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SOUTH AFRICA ANNUAL REPORT 2022

In 2022 Accountability Lab South Africa focused on consolidating programs and operational and growth strategies. The team has participated in various knowledge communities as subject experts in social and public sector accountability, and sharpened our focus on youth participation in civic space. We have partnered with the Ahmed Kathrada Foundation (AKF) and Public Service Accountability Monitoring (PSAM), financed by the European Union.

Our CivActs program to support communities in addressing service delivery woes with their councillors and local government is run as a joint initiative with AKF and PSAM. Our Activist Media Incubator program focuses on storytelling and disseminating bulletins in those communities. We continue to support South Africa's response to corruption through our flagship Integrity Icon campaign to name and fame public service excellence.



INTEGRITY ICON

Integrity Icon continues to be the Lab's flagship campaign. It is well received as an integral component of building a culture of accountability and personal responsibility by public servants and their communities. We made significant gains in growth and traction of the campaign in 2022 without the previous year's pandemic-related constraints.

Nominations were driven by young people across the country from different youth clubs, youth-led organisations, Community Frontline Associates (CFAs), and human rights organizations with whom we have developed partnerships. We had community facilitators from the Action for Accountability (A4A), [Youth Lab](#), [Access Chapter 2](#), and [Gay Umbrella](#). We named and famed five winners at a ceremony held in Johannesburg. Our 2022 winners participated in a one-day leadership training workshop convened by our partners at the [Department of Public Service and Administration](#) (DPSA); Strengthening Integrity and Ethical Leadership in the Public Service. DPSA has been supporting ALSA with vetting all our Icon winners.

The 2022 People's Choice winner is Bongani Eric Siyonna from the bustling community of KwaZakhele in Qhebherha. He also used to work in Makhanda as a police officer. This public service hero has utilized his role to bring hope and stability to his community and surrounding areas. Our [panel of judges](#), were made up of civil society leaders and media professionals with extensive experience in [human rights](#), [advocacy](#), and [media](#). In a keynote address, Salomon Hoogenraad-Vermaak, head of the [Public Administration Ethics, Integrity and Disciplinary Technical Assistance Unit at the Department of Public Service and Administration](#), was a keynote speaker at the [awards ceremony](#).

[Here](#) are all the articles about Integrity Icon in external media.



OUR WINNERS

1. [Bongani Eric Siyona, Warrant Officer - KwaZakhele in Qhebherha](#)
2. [Goodman Siboneleni Mkhize, Accounting Teacher- Department of Education in Pinetown, KwaZulu-Natal](#)
3. [Adell Lebabo, Foundation phase teacher at Moremogolo, Primary School- Department of Education in Phokeng, North West.](#)
4. [Dr Anna Cross, Clinical Medical Practitioner at Masiphumelele Clinic in the Western Cape.](#)
5. [Desiree Sehlapelo, Planning and Economic Development Manager in Waterberg District, Limpopo.](#)



Meet the Icons

We launched our annual Meet the Icons Dialogue series to enable Integrity Icons to share their stories and what they've learned about making government work for people. We introduced 2021 Integrity Icons [Mncedi Mtengwana](#), the principal of Solomon Mahlangu High School in KwaNobuhle township in the Eastern Cape province and teacher [Joyce Buthelezi](#) from Bernard Mizeki Primary School in Richmond, KwaZulu-Natal.

For our second [Meet the Icon webinar](#) we were joined by two 2020/2021 Integrity Icon winners. [Vuyokazi Nkevu Langbooi](#), a social worker in the township of Ibhayi, Gqeberha, in the Eastern Cape, has worked with selflessness and dedication for seven years. [Unathi Filita](#), a social worker based in kwa-Nobuhle township, Kariega, also in the Eastern Cape works to uplift local NGOs and community organisations, and has been a part of a delegation that established the Victim Empowerment Programme Forum that advocates for the rights of gender-based violence victims.



CAMPAIGN HIGHLIGHTS

- [Joyce Buthelezi](#) (Integrity Icon 2021) has been involved in a community food garden project, and holds computer classes on weekends at her own home. She started a youth club for young women who meet twice a week to discuss issues of adolescence and career development. She said this was inspired by one of the Icons, Vuyokazi Langbooi, who also works with young people.
- [Dr Sadna Balton](#) (Integrity Icon 2020) has been recognised for her fantastic work. She was part of the [Women in health women's month 2022](#), and named one of the [Mail and Guardian's Powerful Women](#) for 2021. She was featured on national television talking about her [work and challenges](#).
- [Vuyokazi Langbooi](#) was also chosen as a Mail & Guardian Powerful Women [winner for 2021](#). She has been invited to participate in programs by the South African Police Service, the government communications department, and the Department of Social Development. Local councillors in surrounding areas have also sent urgent medical cases for her attention, so they might be seen to and solved efficiently. Vuyokazi has also been promoted at work and was featured in a number of [publications](#) addressing issues of impoverished families and other social issues in Gqeberha.

INTEGRITY ICON CAMPAIGN BY NUMBERS IN 2022

4478

votes

127

nominations
(68 female,
40 male)

5

provinces

7

volunteers

139 223

Social & media views
over 6 months



Impact

2021 Integrity Film Fellow, [Faith Riyano](#), has been doing amazing work. She has traveled to Italy to write and direct with a team from all over the world. She's judged films in Kenya, written a documentary short, spoken on a Joburg Film Festival Panel, and even started her own production company with two friends called Zenith Seed Films.

2021 Integrity Film Fellow, [Collen Mfazwe](#), has been engaged in various film and photography projects advocating for LGBTQI+ rights in South Africa. He's produced a film about his transitioning journey called Inguqu (Rainbow), and documented the stories of people affected by devastating floods in KwaZulu-Natal, created videos for exhibitions.

2021 Integrity Film Fellow, [Ayanda Msiza](#), was approached by a number of civil society groups to film and photograph their staff and events.

FILM FELLOWSHIP

The Integrity Film Fellowship has grown in both interest and impact in its fourth year. The 2022 Cohort comprised two women and three men selected from 70 total applications. The three-month program consisted of, a structured social impact visual story-telling curriculum, shooting and directing the Integrity Icon films with experienced filmmakers, and ongoing mentorship. Each film fellow produced solutions-driven [Short Films](#) about the challenges in their respective communities.

Here are some behind the scenes videos of the fellows in action:

1. [North West](#)
2. [Modimolle Limpopo](#)
3. [Western Cape](#)
4. [Ggeberha](#)
5. [Kwazulu Natal](#)

“ I feel so fortunate to have been chosen for the ALSA/Integrity Icon film fellowship. Being able to get valuable experience, professional development, and exposure while being guided by seasoned film experts is a rare opportunity for aspiring filmmakers. One of the truly great aspects of the fellowship was creating videos that could bring about change in my community

- Thobeka Bhengu

IMPACT BY NUMBERS

70

applications

5

participants

3

provinces



2022 FILM FELLOWS

Nomthandazo Matola (Gauteng Province) produced a film on Youth of the South (YOTS), profiling a youth-focused psychosocial community development program that works with the young people of Forte High School in Dobsonville, Soweto, south of Johannesburg, to help them share their personal narratives, and contribute to social transformation.

Lesedi Butie's (Gauteng Province) *The Hope Of Bekkersdal* is about Lucky Mosimane, the coach, founder, and head trainer of a gym called Ka e Rata Fitness, and also the founder of a Neighbourhood Watch Forum in the community of Bekkersdal, Gauteng. These initiatives have the end goal of getting the people of Bekkersdal fit and healthy, as well as discouraging crime within his community.

Thobeka Bhengu's (KwaZulu-Natal Province) *When The Music Stops* investigates the psychological consequences of youth unemployment and follows the experiences of unemployed creatives in Esikhawini, KwaZulu-Natal. It features authentic narratives behind the statistics, the stories of hopelessness, triumph, and hope for the future.

Mkhanyiseli Mbini (Western Cape Province) focused his film on a soup kitchen that assists thousands of homeless people and anyone who needs food. The kitchen also holds community discussions as they serve their warm meals.

Rahid Khoza (Gauteng Province) told the story of a young Muslim man who is passionate about community development and making a change in his community by giving back to needy kids and teaching them about life challenges. He also gives school clothes to kids who come from disadvantaged backgrounds.





CIVIC ACTION TEAMS

AL South Africa's CivActs program is part of a joint initiative – Action for Accountability (A4A) – between Accountability Lab South Africa, the Ahmed Kathrada Foundation, and the Public Service Accountability Monitor. The A4A program is implemented at three sites in Gauteng province (Finetown, Lenasia, and Mondeor) and one in the Eastern Cape (Makhanda), to address the numerous service-delivery challenges those communities face. These include water cuts, dilapidated roads, crime, and lack of healthcare and police services, to name a few.

The project team held introductory meetings in the four communities between May and July 2022 to invite community members to join the CivActs teams. These meetings drew diverse crowds of participants and were listening sessions, participatory community mapping, and action research to gather information about the needs of communities regarding holding local leaders accountable. The A4A team oriented participants on the project objectives, outcomes, and key instruments of the project and how these will relate to them as well as to introduce the various A4A streams in which they can participate in going forward. At the end of the meeting, participants were invited to sign up to join the CivActs team, Community Frontline Associates as well as Activist Media Fellows.

The A4A team equipped the CivActs team members with knowledge on collecting data (using Kobo Collect App), tools and skills to produce narratives and advocacy campaigns, and training on Social Accountability Monitoring. They have also engaged local leaders and key stakeholders to improve service delivery in their communities.



CIVACTS BY NUMBERS IN 2022

233

communities

12

CFAs



Key themes and/or outputs

The outcome of the listening session was to gather priority issues regarding accountability and governance that affected each of the four communities. Each community spoke about the specific accountability challenges affecting them.

The right to health care service - Finetown Clinic

During a heated service delivery protest in March 2015, residents of an informal settlement near Finetown burned down the local clinic. In 2016, the Gauteng Department of Infrastructure Development visited the area to oversee the building of a new clinic. Construction began in 2017 but has still not been opened for the public to access health services. Finetown residents, many of whom cannot afford to pay for transportation, have had to walk long distances to the nearest clinics to access healthcare services.

Between June 2022 and February 2023, CivActs team members have engaged various government departments and local leaders to get answers on when the clinic will be opened. They have met with the Gauteng Provincial Legislature, the Department of Health, the ward councillor, and the Member of the Executive (MEC) Council of Health in Gauteng.

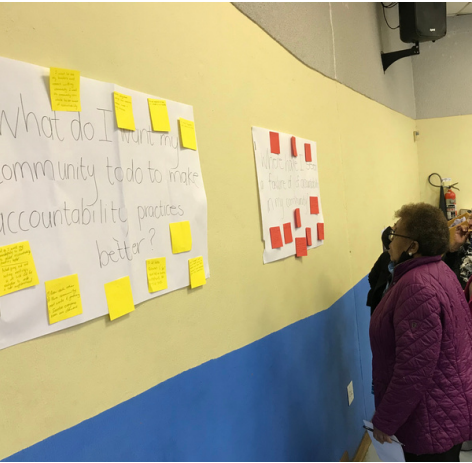
Delay in infrastructure development - Lenasia taxi rank

A taxi rank upgrade on the outskirts of the Lenasia CBD was meant to be a 2-year long project to be completed by 2022 to update infrastructure and improve the transport hub. Informal traders were even relocated to a temporary site without adequate sewage services, which caused a lot of congestion and pollution.

The Johannesburg Development Agency (JDA) has not provided the Lenasia community an official report for the delay and has attributed it to contractors abandoning the project before completion.

The Lenasia CivActs team engaged the JDA, Lenasia United Taxi Association (LUTA), Lenasia Business Forum, contractors, the ward councillor, and the representatives of informal traders.





The taxi owners and the informal traders were moved to the partially upgraded taxi rank in December 2022, however, the project still needs to be completed. There is no curbing or drainage and the taxi rank remains congested. The team conducted five site inspections at both the temporary and the new sites between May 2022 and February 2023, and is still seeking access to the initial budget for the project.

In January 2023, CivActs teams were trained on the Promotion of Access to Information Act 2000 (PAIA) and how to use it to access information to hold duty bearers accountable. The Lenasia CivActs team is going to make a submission to obtain key documents regarding taxi rank using PAIA.

Incomplete water infrastructure maintenance - Mondeor

In Mondeor, residents have complained about disruptions to their access to water, and safety concerns around open manholes and unsecured trenches left behind by implementing agency, Rand Water.



The CivActs team has documented all unfinished infrastructure and interviewed concerned and affected residents in an ongoing effort to hold Rand Water accountable. The team has also addressed these concerns directly with Rand Water, Joburg Water and the ward councillor.

Lack of water: Makhanda

Makhanda has been affected by a pending water crisis for several years caused by severe drought and the mismanagement of the ageing water supply infrastructure. The water is unsafe to drink, leading residents to boil or buy bottled water. There are also regular water cuts.



PSAM invited the CivActs team to a stakeholder meeting held by the Parliamentary Committee that oversees the Department of Cooperative Governance and Traditional Affairs (COGTA), the government department responsible for effective municipal functioning. The CivActs team packaged this information into a joint submission by community stakeholders, including civil society organisations and the business forum.



Impact

Finetown clinic set to open

The CivActs team in Finetown escalated the matter of the unopened Finetown clinic to the Member of the Executive Council (MEC) of Health in Gauteng. The CivActs team welcomes the news that the occupational certificate for the clinic has been issued and that the clinic's doors will be open soon. The official open date has still not been provided, but the team will continue to apply pressure on this matter.

Mondeor CivActs help residents

After weeks of failed attempts to get Rand Water to close the hole in front of their gate, a resident applauded and credited the CivActs team for successfully speeding up and concluding the process.

Lenasia CivActs in action

The Lenasia CivActs team placed pressure on the Johannesburg Roads Agency (JRA) and the Department of Environmental Affairs to ensure that repairs were made to a bridge that was dangerously damaged. After an article written by a team member was published in a local newspaper, CivActs members met the JRA and several PR councillors on a site visit to the bridge. Soon after, the JRA repaired the cracks on the bridge. The team will continue to push for more substantive improvements to stormwater control to prevent further devastating floods which have caused many residents living near the bridge to evacuate their damaged homes.

Makhanda CivActs ensures safer drinking water

The CivActs team in Makhanda has partnered with the Biotechnology Innovation Centre at the Science and Chemistry department at Rhodes University on a water testing project. The project will also assist residents and the municipality in working on water quality issues. The Bio-Technology team will use specially designed bacteria-free bottles to capture water samples for rapid testing. Volunteers from the community will collect water samples in all areas of Makhanda, including informal settlements, dams, and rivers. This collaboration is necessary for the CivActs team in Makhanda and will assist with advocacy campaigns to hold the municipality accountable for unsafe drinking water.

Highlights

- The A4A project is proud to see new developments as it enters its second year. Our new milestones include a partnership between Rhodes University Campus Radio (RMR) show initiated by our community facilitator and Makhanda Civacts members. The team collects data on the ground about service delivery issues and these are discussed on their RMR talk show "People's Hour" once a week. The show has covered sewage and wastewater leakages, inconsistent refuse collection, illegal dumpsites in Makhanda communities, and challenges presented by the energy crisis, and reaches residents of Grahamstown and surrounds.
- A community paper in Mondeor reported on the work AMI fellows have been carrying out. Read them [here](#) and [here](#).



ACTIVIST MEDIA INCUBATOR

The Activist Media Incubator works to build storytelling capacity in the four communities in which we work. Here's a [short note](#) on what it is. This means managing the Activist Storytellers, their training, and outputs, as well as keeping the Community Facilitators and program officers informed of their development.

MAKHANDA – Storytellers have attended local Cooperative Governance and Traditional Affairs and stakeholder meetings, where multiple stakeholders made submissions around service delivery. This was featured in one of the three [CivActs bulletin](#) issues ALSA has disseminated .

LENASIA – Storytellers have covered the delayed infrastructure project of the Lenasia taxi rank

FINETOWN – Through the mobilisation of the CivActs team (including religious community members and other NGOs) the community was able to mobilise to draw regional and national attention to the prevalence of crime in the area. While this resulted in the national police service providing a mobile police station that functions three times a week, and the receipt of police vans for patrolling, it is unclear when the hired patrollers will complete their training in order to take up their duties. All these delays remain a concern for the CivActs team and community members, who have filled policing gaps by creating their own network of dedicated patrolling volunteers that each household pays a small fee towards sustaining.

9

trainings held for
Activist Media
Incubator participants



LOOKING TOWARDS 2023

The Lab will continue to liaise with other AL team members on ways to improve the impact of CivActs projects and advocacy campaigns. We will also continue to support the work of the Junior Council by contributing to workshops, sharing learning experiences, and writing blogs.

One of the objectives of the CivActs is to identify and promote examples of integrity, accountable leadership, and service excellence in public service, so we will be incorporating the Integrity Icons project into CivActs, and focusing on the four areas we already work in. With CFAs and AMFs collecting nominations, our target is 25 nominations per site.

Through partnerships with Youth Lab, Access chapter 2, and Activate Change Drivers, ALSA will involve young people in all our campaigns.

As part of our A4A project we will be producing a documentary to showcase the work, campaigns and findings of the CivActs for the lifespan of the A4A project, which will be developed in collaboration with AMFs. ALSA hopes to use this as an opportunity to run a smaller scale version of the Film Fellowship, to further expand the AMF's skill sets.

We will engage more government departments to support the work of the CivActs, AMi and Integrity Icons. The A4A has no budget for the inclusion of the II Award Ceremony, but ALSA will draft a proposal to the Department of Social Development to support the Awards Ceremony.

ALSA will also increase citizen participation and involvement in awareness-raising, advocacy, and accountability issues. The focus will be on diversity and inclusion in developing public awareness campaigns.

BUDGET & STAFF

R1 314 000

total grants

R1 216 109

total budget

3

core staff

31

field staff/
volunteers

174 862

participants inclusive
of Social Media