

## **Quality service delivery for the community, by the community: an innovative Eastern Cape infrastructure and job creation success**

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### **Abstract**

A number of pilot projects in the Eastern Cape have demonstrated how the institutionally innovative and very practical social franchising partnership approach can successfully be used for the routine maintenance of low-technology water and sanitation infrastructure. This paper describes how the franchise partners have been working with municipalities and provincial department to address operational issues at a significant scale. Many opportunities lie in applying the approach to further operation and/or maintenance (O&M) activities within the water and sanitation services delivery chain, and thereafter extending it to other types of infrastructure (e.g. roads and electricity reticulation). The approach addresses national goals, particularly: job creation- and it creates there at the lowest economic levels of the pyramid, where unemployment is the highest and possession of the workplace skills lowest, transfer of workplace skills; micro-business creation and nurturing; BBBEE; and service delivery; through O&M activities that increase the availability and utility of infrastructure, and the quality and reliability of services.