

# What is IBP South Africa?



- A network of ten civil society organisations that work on basic services in informal settlements
- We train & support community organisations to conduct social audits & use the results to engage with government.
- These organizations train & support community members to participate in social audits





## Ekurhuleni Scaled Up Social Audit I

- Social audit of communal toilets in Ekurhuleni's informal settlements
- 16 service providers won a contract for servicing 119 informal settlements.
- 17 informal settlements conducted a Social Audit with support from IBP & Planact
- Comparing tender specifications to what was delivered on the ground
- Service providers don't follow specifications: toilets not cleaned on schedule, insufficient numbers of toilets etc

# Ekurhuleni Scaled Up Social Audit II

- Pilot project between the Auditor General of South Africa & IBP South Africa & community organization Planact.
- Planact and IBP led the project on the ground
- We briefed the AGSA team three times during the course of the project



# Impact of the Scale Up Social Audit

- Tender specifications improved based on social audit report
- 600 000 residents positively impacted
- AGSA got access to residents' experiences services that audits are unable to capture.
- AGSA saw how the social audit findings can be used to inform risk assessments for financial & performance audits.



# What next?

- Can we systematize interaction & how?
- Can we develop a set of standards for social audits?
- Can we work together *proactively* during crises such as Covid-19?

