelines.   Using participatory methodologies is usually a messy, time-consuming, and difficult process, but it remains popular for reasons that are well explained by the following quote:

> "…*while this ... may make participation a problematic approach, it also gives rise to opportunities for promotion of an emancipatory agenda. In other words, participation is a problematic and contested ground, but one with the potential to deliver real benefits to those who have hitherto been incorporated in the project of development as objects of the manipulations of development agencies*".[19]

While many in the development field claim to support or use participatory methodologies, practice includes a diverse range of activity, including approaches that do not challenge power relations or seek social justice.

PAR has a political agenda[20]: to challenge power relations, reduce inequality and facilitate a process towards a more socially just society. It is because of this, that PAR is well suited to researching human rights with people where the aim is to continue working with them to facilitate the improvement of their situation, through education and local knowledge.

1	Both a means and an end
2	Having a dual focus
3	Being value defined and political
4	Flexible and evolving, responding to diversity and complexity
5	Process cycle and time
6	Information and knowledge
7	Participation and power: exclusion and inclusion
8	The role of outsiders as change agents
9	Guiding attitudes, behaviour and ethics
10	Empowering research methods

Table 2-1: Core elements of Participatory Methodologies[21].

---

[19] Parfitt, T., 2004, The ambiguity of participation: A qualified defence of participatory development, Third World Quarterly, Vol. 25, No. 3,pg. 538

[20] Hickey, S., and Mohan, G., 2004, Towards participation as transformation: Critical themes and challenges

[21] Attwood, H.E., 2014, Researching QoL Change from ICT Training, Access and use at South African Telecentres; empowerment through participatory actions research, pg. 91

Establishing the extent to which people enjoy their human rights has to be done for their perspective. Once the conversation about human rights has started, the challenge is for people to begin working towards improving their human rights, together with outside organisations. Because people are impoverished (financially and in terms of their enjoyment of human rights), they need the assistance of better-resources people and organisations to assist with the start of an action-oriented process aimed at improving their well-being.

Typically, PAR is not a time-bounded event or process but continues evolving – although often from a process that was started through a time-bound project. As such, this project cannot be regarded as employing a PAR methodology, but rather as the first step in what could develop into a PAR process. Section 2.4 reflects on the project process in light of what can be described as best-practice PAR (loosely outlined above).

2.2   Research Process and Methods

The project was implemented on a practical level by three project managers, namely Matshidiso Motsoeneng (SPII), Bheki Maduna (Bokamoso) and Heidi Attwood (freelance).   As a team, the project managers aimed to discuss all project issues and take decisions jointly, recognising their respective skills and availability of time. In addition to general project management and guidance regarding research focus, Matshidiso was responsible for most of the institutional, logistical and financial arrangements and reporting (as well as leading the human rights education component); Bheki was responsible for most of the community liaison and fieldwork oversight; and Heidi was responsible for most of the methodological direction and report writing.

2.2.1   Methodology Training

The community researchers were trained during the first CR workshop, the first phase of fieldwork, and the second CR workshop. PAR cannot be effectively learnt in a classroom situation. Practice and errors are an important part of the learning process, as was evident to CRs when they reflected on phase 1 of fieldwork during their second CR workshop. CRs learnt about PAR through using some of the visual methods commonly employed with PAR, such as card sorting (see Illustration 2-2).

Illustration 2-2: A community researcher presents during the second workshop

The community researchers were trained during the first CR workshop, the first phase of fieldwork, and the second CR workshop. PAR cannot be effectively learnt in a classroom situation. Practice and errors are an important part of the learning process, as was evident to CRs when they reflected on phase 1 of fieldwork during their second CR workshop. A copy of the training report on the first CR workshop is included in Appendix B.

Illustration 2-3: CRs from different field teams share their ideas

The Community Researcher (CR) workshops took place as follows:

CR Event	Duration and Dates	Focus and Activities
1st CR workshop	4 days: 10-12 August	PAR training and planning for phase 1 fieldwork took place at Bokamoso with 18 community researchers (including 3 Bokamoso staff seconded to the project).
Phase 1 Fieldwork	About 5 days between 15 and 31 August	Four CR teams (with four researchers each) worked with 12 groups of participants, which included 115 Evaton residents in total. Results were written up by each team into draft field reports. Five CRs withdrew from the project at the end of phase 1 fieldwork (including one entire CR team).
2nd CR workshop	4 days: 12-14 October	Eleven CRs worked together: a) Reflecting on phase 1 fieldwork b) Editing phase 1 field reports c) Learning more about methods, facilitation and report writing d) Planning for phase 2
Phase 2 Fieldwork	About 5 days between 17 October and 2 November	Three CR teams worked with five groups of participants, which included 186 Evaton residents in total.
3rd CR workshop	2 days: 14-15 November	Eleven CRs worked together: a) Reflecting on phase 2 fieldwork b) Editing phase 2 field reports c) Analysing findings d) Planning for community meeting
4th CR workshop	2 days: 28-29 November	Eleven CRs discussed findings and planned their presentation of findings for the Community Meeting, based on a draft presentation prepared by project management.
Community Meeting	1 day: 30-Nov	Presented findings at the Community Meeting
Table 2-2: PAR training and fieldwork activities		

Fieldwork was split into two phases, with phase 1 taking place during August 2016 and phase 2 taking place in October 2016. This was to allow the CRs to try the newly-learnt participatory methods (for the first time for all of them) and then reflect on their fieldwork experience, in light of the theoretical training from the first CR workshop; the goals of the project; and importantly, the nature of community members' interaction with them.

During the second CR workshop, after reflection on phase 1 fieldwork, we had to decide whether for phase 2, we would return to the same groups of participants with new methods that would investigate the issues they had raised previously; or whether we would work with new groups of residents in the second phase, using the same methods from phase 1.

Illustration 2-4: A research team reflects on phase 1 fieldwork

After some discussion about draft plans to work with the same groups in phase 2, it was decided that field teams would work with new groups of residents, again following the phase 1 field guide. Reasons for this were as follows:

1. Participants might expect the CR teams or project to offer some kind of assistance or response if they returned for more fieldwork. Follow-up fieldwork might not go well at all, because of high (an understandable) expectations from residents who had previously discussed many unsatisfactory living conditions with the teams.

2. CRs had developed plans to investigate some solutions and had conceptualised some follow-up activities for further work with phase 1 participants, however this would take too much time on the part of CRs and would require resources (e.g. for transport) which could not be covered by the project budget. CRs ideas for follow-up action should ideally be part of an action phase of this project: FHR's phase two (see *FHR).*

3. Getting information to help with participants' problems might take longer than expected. Also project can't afford to pay for the time to do this. Need to keep action phase for later.

4. All CR teams understandably made errors in phase 1 – it was not possible for CRs to learn enough about PAR in three classroom days, with no or very limited prior research experience. After personal reflection and some revision of training, a repeat of phase one methods would allow much greater learning as well as better quality field outputs. CRs felt that learning new methods and topics of investigation at that stage would complicate things.

5. Working with new groups would allow greater coverage of Evaton residents.

All teams communicated with phase 1 participant groups to inform them about what was happening in the project process (e.g. the community researchers continue with training and to gather more information; the date of community workshop; and basic findings on major issues).

2.2.2   Fieldwork methods and activities

The research goal of fieldwork with groups of Evaton residents was to:

1. establish the physical layout of participants' immediate area, including structures for organisations, shops, housing, and government entities;
2. find out about people's good and bad experiences of living in Evaton;
3. explore people's current knowledge of their constitutional rights through dialogue during which the CRs would also share their knowledge of HRs in SA; and
4. Link experiences of life in Evaton with Human Rights (enjoyed or denied) and where possible, plot these on residents' map of their local area.

To do this, three field exercises were designed for CRs to use with groups of Evaton residents: Mapping Evaton; Matrix on Experiences in Evaton; and Sharing Information about Human Rights. The CR teams used these methods in different orders, depending on the order they were more comfortable with, as well as what seemed appropriate based on how the different group discussions started and evolved. Once these three exercises were more or less completed; the team then encouraged participants to identify which HRs they thought were applicable to their various experiences (shared through the matrix) and where possible, to plot these on their map. The field guide, included in Appendix B (pages 20 to 23) provides more detail on these methods.

Illustration 2-5: Community Researchers practice mapping during the first workshop

2.3   Research Areas and Participants

For participatory action research, a representative or random sample of the research area is not required. Rather it is important to facilitate engagement and discussion between and with different kinds of people, in order to reveal the different views and diverse perspectives that exist in the communities of Evaton, because there is not 'one community of Evaton' but rather lots of smaller and overlapping 'communities'.

The representative at the PCO suggested that because *Voices from the ground* could not facilitate interaction between and with all the people of Evaton and in all the areas of Evaton, the project should focus on wards 29; 42; 43; and 44. Illustration 2-6 shows more or less where fieldwork took place, indicating the projects' code name for the group and the number of participants. Some fieldwork took place in residents' yards, and therefore the exact location of the different fieldwork has not been revealed in order to protest the identity of participants.
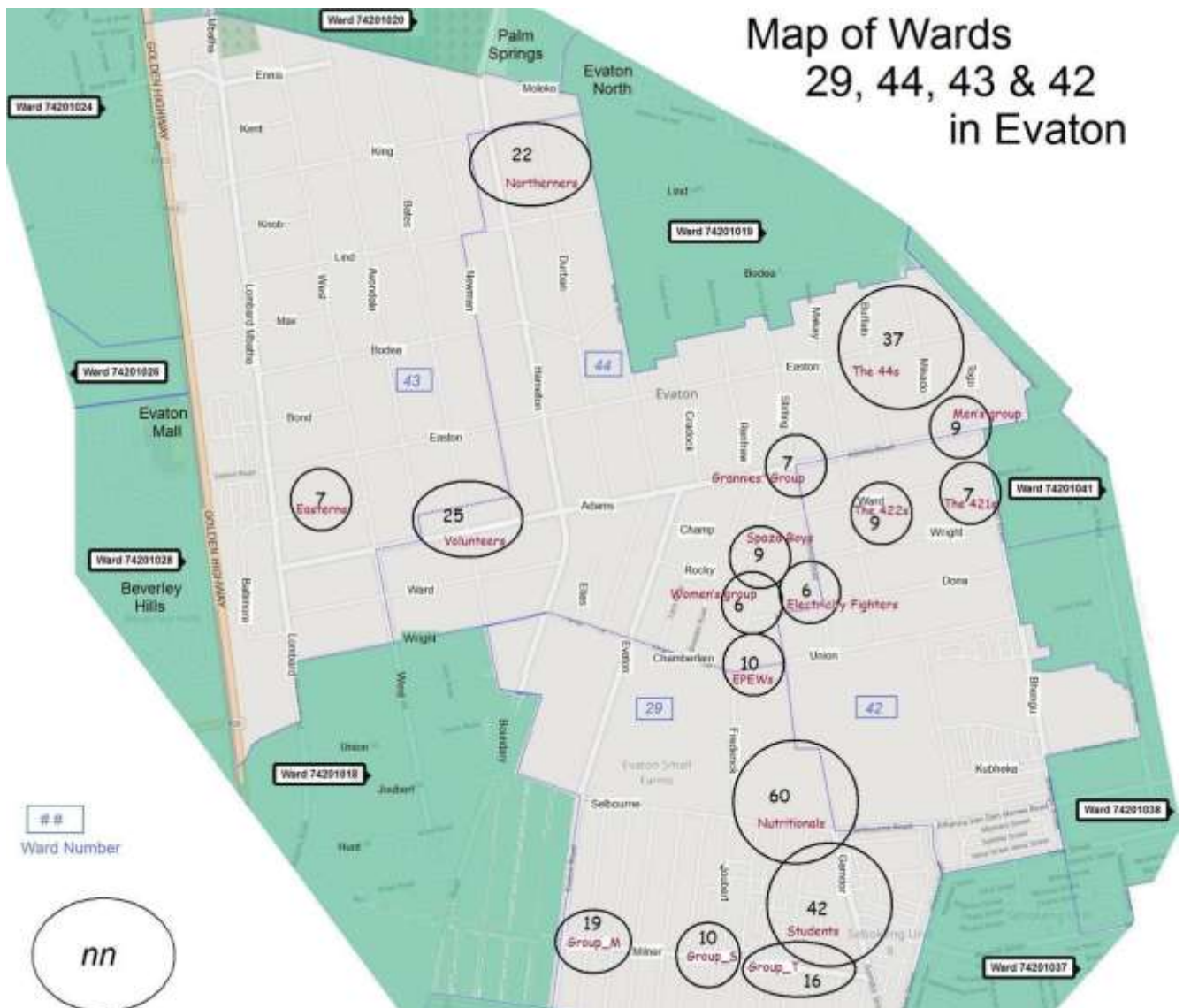
Illustration 2-6: Approximate location of fieldwork sites

2.3.2   Research Participants

We worked with a total of 17 groups of residents, which included 301 people. Participants ranged in age from about 18 years to 102 years of age. Some of the groups were mixed in terms of gender and age, while others were less diverse.

We have given the participant groups' code names so that those who took part cannot be identified and in order to protect them from any potential negative consequences. Table 2-3 provides basic details on the 17 participant groups.

Research Team (and phase)	Date of fieldwork in 2016	Code Names for participant groups	Number of participants	Ward
Noka (1)	23 August	1. Group_M	19	29
Noka (1)	24 August	2. Group_S	10	29
Noka (1)	24 August	3. Group_T	16	29
Conquering Crusaders (2)	18 October	4. The 44s	37	44
Conquering Crusaders (2)	20 October	5. Nutritionals	60	29/42
Conquering Crusaders (1)	22 August	6. The 421s	7	42
Conquering Crusaders (1)	24 August	7. The 422s	9	42
Maberete (2)	21 October; 2 November	8. Volunteers	25	43/44
Maberete (2)	18 October	9. Northerners	22	43/44
Maberete (1)	26 August	10. Easterns	7	43
Stars (2)	17, 19, 20, 24 October	11. Students	42	29/42
Stars (1)	22 August	12. EPEWs	10	29/44
Stars (1)	23 August	13. Men's group	9	44
Stars (1)	24 August	14. Electricity Fighters	6	44/42
Stars (1)	24 August	15. Granny Group	7	44/42
Stars (1)	23 August	16. Spaza Boyz	9	44
Stars (1)	23 August	17. Women's group	6	44
Total number of participants from Evaton			**301**	**Wards 29, 42, 43, 43**
Table 2-3: List of participant groups and fieldwork dates				

2.3.3   Analysis and Report Writing

During the process of analysis and report writing, it is important to preserve participants 'voices' i.e. to retain the meaning and significance of the information they shared with each other and with the researchers. Particular attention should be paid to this, especially when participants' involvement in the analysis of findings is limited to that which was designed into the fieldwork methods, as it was with this project.   Steps in the analysis and report writing process after phase two fieldwork, are detailed below.

Step 1: A project manager read the research teams' phase 1 and phase 2 reports at least twice, and recorded detailed comments and questions on aspects of the reports to be corrected. The PM also generated a set of cards representing the findings from all the reports.
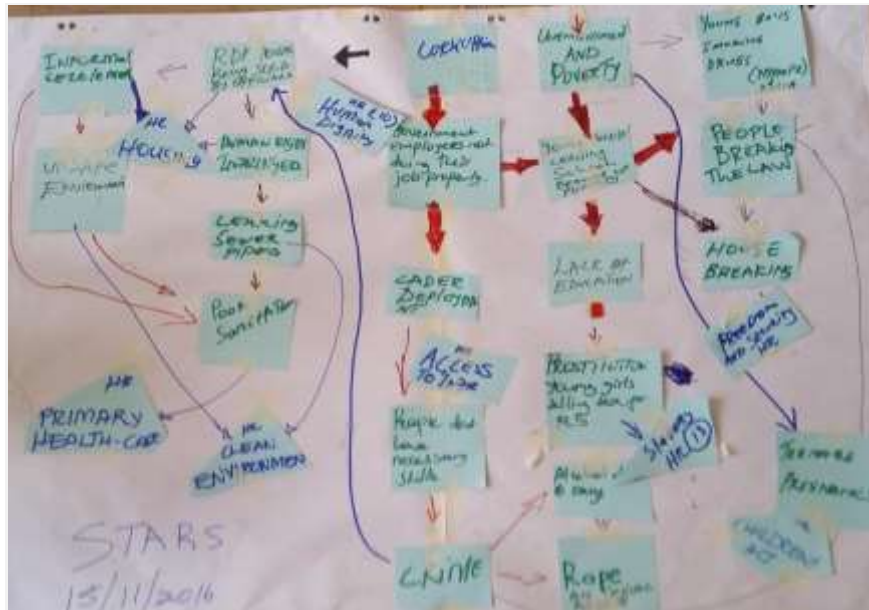
Illustration 2-7: Flow diagram representing the *Stars'* research findings.

Step 2: At the third research workshop, the three research teams each separately generated a set of cards reflecting their findings from phase 1 and phase 2 fieldwork. These findings were put on cards which were sorted and linked to represent the understanding that the CRs had developed based on what the participants had shared with them, as well as their own insights from doing the fieldwork and from their experiences of living in Evaton. The adjacent photos show the three flow diagrams created by the three CR teams (see Illustration 2-7; Illustration 2-8; and Illustration 2-9).
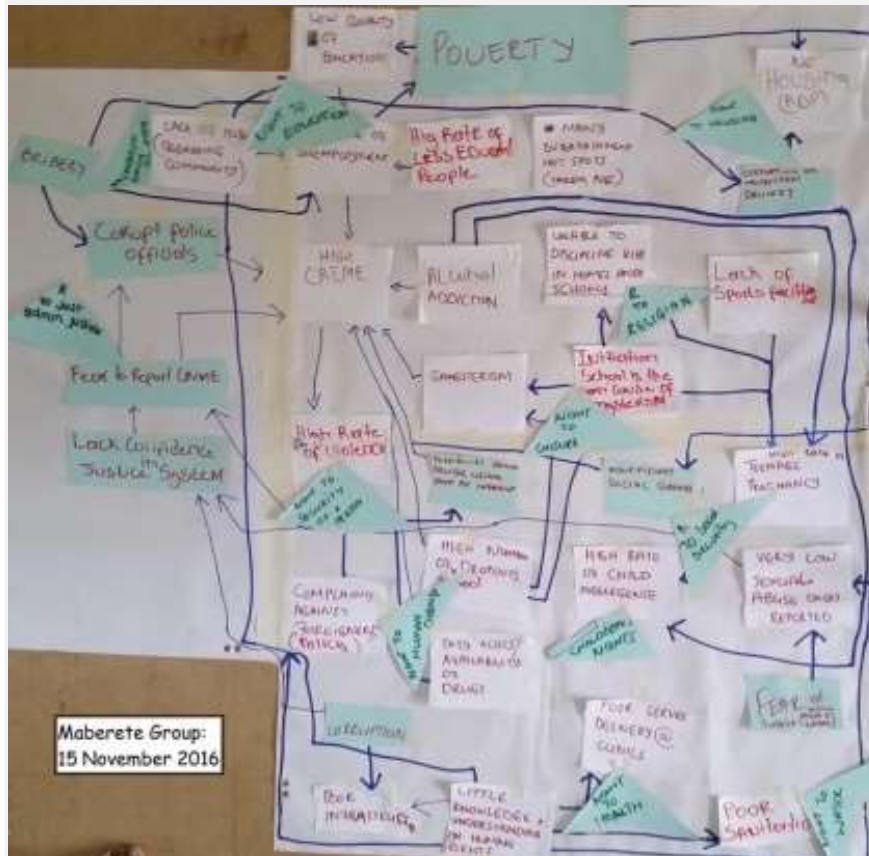
Illustration 2-8: Flow diagram representing *Maberete's* research findings

Two PMs together with two other SPII staff read the Noka team's phase 1 report - none of the Noka researchers took part beyond phase 1 fieldwork. They then generated findings on cards which they combined into a flow diagram, in order to represent the findings from this team's fieldwork (see Illustration 2-10).
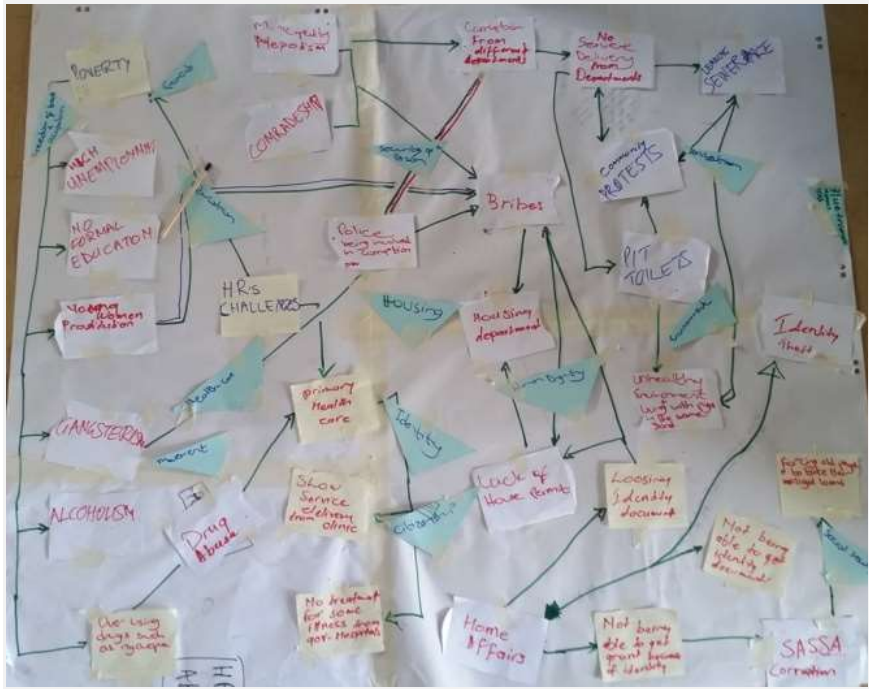
Illustration 2-9: Flow diagram representing the CCs' research findings.

Step 3: One of the key exercises participants did during fieldwork was to construct a matrix representing some of their best and worst experiences of life in Evaton.

The essence of each row of each of 14 matrices produced during fieldwork was recorded on a card, generating a third set of cards directly representing the issues that participants raised during their various group discussions.
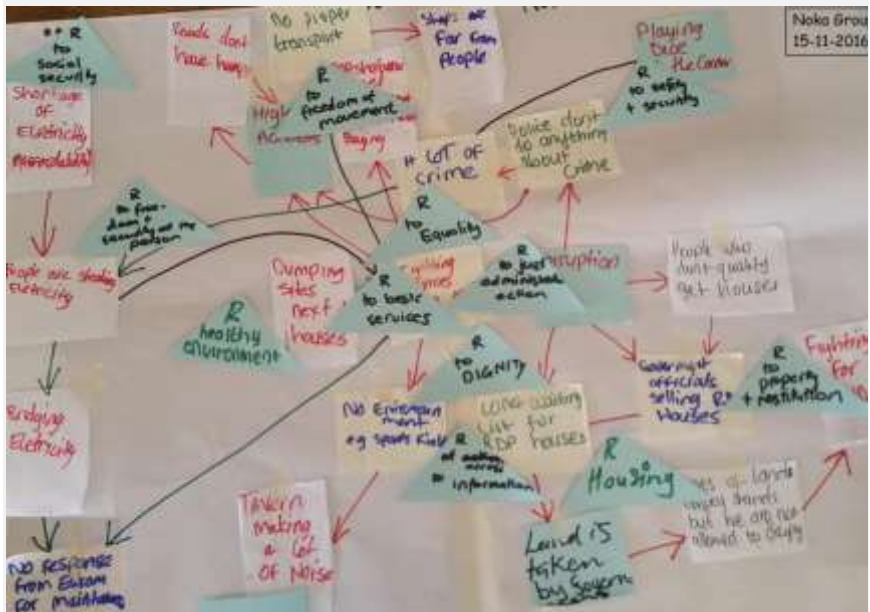
Illustration 2-10: Flow diagram representing Noka's research findings

Step 4: The 3 sets of cards (from the PM; the CRs and SPII team; and participants' matrices) were combined, creating a set of 255 cards (once exactly worded duplicates were removed). The PM then sorted these cards into themes, creating a set of 18 themes, each supported by a batch of findings.

Step 5: These themes were discussed by the CRs at the fourth CR workshop in preparation for a presentation of findings at a community meeting on 30 November 2016. Comments and questions by community members at the meeting were recorded.

Step 6: Drawing on discussions with CRs; feedback from the community meeting; and a revision of the batches of findings in each theme, findings were regrouped into 28 themes, presented at the start of the discussion on findings.

The analysis in Chapter 3 below, although written by one PM does take account of the linkages and flows presented on the four CR teams' flow diagrams, as well as comments from the community workshop on the interim findings.

2.4   Reflection on Methodology and Process

PAR was stipulated as the methodology to be used by organisations that were to conduct work as part of phase 1 of the Community Mapping & Active Citizenry Programme: "*Use of participatory action research approach underpins the community mapping exercise*"[22].

PAR (broadly defined) is the most appropriate methodology to employ for projects and processes that focus on human rights, education, information gathering, and mobilisation because of the principles that are associated with good practice, such as local definitions of concepts, flexible process, and local action. There are a number of conflicts inherent in the use of PAR for projects that have a pre-set timeframe, a pre-set budget, or a pre-set research focus. For example, a recurring problem with the use of PAR on projects that are time-bounded, is that the process cannot be allowed to unfold. Local participants can influence the research topic but they cannot change it completely.   Trade-offs have to be made in order to navigate through these conflicts[23].

For *Voices from the Ground*, the timeframe for the phase 1 research (approximately 8 months) and the very limited budget (R180 000) meant that it was not possible to implement a research process that reflected the principles of PAR; involved the meaningful participation of stakeholders (especially Evaton residents beyond merely providing and discussing information); or allowed the agenda to unfold based on the on-going process.

Most instances of limitations and trade-offs can be reduced to the limited time and money available: the pre-defined topic of research; or the institutional arrangements and contracts that govern the actions of project staff. Below are specific examples of conflicts or practical trade-offs that were made during the implementation of this project. The first set relate primarily to a conflict between the methodology and the project parameters together with institutional arrangements and the second set relate to practical difficulties which arose during implementation, due to the nature of Evaton or stakeholders.

---

[22]   Department of Justice and Constitutional Development (DoJ&CD) and Foundation for Human Rights, 2016, Community Mapping & Active citizenry programme: Terms of Reference.
[23]Brock, K., 2002, Introduction, In K. Brock, & R. McGee, Knowing Poverty: Critical reflections on participatory research and policy

Illustration 2-11: Photo of the Granny Group working in the hot sun (24 August 2016)

2.4.1 Trade-offs with respect to the conflict between the PAR approach and the project parameters

- The initial PAR training was for 3 days which was not sufficient time to allow researchers to engage in the process needed to begin to internalise the concepts, principles and attitudes needed for good quality PAR. It also did not allow for a practical element to training, which is essential. On reflection, phase 1 of fieldwork served as the practical element of training and after follow-up training during the second CR workshop, researchers were far more confident to use the approach in phase 2 fieldwork. During the second CR workshop time was spent reflecting on phase 1 fieldwork, in order for CRs to learn from their mistakes (a common and recommended practice). Information from this process of reflection was added to field reports to improve the quality of the information gathered. In addition, CR teams spent time working through detailed questions and comments on their draft phase 1 reports and added further information, based on their memory of fieldwork, which they initially did not think was important – another common error when learning PAR).

- Limited funded time for CRs to spend doing fieldwork resulted in the teams spending only a couple of hours on one day with the different groups of participants. Therefore, there was no opportunity for participants to go away and consider elements of the discussion, before returning for more meaningful engagement. In a participatory action research process, those whose lives and issues are the focus of the research, should take an active role in the analysis of the findings. In this research, participants' engagement in analysis of their own information was limited to that which was designed into the methods they used. This does not mean that the fieldwork sessions were not meaningful, but rather that the PAR approach has the potential to facilitate more detailed information sharing

and analysis sessions between participants; lead to local plans for action; and facilitate (additional) education and empowerment of participants, when sufficient time is allowed.

- The absence of any budget for refreshments for participants and teams during fieldwork (on some extremely hot days) resulted in a number of participants leaving before the end of fieldwork exercises, because they were hungry and thirsty. The project redirected a very small amount of funding (R50) for each of the three field teams to use during phase 2 fieldwork, for refreshments.
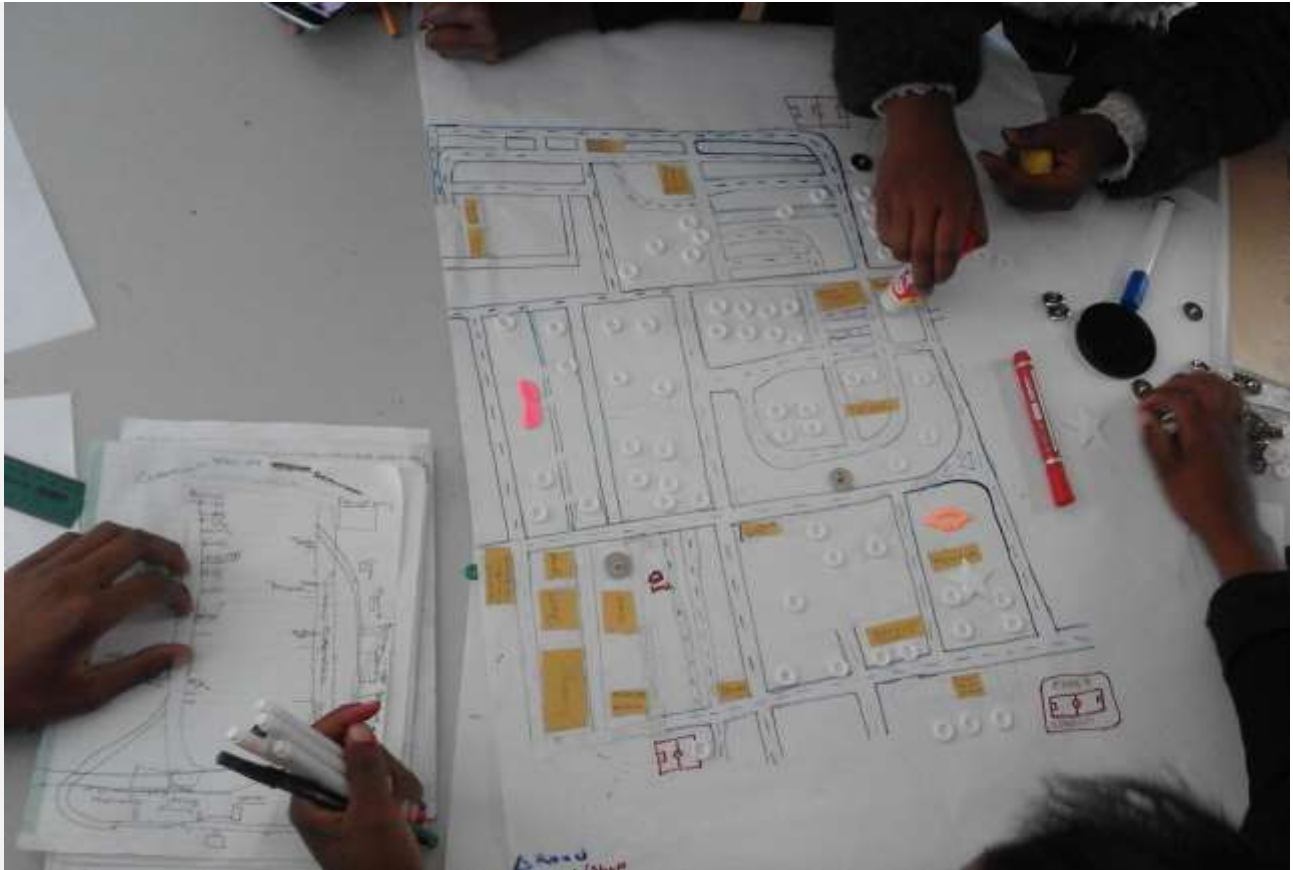
Illustration 2-12: The *Students* finalising their map (19 October 2016)

- Meaningful participation involves adjusting the project process by identifying and negotiating around different agendas, as well as around the practical aspects of different stakeholders' availability for interaction. The timeframe did not allow for this. Specifically, Bokamoso and SPII were not able to release Bheki Maduna and Matshidiso Motsoeneng (two of the three project managers) for the amount of time required by their project roles, primarily because there was insufficient funding for their time (but also in part due to their ongoing organisational work, which was either better funded, or essential for accessing future funding). Examples of the impact of this are that the second CR workshop, scheduled for early September had to be delayed due to Matshidiso Motsoeneng's pre-existing SPII work commitments and that Bheki Maduna could not attend all the CR workshop in full because he had to attend to urgent Bokamoso fund-raising matters, as well as source computers for Bokamoso to be able to continue their work, after they were burgled.
- There was no funded time for CRs to engage in an action component with participants and limited time for processes aimed at conscientisation and empowerment (beyond the time spent interacting with and educating participants about their human rights). Furthermore, there was insufficient funded time for community researchers to be involved in the analysis and write-up of the findings.

Again due to time constraints, CRs were only involved in the initial analysis of findings during the third CR workshop, however, the project did ensure that CRs were an integral part of the presentation of findings to the community.

- Bokamoso is not a research organisation and this, together with time constraints meant that Bheki Maduna was not able to record sufficient detail about the processes of CR selection; fieldwork and stakeholder liaison as is desirable for a quality research report.

- Heidi Attwood, the third project manager resides in Durban. This meant that she could not join the fieldwork teams to advice on process and methodology because of the additional costs of more flights and accommodation. She was however in touch with field teams via a project WhatsApp chat group that facilitated some communication with CRs during fieldwork, to advice on practical and methodological issues.

Illustration 2-13: Community researchers presented findings at the community meeting (30 November 2016)

2.4.2   Practical challenges

- Incidents of crime impacted on the research process. Firstly, during phase 1 fieldwork a team of community researchers was almost mugged, causing fear and stress. As a result, they changed the area in which they had initially intended to do fieldwork. Secondly, Bokamoso offices were burgled twice during project implementation. Computers were stolen, which hindered researchers' access to computers for writing field reports.

- With a history of service delivery protests, the project was advised not to do fieldwork close to the election date. The 2016 local government elections, scheduled for 3 August 2016, resulted in a delay to the start of the process with CRs. Phase 1 fieldwork needed to immediately follow the initial

training in order for researchers to practice what they learnt, however, both training and phase 1 fieldwork could not be scheduled for completion before the elections.

- Fieldwork soon after local government elections increased the likelihood that field teams would be mistaken as groups working for a political party. This did occur during fieldwork. With four CRs who were active or locally-known political party members (accessed by the project through the PCO), there was even a greater probability that CR teams would initially be perceived as working for a political party.

- A community protest occurred outside the house of one of the CRs on the day that the CR team was due to meet for project work. As a result, the team had to curtail some fieldwork activity and their phase 2 report was delayed.[24]

- Many of the community researchers did not have a regular or adequate source of income which indifferent ways led to the curtailment of their involvement. After phase 1 fieldwork, three community researchers left the project to take up employment elsewhere. They were not involved in the second CR workshop as therefore their phase 1 field report remains unedited and without the benefit of their post field reflection. Although a much smaller impact, on one occasion a researcher could not travel to the location for fieldwork due to lack of money for a taxi.

Despite all these limitations, fieldwork yielded very valuable information, as presented below. Many of the above-mentioned limitations are common to development and research oriented projects that employ a participatory methodology. It is less common though, for those implementing the project to explicitly report on these limitations, probably either for concern that they would be judged as having done poor quality work or for concern that they may be perceived as complaining about low levels of funding – and not be funded in future.

On the contrary, honest reflection on the process that unfolded and the reasons for a less-than-perfect process enhances the quality of the project outcomes. In terms of findings, recognition of fieldwork errors allows for a more accurate understanding and use of information gathered and it allows researchers to discuss and reflect on the impact of such 'errors' thus allowing for better fieldwork in the future. When stakeholders recognise errors they may have made in their process of engagement, this contributes to a more transparent process between stakeholders and can enhance trust, which over a medium to longer terms improves the ultimate outcomes of the project. Limited funding is a common reality in development practice, across the world and a recognition of this improves the integrity of the process.

---

[24] This protest morphed into the looting of the local Palm Springs shopping mall (see Appendix D_1).

3   Project Findings: Evaton Environment and Circumstance

The flow diagrams linking different findings from the various participant groups that each community Researcher team facilitated illustrate the complexity and diversity of both findings and perspectives on findings (see Illustration 2-7 to Illustration 2-10).

Following the iterative process of reflection and analysis described in *Analysis and Report Writing*, findings were grouped into themes, each describing an aspect of Evaton environment and circumstances in which residents live. Most findings could be placed in more than one theme because people do not experience life as a series of isolated events that relate to only one aspect of their lives and they do not express their thoughts and perceptions in ways that relate to only one 'subject' at a time. Life is diverse and complex.

This section presents particular findings under one theme and then refers to that finding under the other relevant themes. Themes which have been clustered into groups mainly for ease of presentation and to facilitate understanding i.e. as a way of creating spaces through which an outsider can view and understand the complex reality of someone else's life. The themes are presented within their clusters (in no particular order) in Table 3-1.

Evaton Environment and Circumstances: *Economic Engagement*	Evaton Environment and Circumstances: *Entertainment, Crime and Policing*
~ Jobs and Unemployment	~ Entertainment, Sport and Leisure
~ Local Business	~ Gangsterism
~ Drugs	~ Crime
~ Money for Sex	~ Police and Justice
Evaton Environment and Circumstances: *Conventional Service Delivery Sectors*	**Evaton Environment and Circumstances: *Organisations and Social Relations***
~ Housing [and Land]	~ Local Organisations: formal and informal
~ Sanitation [and Water]	~ Domestic and Social Relations (Community level)
~ Dumping and Other Pollution	~ Domestic and Social Relations (Household level)
~ Roads, Transport and Mobility	~ Unplanned Pregnancies
~ Social Security [Grants]	**Evaton Environment and Circumstances: *Governance***
~ Citizenship and Identity Documents	~ Human Rights
~ Electricity	~ Service Delivery: Government Officials and Politicians
~ Education	~ Corruption: Politicians and Government Officials
~ Health	**Individual Well-being**
~ Information	~ Physical Well-being
	~ Psychological Well-being
	~ Financial Poverty
Table 3-1: List of Themes and Cluster to structure presentation of findings	

The linear nature of the clusters and themes presented above does not allow the diversity and complexity of life-experiences to be easily conveyed. Complexity and links between experiences are better illustrated through flow diagrams. However, a flow diagram that lists different aspects of findings and then links everything to everything else, is not helpful either.

In order to present the findings in a way that holds meaning and importantly, that tries to accurately reflect the information and perceptions that participants shared with us, this chapter presents a series of flow diagrams. Each flow diagram uses the visual summary of findings (Illustration 3-1) as its basis. The visual summary of findings contains all the themes listed in Table 3-1.
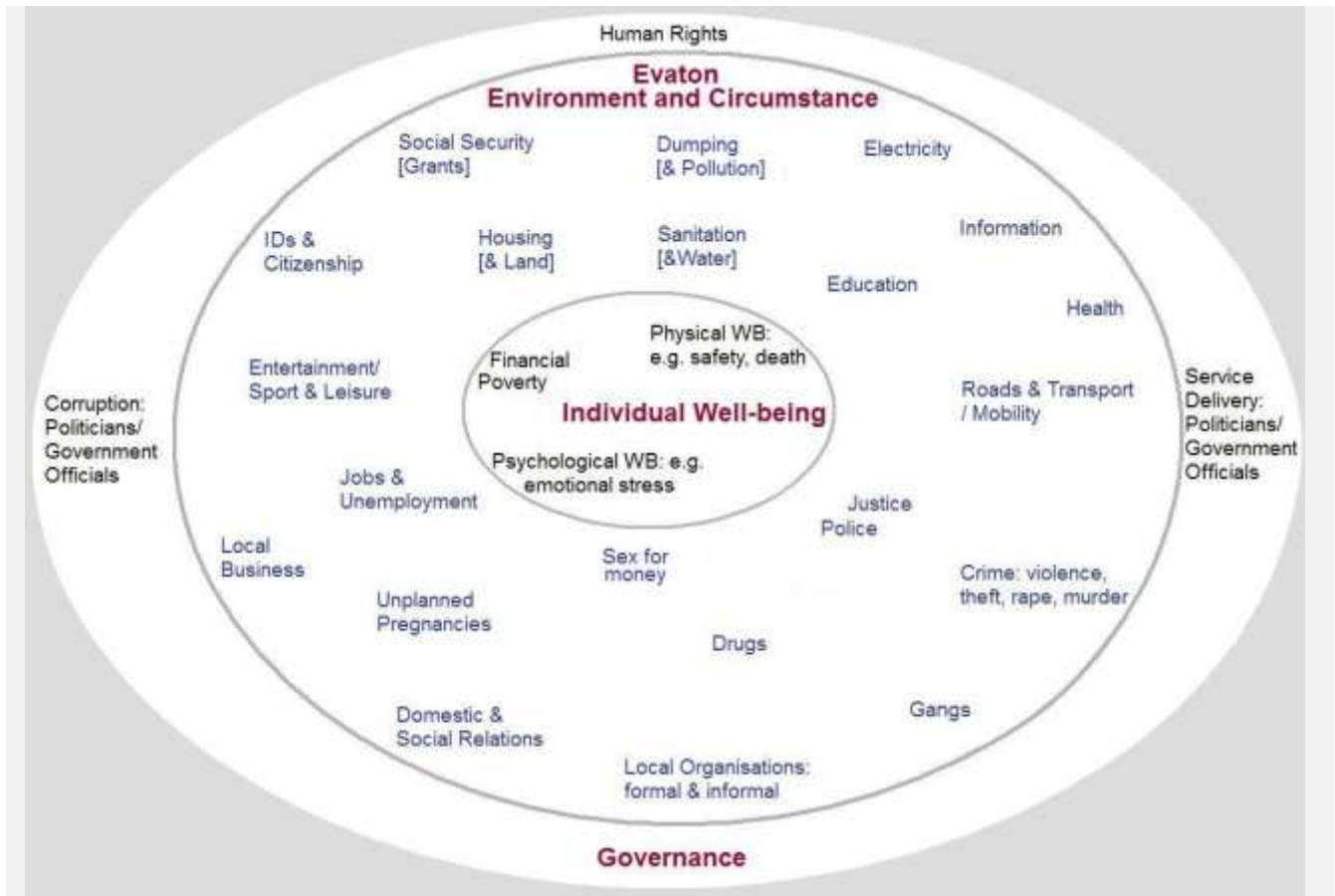
Illustration 3-1: Evaton Environment and Experiences: A Visual Summary of Findings

Numerous other equally valid ways of clustering the themes is possible and therefore the clusters do not appear on the flow diagram. Together with the discussion of themes in each cluster, a flow diagram showing multiple linkages between findings is shown.

Findings on themes clustered within economic engagement; crime and justice; and other service delivery sectors, as well as Organisations, social relations and mobility appear within the main oval representing Evaton Environment and Circumstance. Governance issues also describe experiences of living in Evaton, however, these findings have been placed in a layer underneath the other themes - although in Illustration 3-1, governance themes appear outside the Evaton Environment and Circumstance Oval (and not underneath) given the difficulties of portraying a three-dimensional model in this report.

Almost all of the other themes appearing inside the Evaton oval (many of which are specific areas of service delivery e.g. education) include findings on governance and corruption or governance and poor service delivery. To promote understanding, issues of governance are however, not discussed along with each theme, but rather in a separate cluster on governance. This in itself reflects a research finding, namely the pervasiveness of findings on governance. Given the frequency of service delivery protests in Evaton together with government's mandate to deliver services to residents, this visual separation distances residents' experience of their environment from their experience and perception of how governance impacts on that

environment. This is an artificial separation, as governance relating to for example sanitation is very much part of the daily reality residents face regarding sanitation.

Specifically, experiences relating to governance were removed from findings of various themes, in order to facilitate insight into all aspects of the themes i.e. to guard against issues of governance dominating other aspects of a particular theme and against issues of governance been lost amongst the other daily realities faced by residents. The flow diagram for the governance cluster illustrates the multiple linkages to various other themes. Governance relating to service delivery by government officials and politicians, corruption in governance, form the last cluster discussed in this chapter, referring to numerous other themes already presented.

The impact of the realities of daily life in Evaton on individual well-being is both a finding and a part of this report's analysis of findings. This is because participants spoke directly about aspects of personal well-being and thereafter, CR discussion and analysis of findings related to personal well-being. The visual summary of findings (Illustration 3-1) places participants' expression of aspects of their well-being as central to their experience of Evaton. Individual well-being is discussed at the start of chapter 4, as it bridges findings and analyses.

This chapter is based on what participants shared with the CRs, both individually and through discussion in participant groups. This section attempts to convey residents' knowledge and perception of their daily reality as accurately as possible. The findings on which this section is based are reported on in 7 field reports. Discussion of the findings during the third CR workshop and their analysis of findings have also have contributed to the presentation of findings below.

A summary of the findings within the various themes are presented below supported by some examples of what residents had to say about the issue. These examples are presented either as quotes from a group member (where these were recorded and translated) or as extracts from the CR team's field report (where the CR team relayed what participants said in the third person). The CR team names, fieldwork phase and code names for the 17 groups of residents that participated in fieldwork, is included in section 2.3.

3.1   Economic Engagement

☐ "We have a huge problem here in Evaton, our youth is not working and we believe that youth is the future of our country and in this country for an individual to be able to get a job, you have to know someone who is working in or within the Organisation you are applying for or you have to bribe whoever is responsible to ensure that you get that specific job. What is it that the government can do to help our youth with employment opportunities?

Illustration 3-2: *Spaza Boyz* (23 August 2016) map their area

Our youth is idling at home with their Degrees and have no hope any more that they have even started abusing substances and drugs such as 'Nyaope' and alcohol which are doing great damage to their futures. If the government can assist in taking all of them to a Rehab or a place where they will get chance to the build their characters so they are able to see this world as a real world with a positive mind" (*Electricity Fighters*, 24 August 2016).
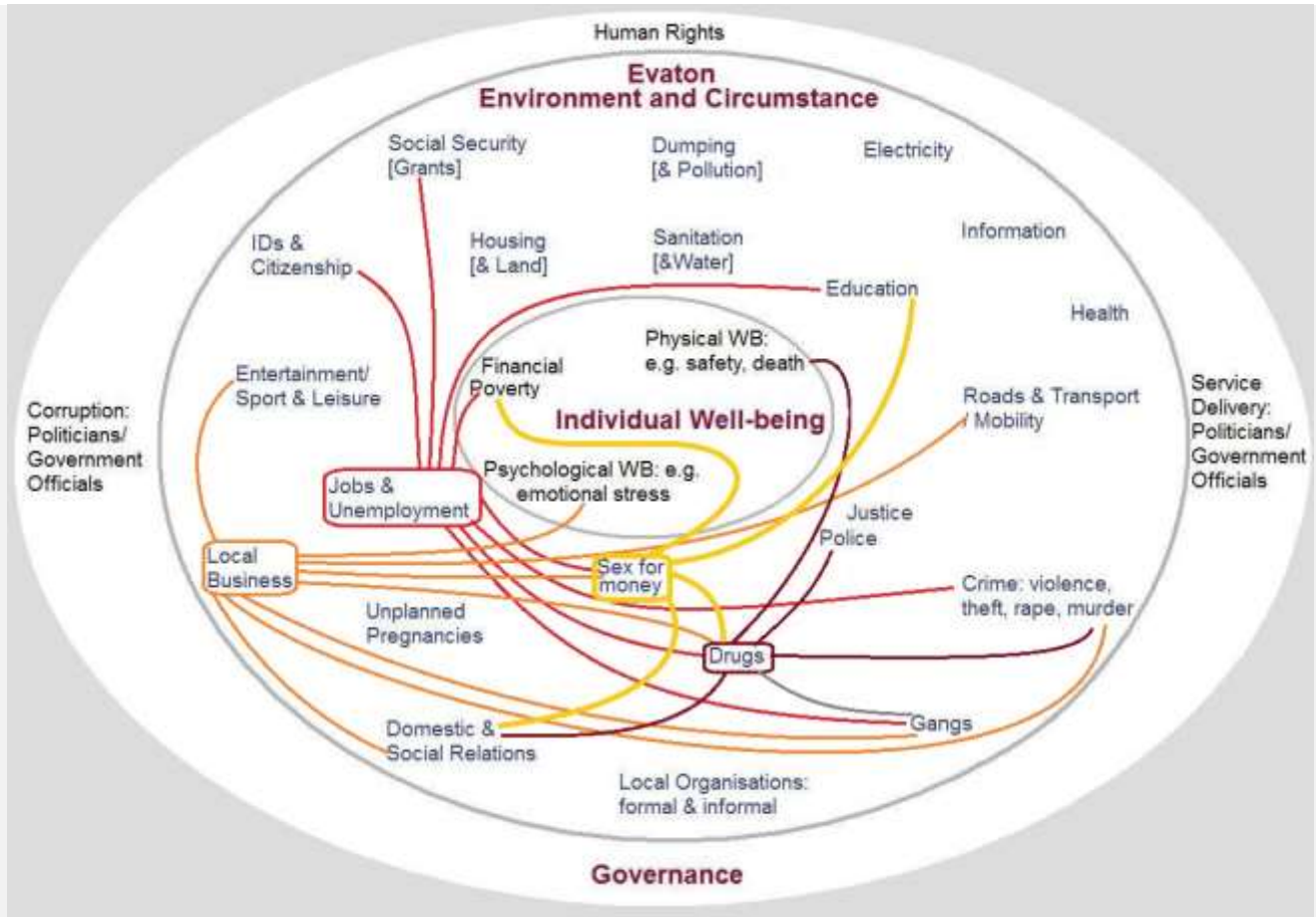
Illustration 3-3: Visual Summary: Unemployment, local business, drugs and sex-for-money

3.1.1   Jobs and Unemployment

Unemployment, a key cause of financial poverty, is a serious problem in Evaton, particularly for the youth, but also for older people. Adults with an education find it difficult to find job. Without either an ID or the necessary skills, it is even more difficult to get a job.

When people can't find a job they often turn to drugs or alcohol, join gangs, gamble or engage in crime. If a household member does not have a job, pensioners have to use their pension money to support the family or household. Some women resort to survival sex, engage in prostitution or find blessers in order to survive and to provide for those who depend on them.

"Another lady said she really was disturbed by the lack of jobs for the youth and for older people who are still able to work. At the mention of the lack of jobs, a lot of the participants were one voice saying it really was a huge problem to them and their kids. ... They also added that it was such a horrible thing as their families sometimes go by without food. Granddaughters go to extremes of even getting sugar daddies (blessers). These "blessers" are older men that are the modern day sugar daddies. Prostitution was also mentioned as a form of making a living which is done by young woman who are unemployed. The use of drugs was also one of the issues that these participants raised, saying that young women take drugs to give them courage and also to make them numb to pain. It was also said that some young women are in illegal business with Nigerians." (The 44s, 18 October 2016)

"Local contractors don't employ people who are staying in Evaton." (Northerners, 18 October 2016)

There is also the perception that "foreigners are taking our jobs" and that you have to know someone to get a job (discussed under *Domestic and Social Relations: Community level* and *Corruption: Politicians and Government Officials*, respectively).

3.1.2   Local Business

Positive features about local business is that they provide needed services, like internet access meaning that people do not have to travel far or out of Evaton for such services – although some residents did mention that they had to travel quite far for some of their needs.   Local taverns and Evaton Mall provide entertainment for some and local guest houses provide safe and private spaces for sex.

There are however many complaints about local taverns. *The Easterns* joked about the number of taverns in the area. Issues relating to taverns are discussed further under

Entertainment, Sport and Leisure.

Amadeka or informal corner shops (mentioned by the *Students*, 19 October2017) are common in Evaton. Many of these amadeka sell fresh produce, snacks or prepared foods. There were also a number of other visible businesses such as salons and cobblers were not mentioned. It is likely that at least some of these businesses are locally owned and that they mitigate against financial poverty to an extent, however this was not mentioned by residents.

☐ "Nkandla is a brothel/ conference centre. Churches and business people use it as a conference centre and lovers use it as a brothel." (Volunteers, 21 October 2016)

☐ "There are more taverns in the area than important things like churches, soccer grounds and information centres." (Easterns, 26 August, 2016).

3.1.3   Drugs

The availability and use of drugs in Evaton is considered to be a huge problem by many of the residents. Drugs are easily available in Evaton and drug use is high among male youth.

Some residents resort to the use of drugs and the overuse of alcohol when they can't find employment. The drug, Nyaope, was named by many participant groups - others also named Whoonga as a common drug used in Evaton. Residents linked drug use with those who frequent taverns, with gangs and with crime. Drug use and alcoholism was also recognised as a cause of death. According to some residents, it is foreigners that are bringing the drugs to Evaton. Police officers were also implicated as collaborating with those selling drugs (discussed further under Police and Justice).

☐ "There were two main drug spots in the area: at the taxi rank and a passage next to one of the churches in the area." (*Easterns*, 26 August, 2016).

☐ "this drug called Nyaope destroys kids and youth" (Nutritionals, 20 October 2016).

3.1.4   Sex for Money

Many Evaton residents also did not refer to women who exchange sex for money as prostitutes, but rather described them as women who engage in survival sex[25]. Some women who cannot find employment or who are in need of money for survival, including teenage girls who are still as school, exchange sex for money.

In addition to this, in South African society, a relationship between two people based on the exchange of sex for money or things like clothing, accommodation, furniture and so on, is referred to as a relationship between Blessers and blessees (see Appendix D) Evaton residents also mentioned Blessers as a form of financial survival adopted by some teenage girls and women in Evaton.

☐ "The girls have become drug addicts and alcoholics." (Students, 19 October 2016).

☐ "The community complained that girls around the age of 15 sell their bodies there." (Students, 19 October2016)

This is a sensitive subject and it was not pursued by the CRs and therefore we do not have confirmation or further detail on the nature of sex for money exchanges or the terms used to describe those providing sex – or indeed those who provided the money and made use of their services.26

What was discussed and shown on the map drawn by the Students from Evaton (19 October2016), was the R5 place (see Illustration 3-4).

  This is one place where women and girls exchange sex for money.   The name of the place suggests that sex is exchanged for the minuscule amount of R5, however this was not confirmed, and needs to be investigated further. Regardless of the lack of detail, most groups mentioned that some women, including teenagers, do have to resort to exchanging sex for money, in order to eat.

---

[25] This is supported by research in taverns in Hammersdale and Soweto, where women who exchange sex for money in order to survive financially are not seen as prostitutes but rather informal sex workers (see Appendix D)

[26] Interestingly, while discussion on drug use referred to users and suppliers, the discussions on the sex trade did not refer to the 'users', but only the informal sex workers as suppliers.
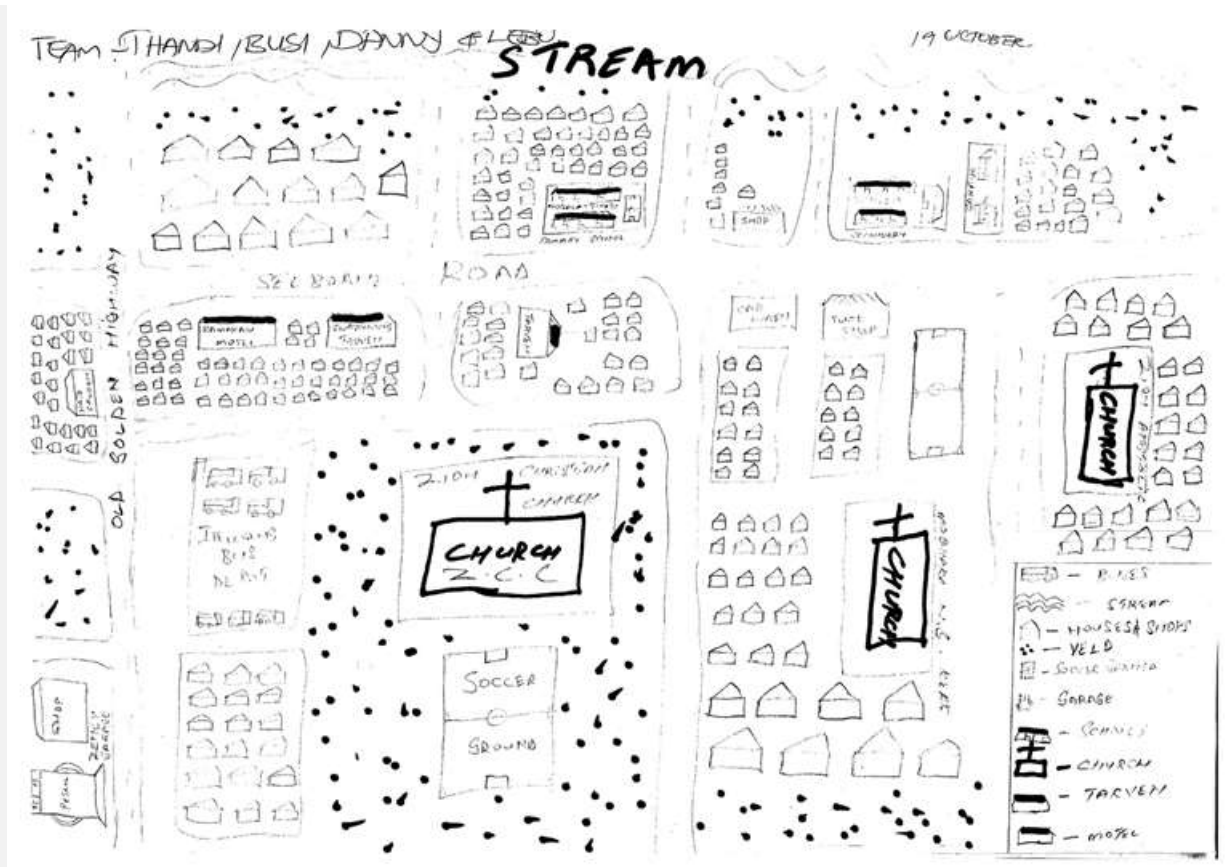
Illustration 3-4: Map by Students from Small Farms (19 October 2016)

Illustration 3-5: Experiences in Evaton Matrix created by *Students from Small Farms* (19 October 2016)[27]

---

[27] Participant's matrix was redrawn and translated by the CR team. The term "prostitutes" is the English term the team used in the translation.

3.2 Entertainment, Crime and Policing
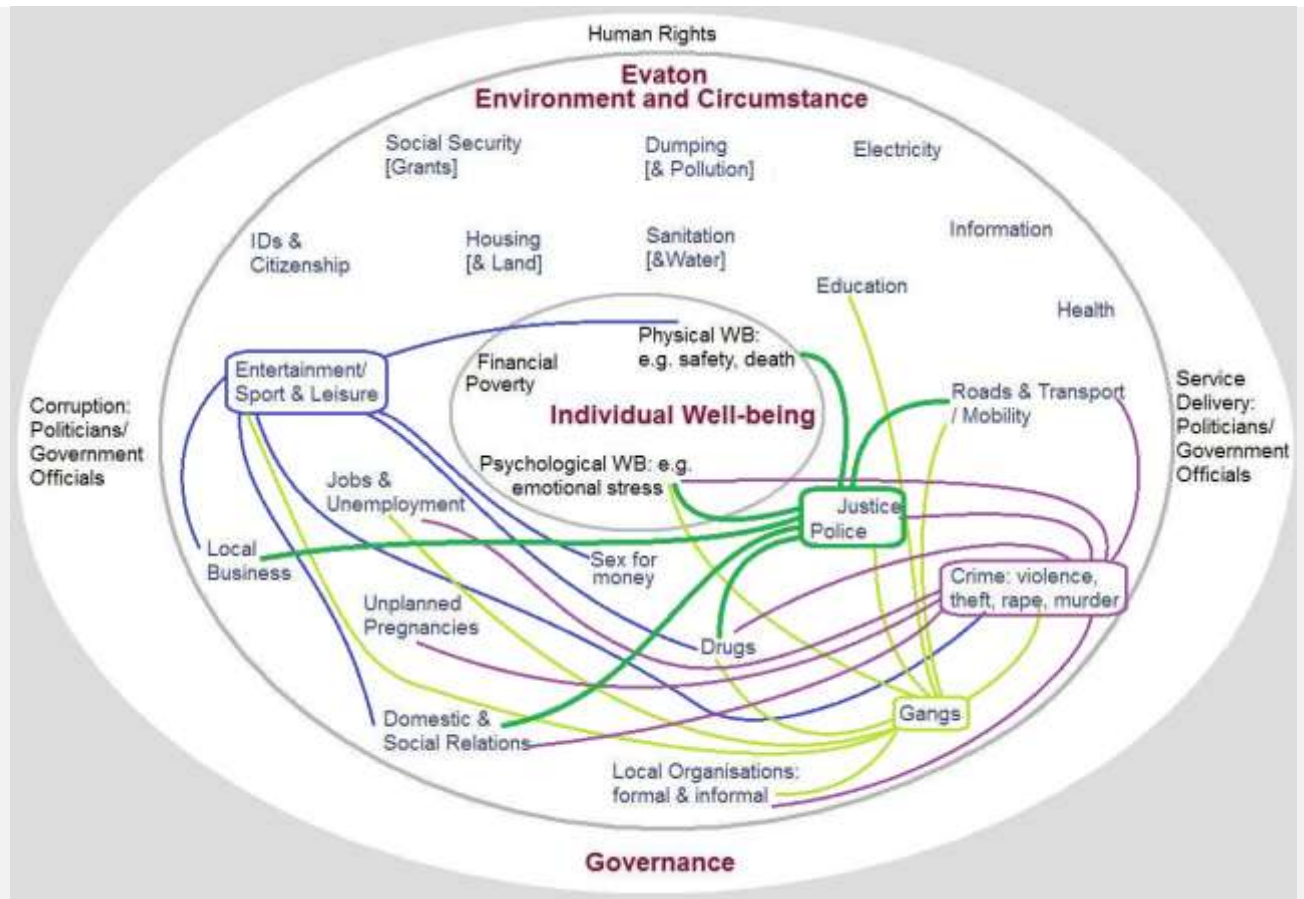
Illustration 3-6: Visual Summary of Findings: Entertainment, Crime and Policing

3.2.1 Entertainment, Sport and Leisure

Entertainment, sporting and other leisure opportunities in Evaton include the taverns, the soccer grounds and Evaton Shopping Mall. While all three of these were mentioned in a positive light as places of entertainment or sporting activity, they were also all noted as places where crime occurred, such a mugging at the soccer grounds; robbery at Evaton Mall; or murder, rape and assault at taverns.

Views on entertainment and sporting facilities varied, with some remarking that there were many entertainment hot stops in Evaton, and others talking of a lack of sporting and entertainment facilities. Many who felt there was a lack of sufficient (and by implication appropriate) options for entertainment and leisure activities, said that this was a major cause of crime, gangsterism, alcoholism and drug abuse.

☐ Zone 7 Stadium is close to Small Farms. People get raped and robbed at the stadium. Police are doing nothing about the situation". (Students, 19 October 2016)

☐ "There is a tavern around the corner that makes a lot of noise and they close in the early hours of the morning." (Volunteers, 24 August 2016)

Taverns were viewed positively by *the Northerners*, as a place for dancing, food, mingling and music and socializing. It should be noted though that this group discussion took place inside a tavern.

Many other groups took a different view, describing taverns as a "hub of crime and prostitution" (discussed further under Crime). Many groups complained about the loud noise from taverns causing a disturbance at night and preventing people from sleeping. While it was mostly older residents who raised this issue, younger residents (like the *Students*, 19 October 2016) also young complained about taverns and noise.

Young people are attracted to the taverns and this is a source of stress for older people, for two reasons: firstly, when parents of young children go out at night, this means that older people (usually women) have to take care of their young children – referred to as "Nanny Grannies"; and secondly, youth and young adults do not listen to their elders when they are told not to go out at night or to the taverns (discussed further in *Domestic and Social Relations: Community level*).

Another negative impact of local taverns is that children who live in the vicinity are exposed to abusive adult behaviour, such as drug-taking, excessive alcohol consumption and violent crime. Furthermore, those living close to taverns sometimes have their houses burgled and items from their property stolen or damaged – which they attribute to tavern patrons. The common assertion that taverns were places of violence is supported by Wojcicki (2002b), as illustrated by the abstract of this article (see Appendix D).

A local initiative providing leisure activities is an annual chess tournament that is organised by a local person. Besides providing youth with something constructive to do, it also stimulates local economic development by supporting local business (see Illustration 3-7).

☐ "There are gangs doing crime. There's a lot of danger and crime in places of entertainment like taverns. We complained about the noise coming from taverns to the police, but tavern owners bribe the police." (*Volunteers*, 21 October 2016)

☐ ""These taverns should be away from their households because they also promote crime. They commit crime to get money to buy alcohol. We are living in poverty but our children are not afraid to rob us, even our police station sometimes are of little help to us because in most cases they take more time to response that expected. " (*Granny Group*, 24 August 2016).

☐ "There is a car wash in Hamilton road and there is a chess tournament that is taking place and a driving school – fundraising event." (*Northerners*, 18 October 2016)

Illustration 3-7: Experiences in Evaton Matrix (*Northerners*, 18 October 2016)

3.2.2   Gangsterism

Gang members were always referred to as boys or male youth. CRs confirmed that from their experience they were not aware of and had not heard of girls as gang members.

Boys are said to join gangs due to the high rate of unemployment – or a lack of something to do.   Unemployment also leads to crime which could lead to joining a gang. Establishing causality and especially the direction of causality is not an easy task and far beyond the scope of this research. However, from the discussions that CRs had with residents and groups of participants, it was clear that there was a significant overlap between groups of gambling boys; criminals committing assault and murder; criminals committing robbery, theft and muggings; and gangsters.

Boys are also known to leave school in order to join gangs. Some in the community believe that various local initiation schools result in boys joining gangs – that depending on which initiation school you go to, you are expected/ or will want to join a particular gang.[28]

"These gangsters called Wrong Turns and Alaska 10's to name a few, make our lives a living hell. These are the groups of young boys that go around the townships hacking people with pangas, swords and other traditional weapons." (The 44s, 18 October 2016)

 "There are crime gangs in the area known as the Alaska's and The Wrong Turn's, aged between 14 and 25 years. Crime is more common on weekends and month end" (*Easterns*, 26 August, 2016).

---

[28] This finding was also included in an eNCA documentary on gangsters, which covered parts of Evaton as well as Sebokeng

3.2.3   Crime

Crime in Evaton is regarded by residents as being "very high". We heard about violent crimes like assault (beatings), rape or sexual abuse, robbery (including mugging) and murder (including infanticide); as well as non-violent crime, like gambling, prostitution, theft, and corruption (including bribery and nepotism). Although corruption is a crime, it is not discussed in this section, but rather in *Governance*, for reasons outline above. Buyers and sellers of sex and drugs (discussed above in *Sex for Money* and *Drugs*) are also engaging in criminal behaviour. Reference is made to these activities below where it links with other crimes.

Robbery, mugging and theft[29] from shops (like Evaton Mall), NPOs (like Bokamoso) and houses (including laundry from outside the house) was mentioned, as well as identity theft. In particular, mugging on the streets of Evaton and in public spaces is a constant threat.

It is common to see boys gambling with dice on the street corners of Evaton. These groups of gambling boys and organised gangs were commonly mentioned as the responsible for mugging and other violent crimes. Members of one of our CR teams were almost mugged on their first day of fieldwork (see Practical challenges).

Women and children are particularly at risk. The fear of being mugged or assaulted and the trauma caused from experiencing violent crime affects people's mental well-being. It also restricts people's mobility, as they are not free to walk the streets of Evaton. Besides pedestrians, motorists are also at risk of being robbed on the streets of Evaton by people who wait at stop signs or block the road, demanding money before allowing motorists to pass.

☐ "These young men get up to no good as when they are gathered there, only mischief erupts." (The 422s, 24 August 2016)

☐ "The thieves terrorise the community when we go to the mall. We tried to report them to the cops but the cops release the thieves after a day or two – that's when the community decided to take the matter into their own hands" (*Easterns*, 26 August, 2016).

☐ "There are four Apollo lights in Evaton but only one is working, meaning that in the evening it is too dark and there is more criminal activities going on" (Easterns, 26 August, 2016).

☐ One lady shared a story about her son who is in primary school who was robbed by one of the boys from a high school close to her son's school. They took his lunch money and slapped him across the face. This took place at Easton Road, a high danger zone. (*Volunteers*, 21 October 2016).

☐ "There is a group of boys that gambles in the corner of the street and they are very dangerous." (*Group_S*, 24 August 2016)

☐ "One cannot just go and leave their house without anyone there: television sets, food in the fridges, shoes and clothing items get stolen." (The 422s, 24 August 2016)

☐ "There is a guy who stays by the river and mugs people who passes by, and they [the residents] feel unsafe. They suggested that the government must organize the police or police forum for their safety. One said he feels that the government is failing them. " (Northerners, 18 October 2016)

---

[29] Robbery is theft together with violence or the threat of violence to a person.

Taverns and the streets or pedestrian walkways of
Evaton (like the broken bridge over the local
rivers) are two of the most common types of
places where violent crimes occur.

Gender-based violence is also common in Evaton. Types of Gender-based violence mentioned by participants includes rape, sexual assault, sexual abuse, domestic violence (e.g. beating people from your own household), beating women at taverns, and assault based on sexual–orientation (e.g. homosexuals).

The rate of rape and sexual abuse in Evaton is high, but the reporting of these gender-related crimes is low, for fear of reprisals.[30] This issue is discussed further under *Police and Justice*.

Domestic Violence such as beating family or household members (often men beating wives, girlfriends or children; or parents beating children) was referred to as 'disciplining'.   In South Africa, this is a crime and against a person's human rights. However, some residents' of Evaton believe that a number of problems result from not being able to 'discipline' women and children. This taken forward under *Domestic and Social Relations: Household level* and *Human Rights*).

Besides assault, other crimes within the home or between household/ family members, included theft of personal possessions; verbal or emotional abuse; and a case of the deliberate and organised rape of a family member who was believed to be homosexual.

Incidences of **infanticide** (discussed in *Unplanned pregnancies*) were also mentioned by residents as a serious problem within Evaton.

☐ "CR Question: How do feel about rights in general, because last time you didn't sound happy about women having rights?

☐ "I am not happy because women are no longer respecting us as their husbands, before these rights were adopted in this country we were able to discipline them, now we are even afraid to discipline them because we will be sent in jail. Unlike before we used to discipline our wives by beating them, so since we are no longer allowed to beat them, they don't respect us anymore. Since women and children have rights, the country has changed … Funny enough when there is a case of assault police responded very quickly. If it's serious crime they don't respond. Since human rights were introduced there is no order in many things. These women are even abusing us, when you report the police will laugh at you. I will even tell them in the community workshop."

☐ CR Question: Do you know anyone who was trying to open a case about his wife abusing him?

☐ "Not really but I have heard people talking about it in the community." (IIDI with Male from the *Volunteers*, 2 November 2016).

☐ "We are not even allowed to discipline our kids even in schools these kids are no longer respecting teachers. Teachers are intimidated by parents when they try to discipline them, corporal punishment must be brought back in schools, but teachers must not injure our kids or the government must find an alternative way of punishing them. … Teachers are struggling with students. They are disrespecting them (teachers) because there is no longer corporal punishment. These kids are using drugs at school. They join gangsters, instead of focusing on their education." (IIDI with Male from the *Volunteers*, 2 November 2016).

---

[30]Evaton residents used the subjective terms "high" and low", which have been repeated in the text of this report in order to convey their prospective of their environment. It is beyond the scope of this project to report on rates of crime and the reporting of crime in Evaton in relation to rates experienced in other places in Sedibeng, Gauteng and/or South Africa, in order to quantify how high or low these rates are.

3.2.4   Police and Justice

In relation to the police, it was mentioned that that the police station provides safety. However many other stories and views about the police were not as positive, as explained below;

Police are regarded as doing 'nothing' about crime, drug-dealers, and boys who gamble on corners. Residents also reported cases of arbitrary or discriminatory action by police.

Police were accused of being "too quick to attend to domestic assault instead of other real crimes", reflecting some community members view that beating your spouse is not really a crime. There was unhappiness that police had closed down some taverns and confiscated stock. The CR team did not establish whether these taverns were legal or illegal. In the latter case (and when responding to complaints about domestic violence) there may well be community members who feel that the police are doing the right thing (given that both of these are illegal activities).

Unwillingness to report crimes to police for fear of assault by thugs, suggests that some police officials are in cahoots with these "thugs". Other comments from residents support this, namely: "Police release criminals the next day when community report criminals to the police" and "Our kids are on Nyaope and we know where it's being sold and we have seen our police going to drug dealers and they once told me that I'm disturbing them." The latter comment was made during the community meeting.

Residents mentioned a lack of confidence in SAPS and in the justice system, which is reflected in the low rate of rape and sexual abuse incidents reported and residents' reluctance to report other crimes such as mugging and theft.   Discussion on corruption among Evaton police officers is discussed further under *Governance.*

☐ *"The police are ignorant and give poor service. Even if you report a crime they don't do anything. When you report a criminal to the police, you will see the very person walking in the streets the next day."* (Volunteers, 21 October 2016)

☐ *"A man was put in the boot of a police car and driven around. He feels tortured because they were not even in their uniforms and had no name tags on. What's worse is the fact that he can't lay charges against them, as he can't identify them."* (Students, 17 October 2016)

☐ *"Some are targeted by police for their religion – Rastafarians"* (Students, 17 October 2016)

3.3 Organisations and Social Relations
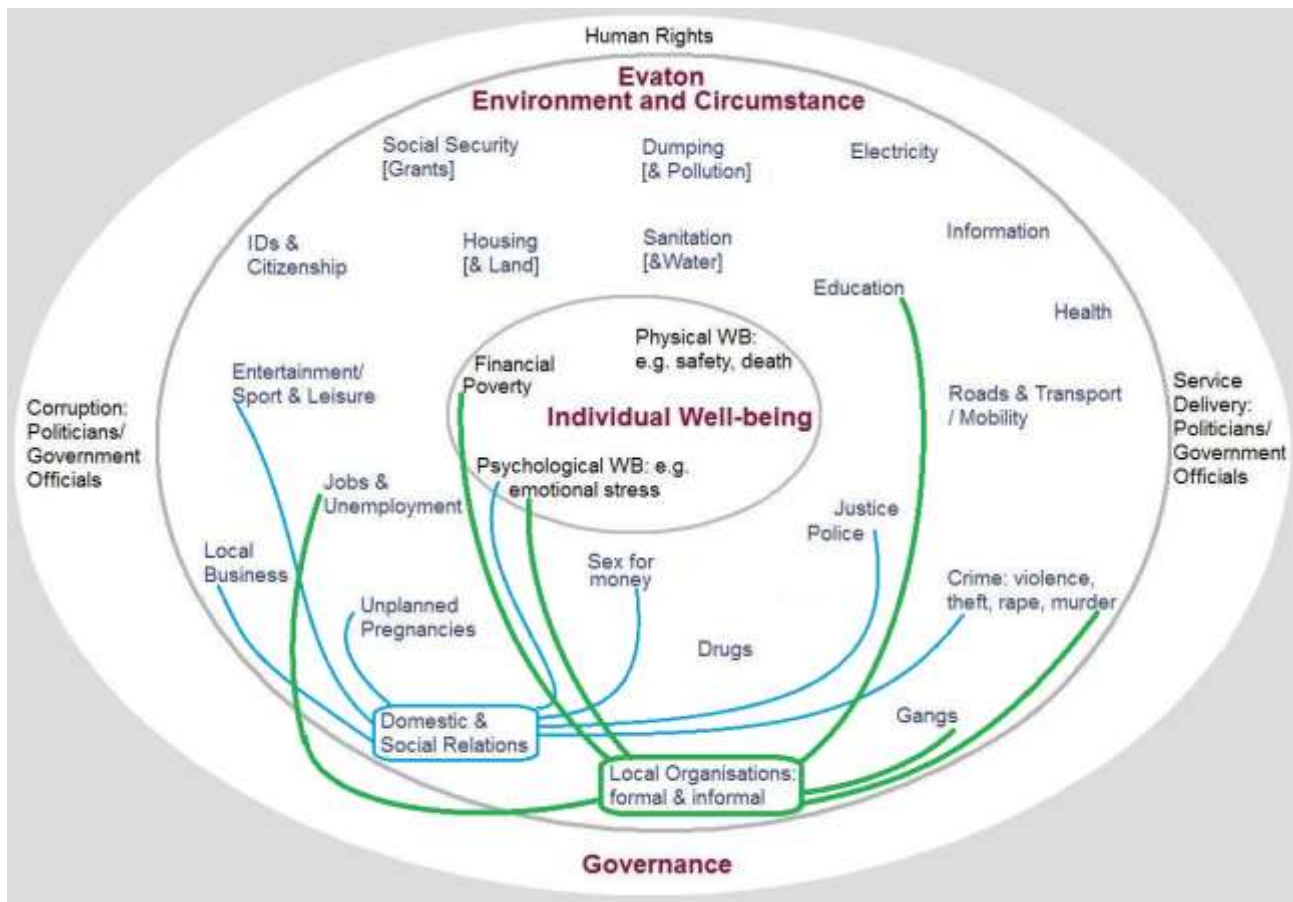
Illustration 3-8: Visual Summary of Findings: Organisations and Social Relations

3.3.1 Local Organisations: Formal and Informal

Local organisations such as churches, crèches and community centres were mostly regarded as positive features of the Evaton environment. Churches allowed for spiritual growth and religious knowledge for some, while crèches provided a safe space for children. Community centres such as Emthonjeni were valued because they grew vegetables and provided food for disadvantaged people. Some also regarded community centres as a safe place for children although others doubted the safety of children at the centres because they were located on busy roads, but lacked fencing. A local orphanage offering food and shelter for orphans was also mentioned as a positive feature in Evaton, as were crèches as safe spaces that provide young children with early childhood development opportunities.

Local NPOs are also at risk of theft. During the implementation of this project, Bokamoso was burgled and computers were stolen on two

"Young boys go to initiation schools and when they return, they join these groups of gangs…what really happens is that our kids are being abducted to go to these schools and are forced to join the gangs…these young boys really are a nuisance, as they prevent residents from going to work." (The 44s, 18 October 2016)

separate occasions. This is one example of how the nature of the subject area (Evaton) impacted on the implementation of the project as discussed under *Reflection on Methodology and Process.*

Initiation schools (registered or unregistered) were only mentioned in relation to their role in encouraging or ensuring that boys joined gangs.[31] Gangs are also organisations – they typically have a name, rules, a process for joining and a hierarchy of command. These informal organisations have a significant impact on the people of Evaton, whether it be providing male youth with a reason to leave school or a sense of belonging; restricting residents' mobility (for fear of attack); or a cause of injury and death to family members and loved ones.

☐ "For you to be recognized you need to have a membership card, if you don't then you'll live in poverty like us" (Women's group, 23 August 2016).

The ANC was the only political party named by residents. The ANC had a positive impact on some residents' psychological well-being as it provided them with a sense of belonging. The wards of Evaton all have ANC councillors. In Evaton, ANC membership is linked by some to the issue of unemployment: membership was considered by some almost as a requirement, in order to get a job. And while belonging to the right party or knowing someone in the right organisation can reportedly help to get you a job, it also makes it more difficult to get a job for those who are not closely associated with a powerful political party or organisation. Nepotism and the performance of councillors are discussed under *Governance.*

3.3.2   Domestic and Social Relations: Community level

This section looks at social relations between different groups of people within Evaton as well as between people within households.

The findings include reference to friction or discontent between foreigners and South African citizens; between tavern patrons and people who live in the houses close to taverns; and between men and women.

A number of groups of residents raised complaints about foreigners. These included that foreigners:
- were responsible for bringing drugs into Evaton
- were successful with shops so they must be doing something illegal
- were selling drugs and using shops as cover
- benefitted unfairly by getting RDP houses due to corruption in government

There were no foreigners that participated in any of the group discussion, even though some CR teams did invite foreigners to take part.   There

☐ "The rising number of foreign nationals that are here in our country made it difficult for them to benefit from the programmes that the government is doing to better their lives." (The 44s, 18 October 2016)

☐ " RDP houses are being sold to the foreign nationals." (The 422s, 24 August 2016)

☐ "I am not happy about this right thing because foreigners are all over the country and they do as they please. Mandela has allowed them to come in our country and they are destroying our kids with drugs. Foreigners are the ones who brought Nyaope to this country and they are not even arrested because they bribe police officers. The Ethiopians and Somalians are renting tuck

---

[31] This was also reported on eNCA Checkpoint documentary on gangs in Evaton (see Appendix D).

was no mention of Xenophobic attacks and only one comment about Xenophobia.

Findings related to drugs and housing are discussed elsewhere, however the above comments are referred to here because they reflect a xenophobic attitude on the part of some Evaton residents. (For further discussion, see *Further suspected Human rights violations.)*

shops in our community, their shops are not so big but they are surviving, they are paying high monthly rents so how do they survive? They must be involved in other illegal things. They must not be allowed in this country." (*Volunteers* , 21 October 2016)

"This foreigners are taking our jobs they are all over the country but South Africans are not allowed to go in their countries and their governments are very strict with foreign policies. How can the government allow them to have rights in our country? It is not their country. There is high rate of crime in Evaton because of the Nyaope (drug) they brought in to our country. The number of gangsters is even increasing in our community." (Volunteers, 21 October 2016)

There were few comments about disability: one disabled person notes that being discriminated against because he was disabled, has led to low self-esteem.

"Being disabled does not make me less of a human" (Man from the Nutritionals, 20 October 2016)

EXPERIENCES	EFFECT	POSITIVE/NEGATIVE	WHO	RIGHT	AREA
Drug Abuse	Lead to death	negative	The old people who where there	Life	The strin
Paying for medication	More sickness Death	negative	Those who are sick and can't afford for the medication	Health care	Clinic and hospitals
Discrimination / Disability	Low self-esteem	negative	Disable people	Equality	Around their Area.
Unemployment	lead to poverty	negative	young youth Adult	freedom of trade, occipation and Profession	Around their Area
No identity documents.	It lead to poison stress	negative	young and old	Citizenship	—
No Houses	People are homeless	negative	young and Adult	Shock dwellings Housing	Housing

Illustration 3-9: Experiences Matrix by the *Nutritionals* (20 October 2017)

As reported above, residents are unhappy with taverns or tavern patrons because of:

- the loud noise from taverns at night that keep them awake
- theft from houses close to taverns which residents attribute to tavern patrons
- taverns as hubs of violent crime
- children's exposure to drug and alcohol abuse in taverns
- youth and adults frequenting taverns when this is against their elders wishes or when this leads to stressed Nanny Grannies who have to take care of these patrons' young children.

Numerous groups' reference to incidents of rape, sexual assault and abuse, and the assault of women at taverns suggest gender as a divide between groups of residents in conflict. However, the manner in which these incidents were discussed do not indicate that residents viewed gender relations as gender conflict or in a similar light as the disharmony between foreigners and citizens, or between taverns owners or patrons and surrounding residents.

3.3.3 Domestic and Social Relations: Household level

Some participants spoke about personal instances of verbal abuse from family members that caused them great stress. The inability of elders to control the behaviour of younger family members and relations was also a source of unhappiness, mainly for the older generation.

"A man who used to live with his stepmother said she hired people to kidnap and rape him. The reason for this was that thought he was gay and she wanted to straighten him." (*Students*, 17 October 2016)

Crimes that occur within households as mentioned above under *Domestic* Violence in the section on *Crime,* reflect problems with relations between household members. Whether or not residents recognise beating your wife or child; organising for your son to be raped because you think he is homosexual; or stealing food from a relative as crimes, is reflected in some residents' perspective on Human Rights.

The beliefs, morals and value systems of some local residents are at odds with South Africans' constitutionally-guaranteed human rights (discussed further under *Human Rights.*

☐"Another old lady said she does not enjoy her old age. The reason for that is that she has a teenage granddaughter who has a kid and this old lady has to take care of the kid while its mother goes out at night to meet with boys and to party. She said she fears that this granddaughter of hers will bring another child. There was a lot of laughter at this. One of the old men there felt that this was because of the freedom these little people had. He further said that if it were his daughter he would discipline her, and by that he meant sjambok." (*The 44s*, 18 October 2016)

3.3.4   Unplanned pregnancies

The rate of teenage pregnancies in Evaton is high. Teenage pregnancies or unwanted/ unplanned pregnancies are partly a result of rape, sex for money exchanges, and blesser-blessee, which stem from crime and poverty. In some cases, teenage or unwanted pregnancies result in infanticide[32].

☐"Young mothers throw their new-borns away and there is a high death rate: infants and adults." (*The 421s*, 22 August 2016)

3.4   Conventional service delivery sectors

Housing and sanitation, discussed below, are key problems for the people of Evaton. Other government services discussed below are roads and transport, dumping and pollution, social security, access to identity documents, electricity, education, health and information.

---

[32] Infanticide means the crime of a mother killing her child within a year of birth. Residents say there has been a lot of cases of this as a result of teenage pregnancy especially enabled by many dumping sites prevalent in Evaton.
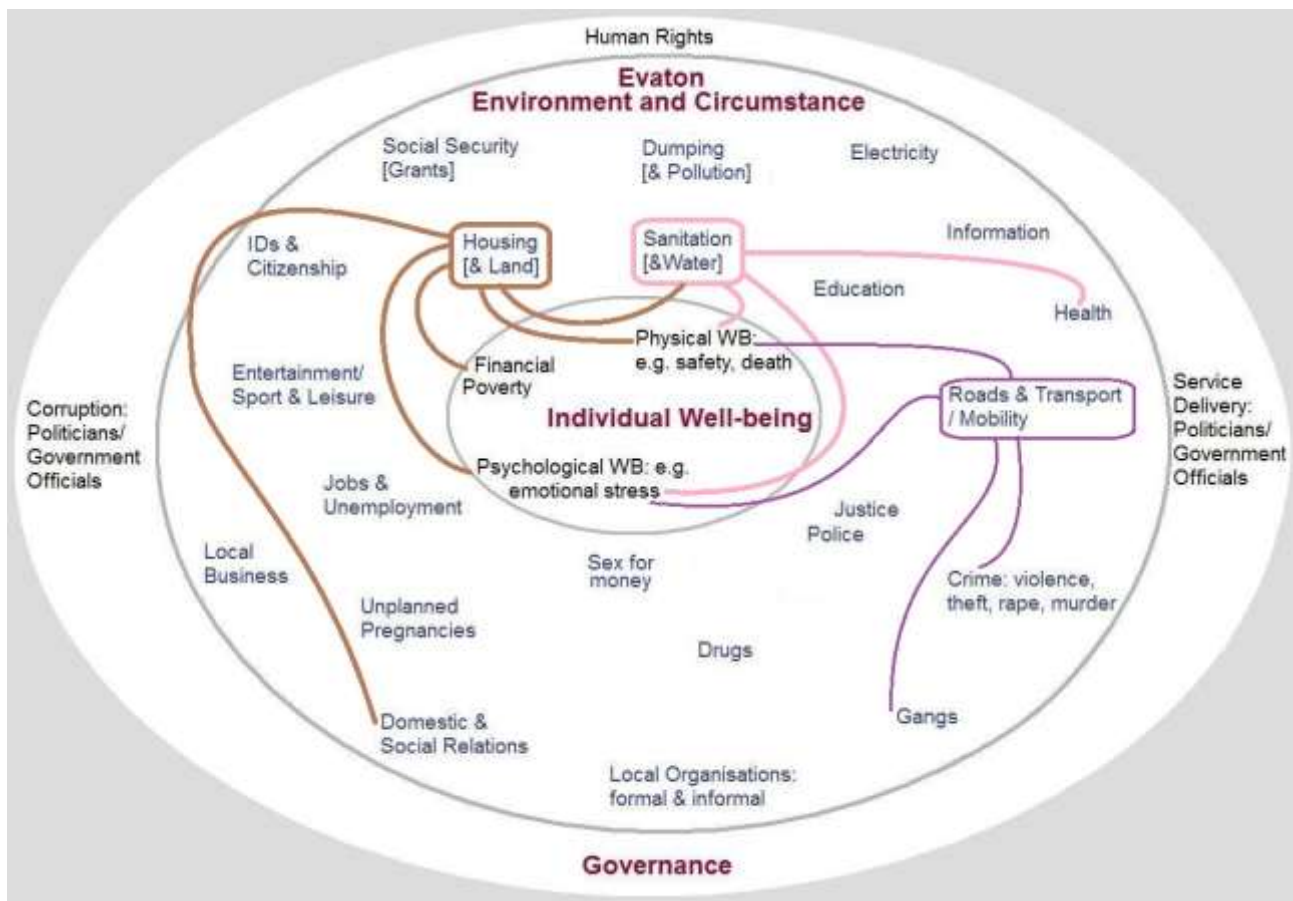
Illustration 3-10: Visual Summary of Findings: Conventional service delivery sectors

Housing is a critical issue in Evaton. Residents talk about being on the RDP housing list since 1996. They don't know if they are still on the list, or even if the list still exists. Many residents are "still waiting" for their houses. Their comments about not having their own proper house indicate that this affects them deeply.

Many people reside in shacks because there aren't enough houses in Evaton. Those living in shacks complain that their living environment is congested. The shacks are small and they are located close to other shacks. People without their own houses often rent a shack or a space to build a shack in someone's yard. Many are not happy with their landlords. Landlords are either said to be abusive (for example threatening eviction if they are unhappy with a tenant) or neglectful of the property. Many rented dwellings are in poor condition; some yards do not have any toilet facilities, while others have dangerous or unhygienic pit latrines; yards are not always

☐ "The government has failed to provide the community with their RDP houses that they were promised in 1996" (*Easterns*, 26 August, 2016).

☐ "I don't have peace of mind, if only I had my own house this wouldn't be happening to me" (*Women's group*, 23 August 2016).

☐ "My family and I have been living in the shack for as long as I can remember. My mom applied for an RDP for house a long time ago, but still nothing is been done. She consulted the Housing Board on several occasions with no luck. The last she went, an official told her that she is not the only person that applied for the house" (*Spaza Boyz*, 23 August 2016).

☐ "Safety in this yard is something that we need. Our houses/shacks and the rooms we rent are not fenced and people come in and out as they please considering that we are situated in a place that is very busy and our children cannot play freely" (*Men's group*, 24 August 2016).

fenced; and some yards have other features that make it an unhealthy or unsafe environment to live in, particularly for children.

Residents' have in the past asked government to allow them access to some of the unused and unoccupied land in Evaton however, this approach has not been successful.

Some claim that "land had been taken by government" or that in some cases houses have been taken away from the rightful owners. There were many comments about the housing problem that identified corruption and bribery on the part of government officials or political party representatives, as a cause of the lack of housing in Evaton. These are discussed below under *Corruption: Politicians and Government Officials*

There were cases from different groups where a family member in whose name a stand or house was registered had died, and subsequently the family had lost the stand/house.

☐ "…there are a lot of vacant stands in and around Small Farms …. why the municipality was not buying those stands from their owners and building houses for people" (*Nutritionals*, 20 October 2016).

☐ "The government and the municipalities have a lot of land that could be used to have houses built. They said instead the government just builds malls and shopping centres. The participants felt that this was an insult because as much as the shops are brought nearer to the people, they did not have the jobs that could provide them the money to be able to shop at these malls." (*The 44s*, 18 October 2016)

☐ "They applied for RDP houses from 1994 but they haven't succeeded and it's been long enough for them waiting to get their RDP houses and they are growing old renting." (*Group_T*, 24 August 2016)

☐ "We know that most of the lands in Evaton are owned by certain individuals and they have right of ownership towards them but it would be a great achievement if the government could try to buy back those lands so it can be able to keep the promises they made to the people" (*Men's group*, 24 August 2016).

☐ There was a lady who is waiting for an RDP house since 1996 till today when she checked the status of the house at Housing department. They told her that she has to "...re-apply again because your husband passed on - you didn't marry in community of property." The lady told us they married in customary or traditional way. The condition of her current house is not good. When it rains they have to hide under the bed. The monthly rental is always increasing and she also takes care of her three grandchildren. The money is not enough. It was better before her husband passed on because they used to join their social grants. She even fears that if she can die her grandchildren are not going to survive at that house because conditions are very bad and it can fall down anytime. She doesn't understand why she has to start over or to re-apply for the RDP house again. (*Northerners*, 18 October 2016)

☐ "People who don't qualify are more likely to get RDP houses because some officials are selling houses (to those who don't qualify) and people who supposed to get houses are struggling because of that corruption." (*Group_M*, 23 August 2016)

☐ "The house structures are weak and dangerous because the houses alone look like they are going to fall with the cracks showing on the walls" (*Men's group*, 24 August 2016).

☐ The old lady felt that it is not healthy at all but they can't even raise the issue with the stand owner, of not living in the same stand as those pigs: from their past experiences with the stand owner, they know that she will not react in a good manner if they discuss it with her. [The old lady] refers as the only thing the stand owner cares about: it's the money - nothing else. Her stand is not in a good condition and they are living with pigs in the same yard. And even worse, there is a wide open pit which is unsafe for their kids. As tenants, they had to make a plan by trying to close it with corrugated steel and big stones. The other thing they complained about was that they had to share a toilet with males - again she feels their right to privacy has been violated. (*The 44s*, 18 October 2016)

Illustration 3-11: An example of the structurally unsound houses in Evaton

3.4.2   Sanitation [and Water]

Along with housing, the poor state of sanitation in Evaton is an issue that all participant groups were unhappy about. Frequent and regular sewerage leaks and the lack of flush toilets results in unhealthy, smelly and degrading living conditions. Those that have to use pit latrines are particularly unhappy, saying that pit latrines are dangerous for children, unhygienic and leave them with no dignity. Some residents that do have flush toilets complain that the underlying water-borne sewerage system does not function properly, so the toilets don't work.

Residents' felt that the municipality was doing little about the problem. Poor service delivery with regard to sanitation is discussed under *Service Delivery: Government Officials and Politicians).* There were virtually no comments about water supply to Evaton.
.

☐ "We still use pit toilets that make the environment more dangerous for our children." (*EPWP workers*, 22 August 2016)

☐ "Sewerage spills and pit latrines cause sickness and pollution." (*Students*, 19 October 2016)

Illustration 3-12: Evaton's Sewerage Fields (24 August 2016)

3.4.3   Dumping and Other Pollution

☐ "They were complaining about the dumping site near their yard that makes them sick and they have being complaining about it but no one helps - not even the councillor." (*Group_T*, 24 August 2016)

Evaton is not only polluted by sewerage but also by other solid waste. There are many dumping sites next houses and on open pieces of land. This poses a danger to the health of all residents, but particularly children who can get injured and infected when playing in the vicinity of their houses.   This dumped waste also contributes to the bad smell in the area.
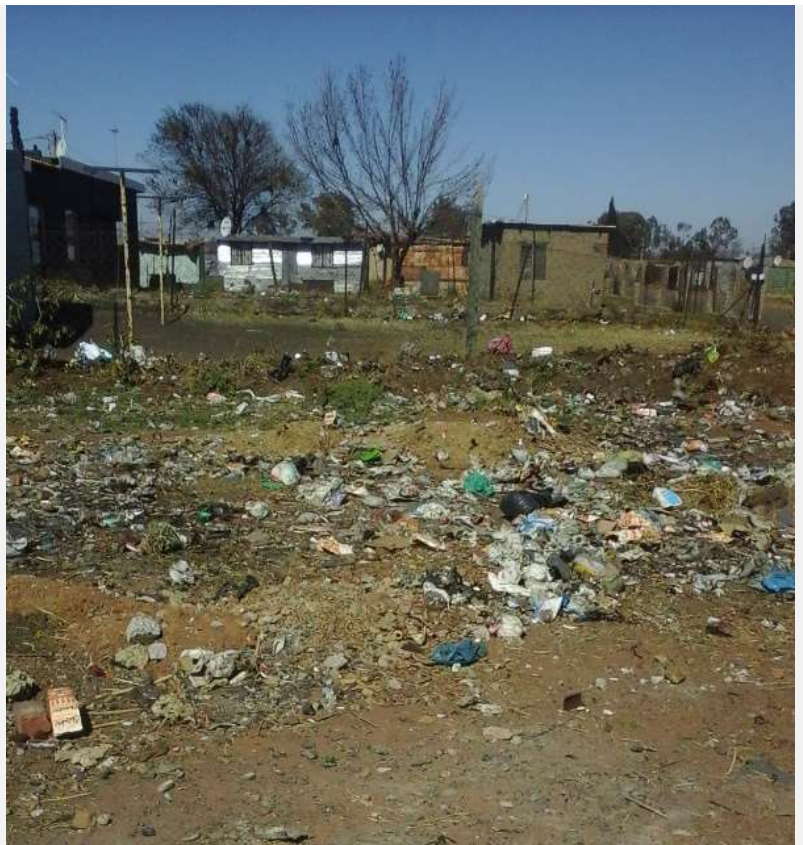

Illustration 3-13: Rubbish dumped near houses and pedestrian walkways

3.4.4   Roads, Transport and Mobility

The report has already covered the danger posed by gangs and criminals to residents who want to use the streets and walkways of Evaton, either as pedestrians or motorists (see section 3.2.3).

In addition to this restriction of residents' mobility, the roads are in poor condition. Some roads are not tarred or have potholes, and there are not enough road signs according to some residents. Furthermore, the lack of speed humps was identified by residents a major cause of accidents involving pedestrians, causing injury, crippling, or death. Children are particularly at risk. Linked to this issue is the lack of adequate fencing around houses and community centres, which could assist in keeping children away from busy roads.

Residents reported that previous efforts to get the municipality to build speed humps were unsuccessful. Members of the community then got together to build the speed humps themselves. While the apparent lack of an appropriate municipal response to this community need is not a good thing, the action on the part of the community is a positive sign indicating willingness from residents to contribute their own resources (including their labour time) to fix community problems.

In addition to problems with the roads, the bridge over the local river is broken and residents are unable to cross the river safely. To compound this, there were reports that people are often mugged in the vicinity of this broken bridge. A trip that requires a person cross the river therefore has two dangerous aspects to it.

The risk of falling victim to criminals together with the poor state of the roads, compound each other to make a walk in the neighbourhood a dangerous option.

☐ "The potholes on the roads are a very big problem because when it's raining the water would be stuck in and it's not safe for us as some of us are travelling with taxi to go to work. We have to be equal but when you go to the suburb they have very good roads" (*Electricity Fighters*, 24 August 2016).

☐ "Two accidents occurred in Milner road and two children are late due to that matter, that road didn't have humps. As a result some community members decided to make humps on their own as they are worried that more accidents may happen." (*GroupM*, 23 August 2016)

☐ "The people who are using vehicles encounter problems when they are using Mashabane road because there are people who stand at Mashabane stop sign to demand money from them and if you don't give them money those people don't allow them to pass." (*Group_M*, 23 August 2016)

☐ "The potholes on the roads are a very big problem because when it's raining the water would be stuck in and it's not safe for us as some of us are travelling with taxi to go to work. We have to be equal but when you go to the suburb they have very good roads" (*Electricity Fighters*, 24 August 2016)

☐ The roads are not tarred (Granny Group, 24 August 2016).

☐ *Students* complained about the stream that is polluted and when it rains it overflows. Because there is no bridge they have to cross [through the water] to get to police station or go to catch a taxi. (*Students*, 19 October 2016)
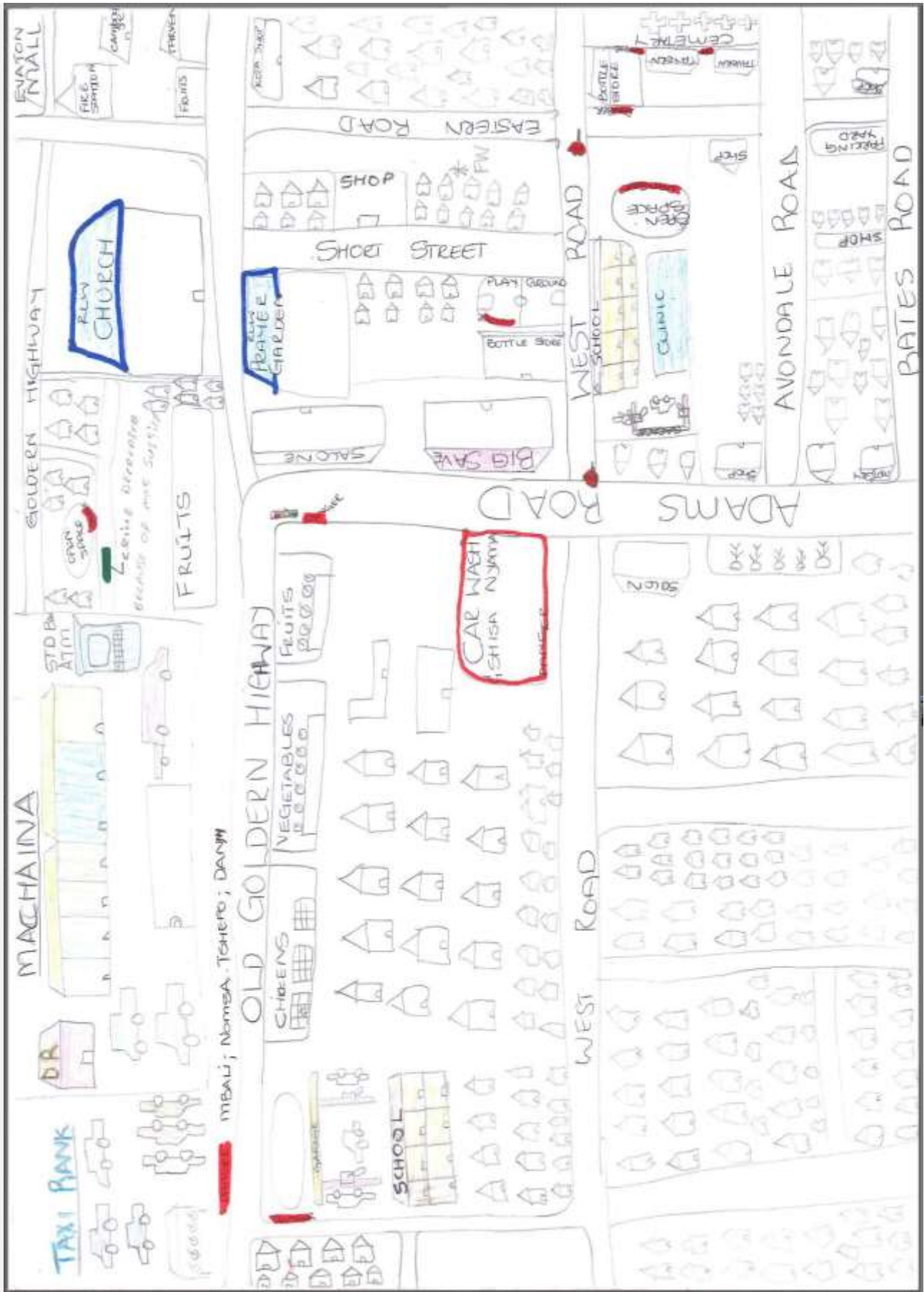
Illustration 3-14: Map by the Easterns showing danger areas in red (26 August 2016)

3.4.5   Social Security [Grants]

Because of the high rate of unemployment social security grants (like pensions, the child support grant and the disability grant) are often used to support entire households. Residents felt that these grants are insufficient, leaving households in a state of financial poverty.

Some residents have felt forced to take what they refer to as 'SASSA loans' or Green card loans'. Particularly pensioners are somehow encouraged or forced to take these loans. Many older residents spoke of personal stress, more poverty and ultimately death as resulting from 'SASSA loans'. They describe these loans as corruption.

In additional to insufficient social grants, there appears to be no accessible government programmes or services that could assist the family members of disabled people.

☐ "There was a disabled guy who told us that government is not doing enough to empower disabled people. The disability grant is not enough for them. He sells boiled eggs and peanuts to increase his income." (*Northerners*, 18 October 2016)

☐ "Social grants are not enough and stand owners are increasing monthly rentals." (*Northerners*, 18 October 2016)

☐ "One old granny mentioned that people visit their homes pretending to work for SASSA just to rob them of their belongings." (*Community Meeting*, 30 November 2016)

☐ A SASSA official who was present to the community meeting explained that what people were referring to, were not SASSA loans; that residents should not accept these loans; and that residents generally did not understand the circumstances of these loans. (*Community Meeting*, 30 November 2016)

☐ "My kids, it is very hard I don't want to lie to you because at the moment I am unemployed and even if I could get a call just to go and work in order to provide for my son, but can't leave him alone. You see this child of mine in his state he can't fend for himself I have no one else to help me. I have even sought help at the social workers who referred me to SASSA but still even now nothing has been done. All I have ever do is fill in forms and submit documents and I am fed-up.

It is has been years … his mother passed away. You know that woman was really my rock, she helped me in every other way. May her soul rest in peace.

You know like I said earlier, I do sometime get calls where they do offer me a job. I have asked my sister to send me her daughter to come and help with the household chores such as cooking and also cleaning, but she refused. I feel that if I take my son and put him in a home I will be abandoning him. The thing is I have heard so many stories about these homes. I am sure you also saw it on television." (IIDI with an older man who has a disabled son, *Nutritionals*, 20 October 2016)

3.4.6   Citizenship and Identity Documents

As many South Africans will know, not having an identity document (ID) can cause many problems. Participants reflected that when someone loses their ID; it affects their ability to register at an education institution; apply for a job; access social grants and interact with other government or non-government institutions. Being without an ID is a very stressful situation.

☐ "[The local Department of Home Affairs] has never helped with the registering of my nieces for identity documents." (*The 422s*, 24 August 2016)

Lack of an ID results from theft or mugging (which is common in Evaton); loss due to other events (e.g. negligence or shack fires); identity theft (often said to involve officials from Home Affairs); or the inability of someone to get an ID in the first place. Orphans and foreigners were two groups of people singled out as likely to struggle to get an ID.

Corruption or poor job performance by officials from Home Affairs (discussed further under *Corruption: Politicians and Government Officials*) were both noted as reasons why residents were unable to get an ID or replace an ID that has been stolen or lost. From other issues raised (such as foreigners wanting IDs or elderly SA citizens who still had only a Dompas) it appears that people lack basic information about who can apply for an ID and how they should go about it.

☐ An elderly gentleman addressed the meeting. He still had a DomPass and could not get help from Home Affairs to get a Smart Card. (*Community Meeting*, 30 November 2016)

3.4.7   Electricity

Different aspects of the situation surrounding the supply of electricity, create a spiralling circle resulting in residents' limited access to electricity in Evaton.
Some felt that the cost of electricity was too high. In the face of high unemployment and financial poverty, electricity becomes unaffordable.

It is fairly common for people to steal or 'breach' electricity, by connecting illegally to the Eskom grid. Residents felt that government assumed that people were stealing electricity and therefore they did not bother to provide it or respond to residents' requests for maintenance of electrical infrastructure.

☐ "There is shortage of the electricity around small farm and when they report to Eskom, Eskom don't respond because they assume that everyone in small farm is stealing electricity. They don't get services from the council." (*Group_T*, 24 August 2016)

3.4.8   Education

Residents had a mostly positive view of education as an area of government service delivery. The Department of Education was commended for their "no school fees" policy, as well as for instances where learners could get free uniforms and the school feeding scheme. Despite this, however, there were still households or families that could not afford for children to attend school, due to financial poverty. Children dropped out of school in order to find work. In some cases teenage girls would resort to exchanging sex for money. Of the boys who dropped out, some turned to drugs and/ or joined gangs, even if initially seeking work. Boys dropping out of school often coincided with the year-end holidays after boys of a particular age, attended initiation school.

☐ "One lady complained that at her child's school there is no math teacher." (*Volunteers*, 21 October 2016)

☐ Participants were complaining about young boys who are going to traditional schools or circumcision schools in December school holidays. They say that after initiation school, they join gangsters and drop out before completing matric. (*Northerners*, 18 October 2016)

Two problems encountered with children who attended school where the selling of drugs at school by boys and how to discipline children at school. Some complained that teachers abused their children, while others lamented that teachers could not beat their children as a form of discipline, due to human rights.

For those past school-going age, a lack of education and the "high rate of less educated people" are regarded as contributing to the unemployment crises, as people lack the necessary skills for some jobs. However, even those who were educated found it difficult to get jobs.

☐ *"Unemployment is very high in Evaton, they also blame the government about that because people have no money to take their children to school. And that, is also failing their kids."* (*Northerners*, 18 October 2016)

3.4.9 Health

Alongside positive comments about the health care delivered through clinics that emerged from two groups of participants, negative comments emerged from a number of the other groups.

These included that:
a) clinics were too small
b) clinic staff had a bad attitude e.g. they were rude and lazy
c) service was poor or too slow/ queues were too long
d) clinics sometimes ran out of medication
e) clinics were short-staffed

Many of the participants' maps of Evaton showed the location of one of the two clinics in the research areas.

☐ *"Get health care from Levai Mbatha/ government."* (*Students*, 19 October 2016)

☐ *"Sometimes we do not get medications when we go for check-ups at the clinic."* (*Nutritionals*, 20 October 2016).

☐ CR Question: Have u had any rights violated before? *"Yes when u go to the clinics nurses are not talking to us in a good way, they don't even care about us, there is long line every day."* (IIDI with Male from the *Volunteers*, 2 November 2016).

3.4.10 Information

Issues raised relating to access to information were limited. Some residents knew about (and appreciated) the free WIFI access at the library. Other comments related to people's lack of information – either in general; about the community (from politicians); or about something specific like how foreigners could apply for citizenship or residents' limited knowledge about Human Rights.

While many participants did lack knowledge about human rights, according to the CRs there were a number of groups in which some participants were quite knowledgeable about their rights.

☐ They don't have access to information. They blame ward councillors for not telling them about local projects. They attend public meetings but no jobs are given to them. It all depends on which political organization you belong to. (*Volunteers*, 21 October 2016)

☐ *"Students have access to books and gain knowledge. The library has free Wi-Fi makes simpler for the students to perform their school duties."* (*Students*, 19 October 2016)

3.5 Governance
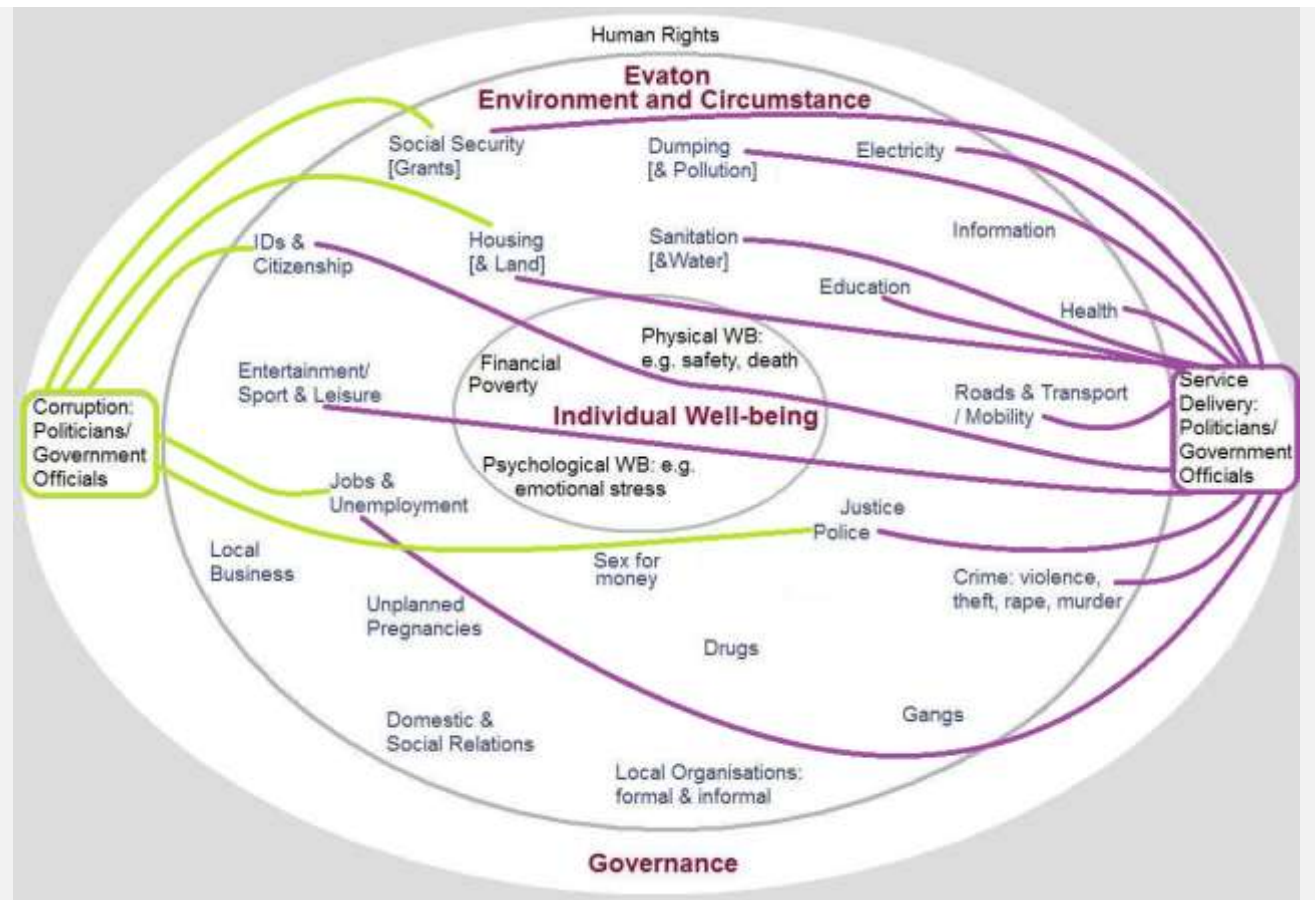
Illustration 3-15: Visual Summary of Findings: Governance

The Constitution of the Republic of South Africa sets out citizen's rights in Chapter two, the Bill of Rights. It also details the three arms of government, namely the judiciary, the executive and the legislature.

Local government officials up to national cabinet ministers (the executive) are responsible for delivering services that allow citizens to enjoy their human rights. Elected politicians, from local councillors to members of national parliament (the legislature) are mandated to represent and pursue the well-being of the people who elected them. The Constitutional Court (as part of the Judiciary) protects the constitution and therefore our Human Rights. This section looks at the experiences of Evaton residents in relation to these three arms: the performance of government officials with respect to service delivery; the role of politicians in serving the people; and citizen's human rights.

3.5.1 Service Delivery: Government Officials and Politicians

Complaints and comments about government officials not doing their jobs; doing their jobs poorly, slowly or rudely; or doing the incorrect things were made in relation to many services. Residents also made comments about the service delivered from various departments, including no service delivery, poor service delivery and poor infrastructure. Comments about politicians and councillors with respect to serving the people were less common.

Below are several quotes and extracts from field reports that illustrate residents' comments regarding service delivery as well as the behaviour of government officials when delivering services. These have been grouped by service area (and indicate the respective sections above where related findings have been presented). As far as possible, quotes and report extracts have not been repeated and therefore the role of government official and politicians should be read as a continuation of related discussion above.

Police Officers (see 3.2.4: Police and Justice)	Clinics and government health (See 3.4.9: Health)
☐ "A younger man who was frisked by police because of the way he dresses commented that: 'Police have become the enemy of the people, they act like are above the law'." (*Students*, 17 October 2016)	☐ "Can't afford paying for medication at clinics and hospitals." (*Nutritionals*, 20 October 2016)
☐ "There are groups of boys that gamble and they are afraid of them because even the police don't do anything about it." (*Group_T*, 24 August 2016).	☐ "Nurses and administrators at Levai Mbatha (Clinic): Service is poor and staff have bad attitude, but do get medical help." (*Northerners*, 18 October 2016)
☐ She also feels the law has failed, because her brother used to sell drugs from home. They would report him to the police, but police would release him the same day. (*Students*, 17 October 2016)	• "At Evaton clinic they are short staffed, have a small hall and the service is bad." (*The 422s*, 22 August 2016) • Mixing patients [all in one queue] at clinics spreads illnesses. • Lack of service delivery from health workers at the Clinic (*Students*, 19 October 2016)

Home Affairs and SASSA at Mafatsane (see 3.4.5: Social Security [Grants] and Citizenship and Identity Documents)	Department of Education (see 3.4.8: Education)
☐ "Those who don't have parents struggle to get IDs at Mafatsane Home Affairs. Then they can't register for tertiary education and can't get decent jobs." (*The 421s*, 22 August 2016)	☐ "Free education [No Fees policy], ABET, [School] feeding scheme and free uniforms: It brighten up the children, youth and adults [at Botlehadi, Ntsele school]." (*The 422s*, 22 August 2016)

Municipal officials dealing with Sanitation (see 3.4.2: Sanitation [and Water])	Housing Officials (see 3.4.1: Housing [and Land])
☐ "There is sewerage all over the place; the dumping sites are not removed; the only time that is being cleared it's when they have protested." (*Men's group*, 23 August 2016)	☐ "We don't have houses and feel violated somehow by the government, since [we] registered for the houses in 1996-1997, and have not received them due to people who are working at the offices [Dept. of Housing], yet the government is not doing anything about that." (*Northerners*, 18 October 2016)
☐ "[The municipality] refuses to come and unblock the sewers when they are blocked." (*The 422s*, 24 August 2016)	☐ "They have been applying for their houses a long time. They are now asking if they can buy

"What is the way forward with Water and Sanitation? Sewerage is flooding each and every corner of the streets." (*Community Meeting*, 30 November 2016)

☐ "Develop the infrastructure - it's old. Maintenance of infrastructure is needed to fix old pipes that leak because sewerage is running all over." (*Community Meeting*, 30 November 2016)

"We spoke about human rights – there's a part where you [CR] mentioned a right to clean environment. But where I live the environment is dirty. There is sewerage running on my street. My child, understand that there are 7 manholes in our street. I reported the problem at the municipality office; they send engineers to repair the manhole that was leaking. After they had repaired that manhole the other one started to leak. I did specify that there is another manhole leaking except the one that they fixed. It's been two weeks now. The current hole that is leaking is in my yard, in front of my door. It becomes difficult to get out of my house. Because it's close to my door, there's odour in my house." (Woman from *Students*, 20 October 2016)

unoccupied stands but still have no luck." (*Men's group*, 23 August 2016)

☐ Older citizens applied for the RDP houses since 1998 and nothing has happened so far (Granny Group, 24 August 2016).

Politicians

☐ "The only time the government come to this area it's when they need our votes. When the politicians are campaigning they say your vote is your voice. We voted for several times hoping that our voices will be heard, but up to today there is nothing. After all this years we still live under poverty" (*Women's group*, 23 August 2016).

☐ "We need to fix the education system and the councillors need to be educated. People need voter education to be able to vote the right people into government." (*Community Meeting*, 30 November 2016)

☐ "– information is only known to the politicians around the area." (*Easterns*, 26 August 2016)

☐ Local councillor failed to organise speed bumps (*GroupM*, 23 August 2016)

3.5.2   Corruption: Politicians and Government Officials

In addition to some general (or unspecific) comments about corruption, bribery or nepotism, issues of corruption where raised in relation to police officers and SAPS; housing officials and the Department of Housing; the SASSA and Home Affairs offices at Mafatsane; and local councillors, as illustrated by the quotes and extracts below. Again these quotes do not appear in the report above and should be read as a continuation of the related findings presented above.

Police Officers (see 3.2.4: Police and Justice)	Housing Officials (see 3.4.1: Housing [and Land])
☐ "No confidence in the SAPS: councillors and police are cause of corruption and theft" (*The 44s*, 18 October 2016)	☐ Corrupt government officials who work at housing department (*GroupM*, 23 August 2016) ☐ Housing Corruption (*the 44s*, 18 October 2016) ☐ "They sell RDP house so it affects people badly." (*The 422s*, 22 August 2016)
Home Affairs and SASSA at Mafatsane (see 3.4.5: Social Security [Grants] and Citizenship and Identity Documents)	**Politicians**
☐ Old-age granny Green card loans at SASSA offices means: "families go hungry, poverty rises, deaths and cause of stress." (*The 44s*, 18 October 2016) ☐ Corruption from home affairs offices and SASSA offices is bad. What needs to be done with corrupt staff from Home Affairs? (*Community Meeting*, 30 November 2016)	☐ "The Government must do an audit to get rid of Corrupt Staff. The municipality must deal with corrupt and lazy people. (*Community Meeting*, 30 November 2016) ☐ An older lady said they went to report that their houses burnt down because of the fire that erupted there. She said that after some time, there was construction of houses and they were so happy to finally get the help and return to their homes. But we were surprised to realise that the councillor gave other people to take over the houses. She further said that they went to report to the police who did nothing regarding their problem. She went on to say their confidence in the police is no more. (*The 44s*, 18 October 2016)

3.5.3 Human Rights

Not all participant groups were able to relate the concept of human rights to their everyday experiences, however that is partly due to a lack of knowledge about human rights and the limited time that the CR teams had with participants. After some discussion and sharing information about human rights, some groups of participants were able to effectively link their constitutionally enshrined HRs with their life experiences.

Evaton residents identified experiences through which their human rights are being violated.

☐ "How can we talk about our rights when they are infringed on a daily basis" (*Spaza Boyz*, 23 August 2016).

Some residents also identified Human Rights they feel are causing problems for them.

☐ "Mandela o sentse lefatshe ka ditokelo" "Mandela has destroyed South Africa with these rights". (*Volunteers*, 21 October 2016)

The constitution sets out 30 human rights. While some are clear and easy to understand, others like are not. During fieldwork, CR teams discussed human rights with groups of participants. In some cases there were residents who were quite knowledgeable about human rights, but in other cases it was clear that much Human rights education is needed.

CR teams selected the less complex and directly understandable and applicable human rights to present to participants, based on the level of understanding within the group and the experiences or issues raised within the groups.

Some groups had lively, detailed and deeply emotional discussions linking their experiences to Human rights (like the *Students*, the *Northerners*, the *Volunteers* and *The 44s*). IN addition, individual in-depth interviews were conducted with a couple of participants, who were identified during group work, as having interesting views or experiences that were traumatic or particularly challenging with regard to their human rights.

As expected, group work revealed a number of examples where residents did not enjoy their human rights and some cases where they did. It also revealed an area of human rights where some residents are in disagreement with the rights enshrined in the constitution.

Nineteen of the 30 human rights have some bearing on the findings – these 19 have been highlighted in Table 3-2.

Our constitution contains the Bill of Rights (chapter 2). As South Africans, our Human Rights are in the bill of rights. The list below shows our Human rights, along with the section number for each right. These rights listed below, are grouped according to whether they are a) civil and political rights; b] socio-economic rights; or c] other rights.

Civil & Political Rights	Socio-Economic Rights
(9) Equality	(23) Labour relations
(10) Human dignity	(24) Environment
(11) Life	(26) Housing
(12) Freedom and security of the person	(27) Health care, food, water and social security
(13) Slavery, servitude and forced labour	(29) Education
(14) Privacy	
(15) Freedom of religion, belief and opinion	**Other Rights:**
(16) Freedom of expression	(32) Access to information
(17) Assembly, demonstration, picket and petition	(33) Just administrative action
(18) Freedom of association	(34) Access to courts
(19) Political rights	(35) Arrested, detained and accused persons
(20) Citizenship	
(21) Freedom of movement and residence	(36) Limitation of rights
(22) Freedom of trade, occupation and profession	(37) States of emergency
(25) Property	(38) Enforcement of rights
(28) Children	
(30) Language and culture	
(31) Cultural, religious and linguistic communities	

Table 3-2: 30 South African Human Rights as numbered in the Bill of Rights[33].

---

[33] The Constitution of the Republic of South Africa 1996

Residents' comments directly related to Human Rights:

☐ "Safety and Security: With this Right they felt that they are not safe because of the Wrong Turns and the other gangs that terrorise them in their own area. Also, they felt that the police are not doing anything to help. So they said they have lost confidence in the police." (*The 44s*, 18 October 2016)

☐ "Right to Life: Having so many gangs of young boys who just go about killing people for no reasons was just so painful for these participants. They felt that if there could be a redeployment of the South African Defence Force to help with this predicament would really be so beneficial." (*The 44s*, 18 October 2016)

☐ "Healthy living (Health Care): The issue of leaking sewerages and the other people who have pigs live stock in the residential areas just make the living conditions not conducive for their health." (*The 44s*, 18 October 2016)

☐ "Sanitation: The use of pit toilets made the participants feel degraded, like their dignity as people was somehow not taken into consideration." (*The 44s*, 18 October 2016)

☐ "Housing: The corruption at the Housing board hinders these participants to get the houses that they have long registered to get from the Reconstruction and Development programme. Also this congestion of the foreign nationals just makes it so hard for them to get the houses". (*The 44s*, 18 October 2016)

☐ Housing: [CR Question: Do you enjoy the right to housing?] "Not at all, I have waited for my house since 1996 till today they are selling them to foreigners. These foreigners are using those houses to sell drugs." (IIDI with Male from the *Volunteers*, 2 November 2016).

☐ "Equality: The women there said they applauded the Labour department by having women do jobs that were previously only given to men. Jobs like mining and being soldiers. Some of them even said they have dreams of being pilots." (*The 44s*, 18 October 2016)

☐ "Equality: Black people are not getting enough attention compared to white people". (*Northerners*, 18 October 2016)

☐ "Children: There are child abuse cases in the informal settlements. One gave an example of a story of a woman who left her 8 year old child to take care of a 5 year old and a 2 year old while she goes to work. The 8 year old then misses school. The mother can't afford to pay for day-care services for her younger children. Another woman added that the child's right to education was violated." (*Volunteers*, 21 October 2016)

☐ Parents and Children:
  - "Yoh, those kids do terrible things here in our area and …people… do not even know why they doing those things. Even the police are so annoying because they do not arrest these kids. Maar hey, they still feel that these kids could just be whipped." (Older woman, *The 44s*, 18 October 2016)
  - "Some participants raised issues of children given rights that are more powerful than the parents" (*Students*, 17 October 2016)
  - "Our kids are abusing us. They come in at midnight, wake us up and we are not even allowed to discipline them. Our parents use to beat us and we were respected them unlike the youth of today. There was no abortion in our times but today abortion is a right. I raise grandchildren whom I don't even know their fathers. I am even forced to share my social grant money with them hence I am part of these co-operate to get extra money because the social grants are

not enough. When we hit, rebuke or discipline our kids we will be jailed. Now we feel like there is nothing that we can do." (*Volunteers* , 21 October 2016)

4   Analysis and Summary of findings

4.1   Individual Well-being

Many residents referred to different aspects of individual well-being when identifying positive and negative experiences of their lives in Evaton and when providing detail about those experiences, as they plotted them on their group's map of Evaton. Illustration 3-1 depicts aspects of individual well-being at the centre of the oval containing themes describing Evaton's prevalent physical and socio-economic environment.

Residents' physical, psychological and financial well-being was affected by numerous aspects of the Evaton environment.

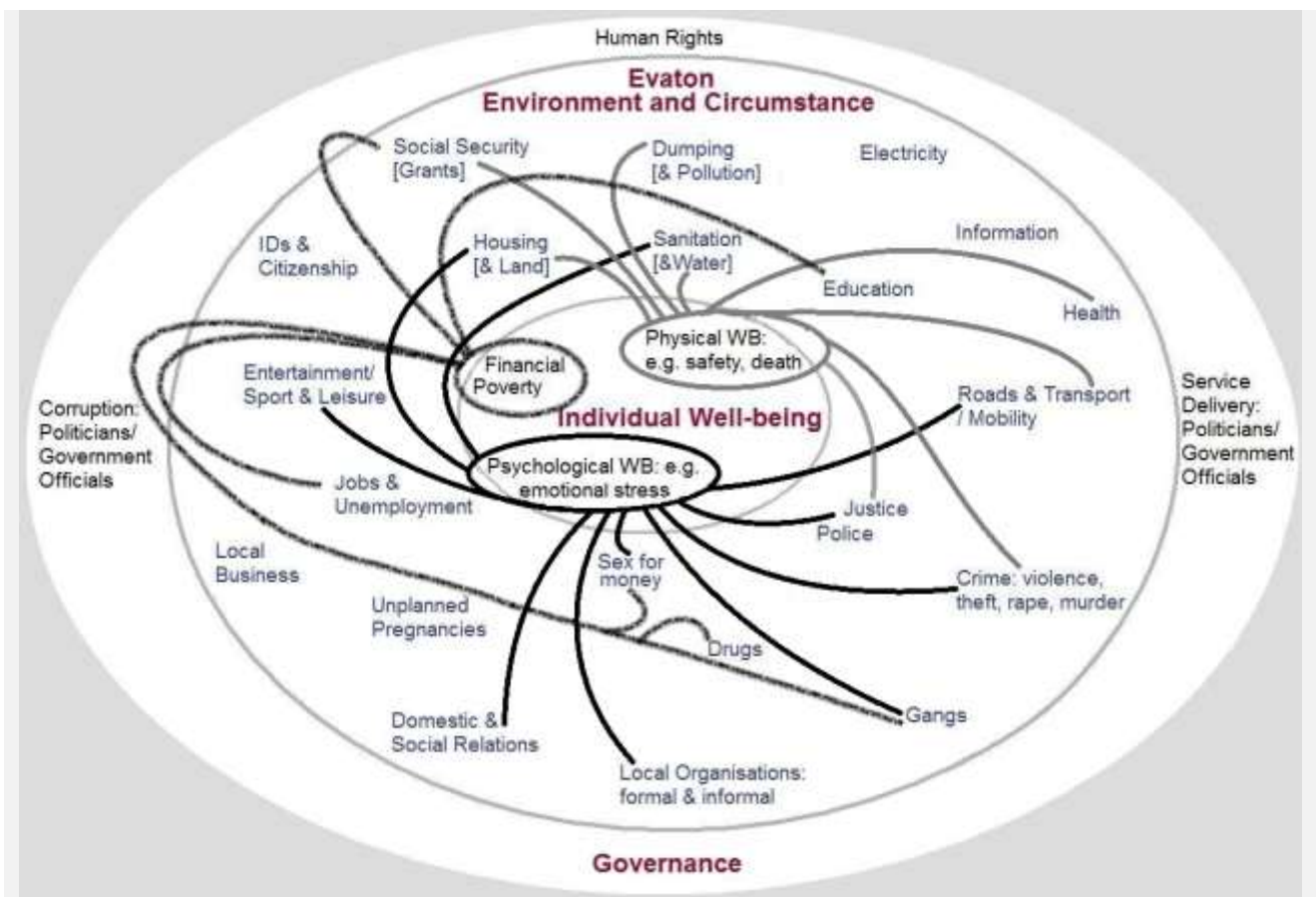Illustration 4-1: Visual Summary of Findings: Individual Well-being

4.1.1   Physical Well-being

Features of the Evaton environment that endanger the physical well-being of children include pit latrines (which they can fall into); busy roads and lack of speed humps on roads; and lack of fencing around houses or community centres (NPOs). Pit latrines are also regarded as unhygienic, spreading disease and sickness.

The extensive and regular sewerage spills puts all residents health in danger, as does the solid waste that is dumped near houses and in open spaces around Evaton.

Personal consumption of alcohol and drugs also puts the users' lives at risk and can lead to death. The consumption of alcohol and drugs also contributes to negative gang activity and crime. The prevalence of gangs across Evaton means it' not safe for residents, particularly women and children to walk anywhere in Evaton, as they run the risk of being mugged, raped, assaulted or murdered. Gang members on the streets of Evaton effectively restrict people's free movement. In particular, many residents mentioned boys who gamble with dice on street corners. Some residents said that the police did not protect them from these gangs, but rather that in some cases, residents experience physical abuse at the hands of police; or were beaten by 'thugs' after reporting crimes to police.

The high rate of violent crime putting people's physical well-being at risk (including rape, sexual abuse assault, and murder) is not only linked to gang-activity but also to those who frequent taverns in the area (and the associated drug and alcohol use.)

There is a high rate of teenage pregnancies (partly because of the prevalence of prostitution - or survival sex) which in some cases ended in the death of new born babies.

The local soccer field has a positive impact on physical well-being however residents feel there are not enough sporting facilities around Evaton, and furthermore that criminals also use the soccer field or other open spaces to mug passers-by.

4.1.2   Psychological Well-being

 Positive impacts on residents' psychological well-being related to the presence and use of local organisations, businesses and political parties. Crèches and community centres were noted as places of safety for children; churches were noted as providing spiritual growth; guest houses provide privacy; and membership of political parties provided a "positive sense that you belong".

Many daily realities of life in Evaton impact negatively on people's psychological (mental/ emotional) well-being, causing for example personal stress or emotional trauma.

Residents are fearful of attacks from gang members and those who have been assaulted, robbed, raped or mugged experience trauma. Residents discussed their lack of confidence in the police and in the justice system as well as their fear to report crime.

Residents feel degraded by leaking sewerage and from having to use pit latrines; are offended by rudeness from clinic staff; experience stress from not being able to get an ID or being tricked into taking a "SASSA loan". Involvement in or fear of a road accident causes trauma and stress, and the excessive noise from Taverns leads to sleepless nights. People are disillusioned about housing after being on the waiting list for about 20 years but not yet having a house. Some of the older residents feel incomplete because they don't have their own house. Being a "nanny granny" is also stressful and discrimination due to disability causes low self-esteem.

"An old lady said her predicament was as a result of having fallen for the scam run by the employees of SASSA. So what actually happens is that these employees run a loan business, but only for the beneficiaries of SASSA. She once found herself in the need of money. So she heard somebody saying she could borrow money at SASSA. And so she went. She said when a person borrows money, her original card from SASSA is taken so that the people who borrowed her the

money could make deductions of a set monthly premium. She said that this went on for a longer period than initially determined, and so she then went to SASSA to report this. But as a shock, she discovered that the SASSA regional office knew nothing about such a thing. She is distraught about this whole situation. Other participants, especially the older men who are also beneficiaries of SASSA, said she brought it all onto herself: that when the government gives you money why would she think that the very same government would come and take the money again. As a team we asked these participants to have a little sympathy for her and think what it does to her emotionally. The other old ladies commended her saying, if situation required her to do that for her family, then she really showed her love and care for them." (*The 44s*, 18 October 2016)

4.1.3	Financial Poverty

Living in a state of financial poverty can be regarded as an aspect of personal well-being, but financial poverty is also a pervasive visible feature of life in Evaton.

Aspects of daily life that contribute to financial poverty include the high rate of unemployment, theft (e.g. of grant payments), robbery and fake "SASSA loans".

Services provided by NPOs like growing vegetables (Emthonjeni), providing lunch (Bokamoso Nutritional centre) and providing shelter (e.g. the Polokong orphanage) relive some of the problems causes by financial poverty.

The Education department's "no fees" policy, as well as free uniforms and school feeding schemes are well-received in Evaton, relieving the financial burden of children's education. However, residents still noted school drop-outs due to financial poverty. Financial poverty was stated as the reason why medication and electricity are often not affordable thus leading people to engage in crime and sex-for-money as a means of survival.

4.2 Summary of Human Rights reflected through findings

This action research project has revealed numerous human rights violations for the people of Evaton. The visual summaries in Chapter 3 illustrate the complexity and diversity of issues facing Evaton residents. Multiple difficulties compound the situation as they act together to keep people impoverished, disempowered and excluded. Specifically, some residents do not appreciate the need for some of the hard-fought-for rights contained in the Constitution, because their lived experience is one of deprivation. In a middle-income household, it is possible to discipline children with 'consequences' such as the removal of privileges. When there are no privileges to remove, a parent's job is even more difficult.

The most basic of human rights (access to food, water and shelter; freedom from abuse; and a safe environment) have been quoted as violated on a daily basis in Evaton by the residents.

Service delivery	The Evaton Experience	Related Human Right
Housing and land	≈ Not enough proper houses: houses in poor condition; people have to rent shacks (don't own land or houses); open land is not made accessible ≈ Corruption among officials and councillors, who sell houses: No clarity on the Housing list; People who don't qualify get houses	(11) Life (12) Freedom and security of the person (21) Freedom of movement and residence (26) Housing (25) Property (24) Environment (27) Health care, food, water and social security (9) Equality (10) Human dignity (14) Privacy (20) Citizenship (32) Access to information (33) Just administrative action (15) Freedom of religion, belief and opinion (18) Freedom of association (22) Freedom of trade, occupation and profession (23) Labour relations (28) Children (29) Education
Sanitation	≈ The poor state of sanitation services in Evaton leads to a loss of dignity and unhealthy, unpleasant living conditions: pit latrines; sewerage spills and no toilets.	
Electricity	≈ Not affordable ≈ No effective provision of electricity: Government assumes people are stealing electricity so they don't provide it; No response from Eskom for maintenance	
Sport and Entertainment	≈ Lack of sports and other safe entertainment facilities ≈ Taverns cause numerous problems	
Social Grants	≈ Insufficient social grants ≈ Corruption at SASSA: Old people are manipulated to accept illegal loans	
Roads	≈ Some roads are not tarred and others have potholes ≈ Lack of fencing around buildings and lack of speed humps on busy roads leads to loss of life through accidents.	
Safety and justice	≈ The high level of crime, especially violent crime means that: ≈ residents are scared to walk on the streets for fear of being attacked ≈ The high level of crime, especially violent crime means that: residents are murdered or injured. ≈ Issue of gangs and drugs is not dealt with ≈ Initiation schools are linked with gang membership ≈ Police are corrupt and are working with criminals: Criminals are released ≈ Police don't do anything or take too long to reach a scene ≈ Police harass the wrong people and attend to the wrong crimes ≈ Crime reporting is low due to fear of reprisals	
Solid waste management	≈ Dumping sites all over create dangerous public spaces ≈ Solid waste not removed	
Citizenship	≈ Identity theft: corruption at Home Affairs ≈ Need better service from Home Affairs: Need information about ID applications	
Information	≈ Free WIFI at library ≈ Lack information about Human Rights ≈ Politicians don't share information	
Health	≈ Some good service Some residents experience poor service delivery in clinics: Lack of medication; Poor staff attitude; Clinics too small Drug and Alcohol abuse	
Education	≈ No fees policy and other indigent programmes are appreciated ≈ Political education is needed – for councillors and voters ≈ School-dropouts	
Water	≈ There were no comments on the provision of water	
Local Economic Development & Department of Labour	≈ Department of Labour's non-sexist approach to jobs is appreciated [Gender equality is being addressed] ≈ There are hardly any jobs for people ≈ jobs accessed through networks/ Nepotism/ Cadre deployment ≈ No mention of any local economic development initiatives	
Municipality (general)	≈ Nepotism and bribery among officials/ across departments	
Ward councillors	≈ Councillors are corrupt ≈ Councillors don't assist people with their problems	
Children	≈ Children have too many rights and parents cannot discipline them ≈ Teenage pregnancies [Statutory rape] and infanticide	

Table 4-1: Summary of Evaton experiences

4.2.1   Further suspected Human rights violations

At least some Evaton residents do not share or agree with the value system which underpins the South African Bill of Rights, as illustrated by those who felt that parents should be allowed to beat their children and husbands should be allowed to beat their wives. This indicates that there could be other human rights violations that residents did not speak of because they were not regarded as a problem by those we spoke to.   Some information shared suggests there are at least three other types of crimes and human rights violations that were in general not raised (listed below).

1] Violence and looting linked to service delivery protests: Towards the end of phase 2 fieldwork, one of the CR teams could not meet because there was a community protest outside her house. Protestors were threatening to burn the house down. Following the protest, the local Palm Springs shopping mall was looted. The event was reported on in national news.

> See: **Eleven arrested for looting Evaton Mall during Protest** (28 October 2016), Africa News Agency http://www.sabc.co.za/news/a/202823804ec26b7288c19b95a1c99d56/Eleven-arrested-for-looting-Evaton-Mall-during-protest-20162810 (Accessed 9 November 2016)

2] Xenophobia: While some CR teams did mobilise foreigners to join fieldwork, no foreigners took part in fieldwork, therefore Evaton's foreigner community did not have a voice in this reports' findings. From the comments reported on in *Domestic and Social Relations: Community level*, it is likely that foreigners do experience xenophobia. The article referred to below indicates that Xenophobia has been a problem in the vicinity of Evaton in the recent past.

> See: **"Sebokeng's cocktail of joblessness, drugs and xenophobia"** by Khadija Patel (Daily Maverick); https://www.dailymaverick.co.za/article/2013-05-27-sebokengs-cocktail-of-joblessness-drugs-and-xenophobia/#.WJDGazjl9Hp (Accessed 17 January 2017)

3] Homophobia: One participant shared a deeply traumatic event. He was raped because his stepmother (who organised the rape) suspected that he was gay, apparently because of the pitch of his voice. From a cursory scan of local news reports, a report was found of a young woman in Evaton who was murdered because she was lesbian.

> See: **Vaal LGBTI livid after brutal killing of young lesbian** (eNCA report, Tuesday 12 January 2016) https://www.enca.com/south-africa/vaal-lgbti-reeling-after-brutal-killing-young-woman

5   The Way Forward

Participation is critical for development as it allows for new innovative solutions around poverty and other socio-economic issues. From a human rights perspective, the United Nations Resolution 8/11 mandates the Special Rapporteur to " make recommendation on how people living in extreme poverty can participate in the process towards the full enjoyment of their human rights and the sustainable improvement of their quality of life, including through empowerment and resource mobilization at all levels"[34]. The objective of the project was to use PAR to create a participatory process where the residents of Evaton will not only map out human rights challenges they face in the community, but also to create a platform for dialogue for innovative solutions around these identified challenges through human rights awareness. The project recognises the need for strong human rights education focus in the local government participatory processes such as the IDP, so as to create a community culture of demanding access to these rights using institutionalised processes such as petitions, peaceful protests, and public hearings amongst others.

Recognising that these processes are not easy, with unequal power relations between different stakeholders and the strong presence of different political parties in the national political sphere, the community needs to be empowered to take action in terms of the realisation and enjoyment of their human rights as guaranteed in the Constitution. Innovative methodologies such as PAR and community-based monitoring methodologies encourage alternative dialogue processes to unfold in communities around imminent issues that the community faces. For example, the project held a community meeting on the findings of the project on the 30th of November and in this meeting, the community proposed some of the ways in which the challenges they face could be addressed, showing the need to harness local knowledge and insight in terms of addressing human challenges. The community has been made fully aware of the fact that the next phase of the project is dependent on SPII being called to apply for the second Phase by FHR. It is against this backdrop that SPII wishes to highlight in this report that the Evaton community demonstrated will and determination in participating and thus becoming active in identifying the human rights challenges that exist in their own community and that the next phase of the project would allow them to take a step further in proposing a new path to solving their challenges.

5.1   Community meeting on 30 November

The findings of the mapping process were presented to the Evaton community on 30th November 2016 at Thusong Community Hall in Evaton. Almost all of the other themes appearing inside the Evaton oval (many of which are specific areas of service delivery e.g. education) include findings on governance and corruption or governance and poor service delivery which were expressed thoroughly at the community meeting. A major occurring human rights challenge expressed at the community engagement meeting was the right to social security as residents expressed that they have been faced with dealing with illegal deductions of their social assistance grants and the local SASSA office has not been able to stop these indefinitely as the deductions continue to take place even after the card has been replaced by SASSA. For this issue, a SASSA representative working at the Evaton office responded to some of the persistent issues around access to social security. The representative, noted to the community residents in attendance that SASSA is aware of

---

[34] Human Rights Council Resolution 8/11 on Human Rights and Extreme poverty,
http://ap.ohchr.org/documents/E/HRC/resolutions/A_HRC_RES_8_11.pdf

the problems faced in terms of the illegal deductions and that beneficiaries should report these to the SASSA fraud line and have their cards replaced immediately.

With a great attendance of the youth, the meeting engaged issues of challenges of youth unemployment which have led to high rates of gangsterism and drug abuse amongst other challenges. It was also expressed that the youth in Evaton do not have access to information which poses great challenges for youth empowerment and youth employment. It was proposed at the community meeting that there should be wide distribution of information to the youth to be able to empower themselves with skills and knowledge to develop themselves and not to resort to drug abuse as it is happening in the community.

"The Government must do an Audit to get rid of corrupt Staff, and a lot of youth are not aware of places where they can get help and develop the infrastructure as it is old."

Other challenges identified were human rights challenges around the right to a healthy environment and health. The community expressed that there are a lot of sewage pipes that are damaged in the community and these remain unfixed for long time causing a health hazard to the community residents.

"*Our kids are on Nyaope and we know where it's being sold and we have seen our police going to drug dealers and they once told me that I'm disturbing them*"

Illustration 5-1: Matshidiso Motsoeneng discusses the way forward at the 30 November community meeting

Housing also emerged as an imminent pressing issue, where the residents in attendance expressed concern over the processes of making an application for a house in the community. Other challenges raised include

water and sanitation, access to citizenship as some people have been struggling to get identity documents even after applying numerous times before. Please see Appendix C.

Local government meeting

Following the recommendations of the reference group as well as the direction of the community researchers a meeting with the local authority involving councillors and Emfuleni municipal officials, was held on the 16th of February 2017 at Evaton.

Outcomes of the meeting

The project was introduced and the project activities and outcomes presented to the attendees of the meeting. The presentation was welcomed and well received as attendees expressed appreciation that the project came back to the councillors to provide feedback. Questions were asked in terms of what the next step of the project would be and what this would mean for the community now that the first phase of the project is coming to an end. There were also concerns raised in terms of the raising of these issues and for councillors to respond effectively to the issues raised. Municipal officers expressed interest in terms of taking on SPII's learnings into their public participation processes and forging a partnership with the SPII and Bokamoso. The councillors and municipal officials urged SPII and Bokamoso to encourage the participants and the community at large to participate in the municipal public participatory processes.

The councillor's recognise the importance of the project and have urged the project leaders to keep regular contact with the public participation department at the department for future projects and SPII's work. In terms of overall analysis of feedback from the councillors, the project notes that it appeared that councillors were not aware the extent to which problems of human rights are prevalent in the community. Although the municipal officials dealing with public participation process were present, very little input and feedback came from them. The municipal officials felt that they have and continue to do enough in terms of encouraging participation in the community. Asked about the ways in which they do this, the municipal officials responded by saying that they use loud hailers and publish a notice for a meeting in the local newspaper as they are required to do so in terms of the IDP process. Beyond this, the municipal officials did not state any other method of encouraging public participation. It was raised by the officials that they have been surprised at the rate at which SPII and Bokamoso received participation from the residents in terms of the project, this comes as a reflection from both the officials and the ward councillors from their own community meetings as well as the IDP process. This is an indication that local residents have not fully engaged with the local councillors and the municipal officials in the community. This lack of participation may be due to a disjuncture of communication in terms of the community and the local authority.

In terms of assisting the community with their issues, councillors and municipal officials expressed disappointment that the project does not have resources to address many of the challenges raised by the community during the project as government does not have sufficient resources to cover everything. A practical example to this was made reference to in the meeting by the acting manager in the Office of the Speaker that the local municipal council offices do not even have a functioning printer or a photocopy machine, making it difficult for councillors to assist residents with things such as confirmation of residence when they apply for social assistance grants.

5.2   Stakeholder responsibilities (FHR, SPII, Bokamoso, DoJ&CD)

Phase 1 of the Community Mapping programme has resulted in expectations within the community that the stakeholders involved (especially SPII and Bokamoso) will be able to continue working with the community to fulfil the potential of this participatory action research process. The resident's exploration and analysis of their living conditions and life experiences has in itself, been empowering for many.

SPII and Bokamoso will now consider how best to continue working with Evaton residents to address their human rights challenges and promote an active citizenry.

If SPII are selected for application for a Phase 2 grant, this would be a recognition of the fact that a lot of groundwork for phase 2 has now been completed. It would also signify an appreciation that the most meaningful aspects of participatory action research can only be realised over time, and hence require a medium-long term commitment from the stakeholders involved.

While Phase 1 has allowed us to set up a constructive dialogue with the community that has led to the finding of serious and widespread human rights abuses, Phase 2 would allow us to fulfil our responsibility to the community to take this process towards more meaningful conclusions. The eventual aim of PAR processes is for the members of the community to become able to lead the project themselves. Our role in Phase 2 will thus be to continue the process of rights-awareness and research, network building and facilitating empowerment of the community residents with a view to local people eventually taking over the process of fighting for and claiming their rights by the time that Phase 2 has ended. Building the capacity of the community over a longer time period is absolutely necessary for a shift in power towards community members and an active citizenry to be achieved in Evaton.

It is hoped that in the event of a second phase, those people from FHR that have been involved in the project will continue to play a role, perhaps even a greater role. Dialogue between funder and implementer in a PAR process is essential as the process itself it inherently dynamic. This means that flexibility with timeframes and budget lines makes an important contribution to ensuring the success of the process. Greater dialogue between funder and grantee also builds trust and expertise on both sides, which are also essential elements for a successful continuation of the project.

6   References:

Attwood, H. E., 2013, <u>The Influence of Quality-of-Life Research on Quality-of-Life: CLIQ Case Studies from KwaZulu-Natal, South Africa</u>. In M. J. Sirgy, R. Phillips, & D. Rahtz, Community Quality-of-Life Indicators: Best Cases VI, 3rd ed., Vol. 4, pp. 1-18. Dordrecht: Springer. doi:10.1007/978-94-007-6501-6

Attwood, H.E., 2014, <u>Researching QoL Change from ICT Training, Access and Use at South African Telecentres: empowerment through participatory action research</u>. Masters Dissertation, School of Built Environment and Development, University of KwaZulu-Natal.

Barahona, C., Jupp, D., Noponen, H., & Welbourne, A., 2007, <u>Navigating the trade-offs in the use of participatory approaches for research</u>. In K. Brock, & J. Pettit, Springs of Participation: Creating and Evolving Methods for Participatory Development (pp. 165-176). Rugby, Warwickshire: Intermediate Technology Publications Ltd.

Brock, K., 2002, <u>Introduction</u>. In K. Brock, & R. McGee, Knowing Poverty: Critical reflections on participatory research and policy (pp. 1-13). London: Earthscan.

Burkey, S., 1993, <u>People First: A Guide to Self-Reliant Participatory Rural Development</u>. London: Zed Books Ltd.

Department of Justice and Constitutional Development (DOJ&Cd) and Foundation for Human Rights, 2016, <u>Community Mapping & Active citizenry programme: Terms of Reference.</u>

Emfuleni Local Municipality, 2016/2017, Integrated Development Plan (IDP) for Emfuleni Local Municipality, http://www.emfuleni.gov.za/images/docs/idp/201617/idp_201617.pdf accessed on 25/02/2017

Hickey, S., & Mohan, G., 2004, <u>Towards participation as transformation: critical themes and challenges</u>, In S. Hickey, & G. Mohan, Participation--From tyranny to transformation?: Exploring new approaches to participation in development (pp. 3-24). London: Zed Books

National Development Plan (NDP)2030: Our future Make it Work, Executive Summary, http://www.gov.za/sites/www.gov.za/files/Executive%20Summary-NDP%202030%20-%20Our%20future%20-%20make%20it%20work.pdf , Accessed 19/01/2016

United Nations Human Rights Council (UNHRC), 1976, <u>International Covenant on Economic, Social and Cultural Rights (ICESCR)</u>, Article 3, http://www.ohchr.org/EN/ProfessionalInterest/Pages/CESCR.aspx accessed on 22/02/2017d

Prozesky, H., & Mouton, J.,2001, <u>The participatory research paradigm</u>. In J. Coetzee, J. Graaf, F. Hendricks, & G. Wood, *Development: Theory, Policy, and Practice* (pp. 536-551). Cape Town: Oxford University Press Southern Africa.

Rahman, M. A., 1993, People's Self-Development: Perspectives on Participatory Action Research. Dhaka: University Press Limited.

Reason, P., & Bradbury, H. 2001, Introduction: Inquiry & participation in search of a world worthy of human aspiration. In P. Reason, & H. Bradbury, Handbook of action research: participative inquiry and practice (1st ed., p. 468). London: SAGE.

Statistics South Africa (StatsSA), 2011 Population Census, South Africa, www.statssa.gov.za/?page_id=4286&id+11163

United Nations Human Rights Council (UNHRC), 2008, Human Rights Council Resolution 8/11 on Human Rights and Extreme poverty, http://ap.ohchr.org/documents/E/HRC/resolutions/A_HRC_RES_8_11.pdf accessed 25/01/2016

White, S., & Pettit, J., 2004, Participatory Approaches and the Measurement of Human Well-being. ESRC Research Group on Wellbeing in Developing Countries (WeD Working paper 08). Helsinki: UNU-WIDER.

Parfitt, T., 2004, The Ambiguity of Participation: a qualified defence of participatory development. *Third World Quarterly, Vol. 25, No. 3*, pg. 537-556.

Article references

1. Wojcicki, J. M., 2002, Culture, medicine and psychiatry, Commercial sex work or ukuphanda? Sex-for-money exchange in Soweto and Hammanskraal area, South Africa, Vol. *26* (3), pg.339-370.

2. **Checkpoint: Are they truly #Blessed?** https://www.enca.com/south-africa/checkpoint-are-they-truly-blessed Accessed 31 /01/ 2017

3. Wojcicki, J.M., 2002, **"**She Drank His Money": Survival Sex and the Problem of Violence in Taverns in Gauteng Province, South Africa**,** in Wojcicki, J. M. (2002b), Medical Anthropology Quarterly, Vol. 16, pg.267–293.

4. Checkpoint: Little Gangsters **(**26 October 2016) https://www.enca.com/media/video/checkpoint-little-gangsters-part1 Accessed 31/01/2017

5. SABC News, 28 October 2016, Eleven arrested for looting Evaton Mall during protest, http://www.sabc.co.za/news/a/202823804ec26b7288c19b95a1c99d56/Eleven-arrested-for-looting-Evaton-Mall-during-protest-20162810 Accessed 9/11/2016

6. https://www.dailymaverick.co.za/article/2013-05-27-sebokengs-cocktail-of-joblessness-drugs-and-xenophobia/#.WJDGazjl9Hp Accessed 17/01/ 2017

7. ENCA, 24 February 2017, Vaal LGBTI livid after brutal killing of young lesbian, https://www.enca.com/south-africa/vaal-lgbti-reeling-after-brutal-killing-young-woman Accessed 17/01/2017

Appendixes

Appendix A: Reference Group Membership and Summaries of Meetings

Appendix A_1: Reference Group Membership

Name	Position	Organisation/ Institution
Dr Ebenezer Durojaye	Coordinator and Senior Researcher	Dullah Omar Institute for Human Rights
Dr Marius Venter	Director	Centre for Local Economic Development /University of Johannesburg
Dr Sylvia Kaye	Academic	Durban University of Technology
Elroy Paulus	National Advocacy Manager	Black Sash
Sibongile Masemola	Deputy Director- Citizen Based Monitoring	Department of Planning, Monitoring and Evaluation (DPME)
Mafukane Nzimande	Coordinator	Evaton Parliamentary Constituency Office (PCO)
Matshidiso Motsoeneng	SPII project manager	SPII
Bheki Maduna	Bokamoso project manager	Bokamoso
Heidi Attwood	Methodology project manager	Freelance Trainer and Researcher
Daniel McLaren	SPII oversight	SPII

Appendix A_2: Summary of First Reference Group Meeting

See attached summary of reference group meeting 1.

Appendix A_3: Summary of Second Reference Group Meeting

See attached summary of reference group meeting 2.

Appendix B: Training Report and Field Guide

Please see attached document.

Appendix C: Notes from Community Meeting [30 November 2016]

See attached meeting notes.

Appendix D: Secondary Information Sources

Appendix D_1: Looters at Palm Springs Mall

Source: http://www.sabc.co.za/news/a/202823804ec26b7288c19b95a1c99d56/Eleven-arrested-for-looting-Evaton-Mall-during-protest-20162810 (Accessed 9 November 2016)

Eleven arrested for looting Evaton Mall during protest
Friday 28 October 2016 09:26
ANA

The looting followed an illegal service delivery protest by community members who had earlier barricaded the roads. (SABC)

SABC ▶
Broadcasting for Total Citizen Empowerment

Eleven suspects have been arrested following a looting incident at a shopping mall in Evaton in the early hours of Friday morning, police said.

Spokesperson Lieutenant Colonel Lungelo Dlamini said more arrests could follow as police continue to search for the stolen goods in the area of Evaton.

"The looting followed an illegal service delivery protest by the community who had earlier barricaded the roads. The extent of damage and stolen goods have not yet been verified," Dlamini said.

"It is believed that criminal elements took advantage of the situation and broke into several shops at the mall, gaining entry through the roof."

Dlamini said the shops affected include Cash Build, Ackermans, Bradlows, PEP and a motorspares shop.

Appendix D_2: Sex for Money Exchanges

Source: Commercial sex work or ukuphanda? Sex-for-money exchange in Soweto and Hammanskraal area, South Africa. Wojcicki, J. M. (2002a). *Culture, medicine and psychiatry*, *26*(3), 339-370.

Abstract: This article introduces the concept of *ukuphanda*, a Zulu verb that is used to describe the sex-for-money exchanges that take place outside of commercial sex work in Soweto and Hammanskraal area, South Africa. In line with the ethnographic literature from other areas of sub-Saharan Africa, it is argued that women who exchange sex for money in taverns do not self-identify as commercial sex workers and experience less stigma from the community. Unlike commercial sex work (as characterized by the commercial sex work in Hillbrow, Johannesburg), which is understood to be associated with short skirts and other revealing attire, sex-for-money exchange in the taverns is viewed as more private, ambiguous and informal. Women who work as informal sex workers, or "*phandela imali*" ("try to get money"), are understood to be using sex-for-money exchange to survive financially.

Appendix D_3: Blessers and Blessees

Source: Checkpoint: Are they truly #Blessed?

https://www.enca.com/south-africa/checkpoint-are-they-truly-blessed (Accessed 31 January 2017)
JOHANNESBURG - The term "Blesser" has become a buzzword for anyone with deep pockets. Giving everything from expensive gifts to shopping holidays overseas, so-called Blessers are sugar daddies with a novel dating approach to attract women they call Blessees.

But should 21st-century women be relying on others for an income that could demean and objectify them? Checkpoint speaks to Blessers and their Blessees to find out more.

Appendix D_4: Abstract on Violence in Taverns

Source: "She Drank His Money": Survival Sex and the Problem of Violence in Taverns in Gauteng Province, South Africa. Wojcicki, J. M. (2002b), Medical Anthropology Quarterly, 16: 267–293.

Abstract: This article examines the practice of "survival sex" in the taverns of Soweto and Hammanskraal area, South Africa. Women who engage in survival sex do not self-identify as commercial sex workers, and the community does not identify them as such. Those who structure HIV prevention programs should not confound such women with commercial sex workers, because effective intervention may vary between the two groups. Violence against women who engage in survival sex in taverns is common, as it is argued that, when a woman accepts beer from a man, she is obliged to exchange sex (because she has "drunk his money "). The South African government should prioritize the reduction of violence as a way to reduce HIV transmission, as, in the context of violence, women do not have the option of negotiating safer sex.

Appendix D_5: Introduction to Little Gangsters: an eNCA documentary

Source: CheckPoint: Little Gangsters (26 October 2016)

https://www.enca.com/media/video/checkpoint-little-gangsters-part1 (Accessed 31 January 2017)

Usually where you find poverty, you'll find gangs and the townships of southern Gauteng are no exception. The members are alarmingly young, but living the life of adults.

Sebokeng is known for gangs attached to initiation schools and it's alleged that children as young as six are being kidnapped and forced to attend initiation schools there. But can they really be the breeding grounds for murder and mayhem?

Gangs in South Africa date back to the fifties when they reflected the instability of the urban African family with parents either at work, or desperately poor. Is there more to modern gangsterism than identity and belonging?

Appendix D_6: Homophobia in Evaton

Source: https://www.enca.com/south-africa/vaal-lgbti-reeling-after-brutal-killing-young-woman (accessed 24 February2017)

JOHANNESBURG - Motshidisi Pascalina did not live to see her matric results. Instead, the body of the young woman was discovered in a veld, mutilated and burnt.

The Vaal LGBTI community is reeling in shock after the discovery in Evaton north during the December holidays.

According to Cedric Davids, a member of the Young Communists' League working Committee in Gauteng, Pascalina was last seen on 16 December when she was going out with friends.

Vaal LGBTI livid after brutal killing of young lesbian

SOUTH AFRICA Tuesday 12 January 2016 - 4:08pm

eNCA

"Her body was discovered in a veld two days later. We suspect she was raped. Her body was burnt. Her eyes were taken out and her private parts were mutilated."

Davids said Pascalina's parents were initially unaware it was her.

"Most of her body had sustained burn injuries. Her parents identified her by her tattoo on her leg, it was the only thing visible."

Twitter users expressed sadness and outrage at the murder.