

# Future cities consolidated phase (Year 1)



The COVID-19 pandemic produced unprecedented challenges for South African municipalities, which were faced with the challenges of containing the spread of the virus, responding to the needs of those infected, while still continuing to provide municipal services. To coordinate this response, the City of Cape Town established the COVID-19 Crisis Response Committee (CCC), which created work streams to provide strategic management of the COVID-19 response. One of the work streams established was the informal settlements work stream.

PDG, as a member of, the Future Cities South Africa (FCSA) Consortium, was appointed to lead this workstream, providing support to the City's response in informal settlements. The FCSA is the delivery partner for the South Africa project in the Global Future Cities Programme, which was already active in the City. The project is funded by the UK Government's Prosperity Fund and overseen by the UK Foreign, Commonwealth and Development Office (FCDO). The challenge in informal settlements was to maintain adequate levels of water supply and sanitation services to reduce the spread of infection, but with very little real-time information around where the services were not working. The FCSA team undertook to scale up the use of a mobile app, developed by FCSA team member VPUU, to collect water and sanitation service information in the field. Community field workers in 24 'hot spot' settlements were identified and trained to report water and sanitation service faults directly into the web-based system. These faults were quality control checked and sent through to be logged on the City's fault reporting system to be addressed by the maintenance teams.

In the six months the intervention was running, the app was



used to monitor 1 1609 taps serving 66 000 households. Approximately 5 000 unique data records were collected, and 700 faults reported to the City, 86% of which were resolved. Not only did the process produce valuable real-time data to respond to the pandemic, it also produced rich insights into data collection and management processes and how these might be improved in future.

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**FCP20 PROJECT:**

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