



EXCHANGE FROM WHICH CITY/ TO WHICH CITY?

BOTSWANA ENUMERATION EXCHANGE (FRANCISTOWN KNOW YOUR CITY PROGRAMME)

The following countries were involved in the exchange hosted in Francistown; Botswana (Zimbabwe, South Africa and Namibia).

NAMES OF THE TEAM INVOLVED IN THE EXCHANGE

Zimbabwe Team

Ms Prudence Hanyani- Fed member

Mr Bothwell Siyakurima- Fed member

Ms Samukelisiwe Ngoro- Fed member

Ms Siphon Ncube- Fed member

Ms Mary Borges- Fed member

Mr George Masimba- NGO

South Africa Team

Ms Rose Gamela Rosie Mashibye- Fed member

Mr Patrick Motebang Matsemela- Fed member

Ms Nomfundo Blossom Fulani- Fed member

Ms Thamara Theodora Hela- Fed member

Mr Kwanele Sibanda- NGO

Ms Anni Beukes - (SECRETARIAT)

Namibia Team

Ms Tresia Shikongo- Fed member

Mr Musiwa Robson Mazambani- Fed member

Ms Inga Taatsu Boye- Fed member

Ms Lidwina Shipanga- Fed member

Mr Melkisedek Nampolo- NGO

DATES OF THE EXCHANGE

Arrival 21 May 2017 and departure 28 May 2017

PURPOSE OF THE EXCHANGE

The federation of Botswana was mobilized by the Zimbabwean federation and established in 2011. From its establishment, growth has been noted in various aspects such as membership, capacity and experience. Through the most important learning vehicle in the SDI alliance (exchange programmes), the Botswana federation became aware of the SDI's tools of engagement. Based on the challenges faced in their communities, the Botswana federation found SDI's data collection tools to be a necessary weapon for them to ascertain their socio-economic profile, level of services as well as development aspirations. Botswana Federation and the Francistown City Council signed a MOU on the 19th August 2016 to work together to do development including the Know Your City Campaign (KYC) in Francistown. The exchange undertaken between the 21st and 28th of May 2017 was a direct way of sharing information, experience and skills relating to data collection between urban poor communities from four SDI affiliated countries (Namibia, Zimbabwe, Botswana and South Africa). The exchange was hosted by the Botswana federation in Francistown with the aim of building capacity for the Botswana Federation to collect their own data. In support of the programme and fully participating in the process were various stakeholders that include: The Ministry of Infrastructure and Housing Development, Statistics Botswana and The Department of Community Development.

OBJECTIVES OF BOTSWANA KYC

- To document informalities that exists in the formal settlements.
- To empower the community to be able to collect their own data to use to develop their livelihoods.
- To use the data as a strategic advocacy document in building partnerships and liaising with government and development partners.
- Mobilise more members to join the Federation to build a strong social capital.

SUNDAY 21 MAY 2017

The team arrived on this day and in the evening a preparatory meeting was held. The meeting was attended by delegates of the visiting countries as well as four representatives from Botswana. The purpose of the meeting was that of ensuring that all delegates get to know each other, understanding the dynamics of Botswana, the reasons as to why the Botswana federation was interested in collecting their data and also agreeing on the programme of the week before commencement of work. Botswana indicated that Boikhutso Ward in particular Somerset West settlement was selected for the KYC learning exchange. Below are some of the reasons that were given as to why the Botswana federation was interested in enriching themselves with knowledge of how to gather information:

- The federation would like to unearth some of the major community related challenges that their government has not been and is still not paying attention to.
- They want to use the tool in order to help them in prioritization of projects.
- They want to showcase their ability of being part of the development of their communities
- They would like to demonstrate to stakeholders how inclusive the process of development has to be.

At the end of the meeting, the consensus from the team was that profiling should be the starting point for the data collection exercise. It was agreed the same settlement which was going to be enumerated will be profiled first. In addition to the above, an announcement was made about the officials that would be joining the team throughout the week to appreciate the exercise. As an outcome of the meeting, the programme was drafted as indicated below:

DATE: Monday 22 May 2017 (Day 1)

VENUE: Civic Centre

M.C: Meriam Ngetai

TIME	ACTIVITY	RESPONSIBLE PERSON
0800-0830	Arrivals of participants & guests	All
0830-0835	Prayer	Mr Bothwell Siyakurima –Zimbabwe Federation
0835-0840	Introductions	Ms K. Dambe & Ms G. B Maano
0840-0850	Welcome Remarks	Deputy Mayor Ms K. Dambe Fed member
0850-0900	Purpose of the meeting	Mr Mark Batisani – NGO Botswana
0900-0915	Presentation (Profiling and Enumeration)	Zimbabwe Federation
0915-0930	Presentation (Profiling and Enumeration)	South Africa Federation
0930-0950	Presentation (Profiling and Enumeration)	Namibia Federation
0950-1020	Questions and comments	M.C
1020-1120	Profiling form (explanation)	Ms Prudence Hanyani – Zimbabwe Federation
1120-1145	TEA BREAK	ALL
1150-1215	Questions and comments	M.C
1215-1415	Enumeration form (explanation)	Ms Gamela Rosie Mashibye & Ms Thamara Theodora Hela – South Africa Federation
1415-1445	LUNCH BREAK	ALL
1445-1520	Questions and comments	M.C
1520-1620	Mapping	Mr Musiwa Robson Mazambani
1620-1720	Data capturing	Mr Musiwa Robson Mazambani & Mr Bothwell Siyakurima – Zimbabwe Federation
1720-1800	REFLECTION	ALL

MONDAY 22 MAY 2017

SUMMARY OF PRESENTATIONS OF PROFILING AND ENUMERATION

ZIMBABWE

The Zimbabwean presentation was done by Siphon Ncube of Siphathisane Saving Scheme, Bulawayo Federation. Below are key points that were highlighted:

- Before information is gathered, the data collection team should be familiar with the settlement where work will be done hence they start by profiling it.
- The profiling process entails meeting with the leaders of the community as well as other community members that have background knowledge of the settlement and having a conversation guided by the profiling form.
- After profiling, enumeration is done and it involves collection of information at a household level.
- Once the information is gathered, mapping is then done.
- Emphasis was put on ensuring that the residents take a leading position in the process and that consultation and feedback should characterise the process at each stage.
- Once the process is completed, verification is done in order to rectify mistakes made.
- The information gathered is helpful in terms of prioritization of community needs as well as engaging officials with facts at hand.
- In Zimbabwe, the federation has MOUs with local authorities as well as universities.
- Compiled data is kept safe and constantly updated.

NAMIBIA

- The country has a population of around 2.5million.
- 70% of its residents reside in informal settlements.
- In 2008, 246 settlements were profiled country wide.
- Through the process, Gobabis became the learning centre where a community driven process supported by the federation showcases advanced methods of data collection.
- Various stakeholders are invited to participate in the process and report backs.
- Data collection is often done in areas where there is an intention or need to upgrade.
- When data is community driven, the process produces better or more accurate results than those from a consultant.
- A short video clip of the data collection process in freedom square was played. Besides the different stages shown, the clip also shows government officials testifying to the manner in which their work is simplified when communities champion data collection and upgrading processes.
- Charts were also used to demonstrate maps done by the federation.

SOUTH AFRICA

- In the South African context, profiling of communities is done by the respective community members in order to gather socio-economic and demographic information amongst other reasons with various intentions of gathering the data.
- The end result of a profile is often a much clearer picture of gaps in their understanding of a community and therefore gives guidance in planning.
- The process involves bringing together people with background information about the community and in their case it is usually the first settlers, community leaders and councillors.
- While profiling focuses at gathering information at community level, enumerations focus at household level.
- The information gathered is usually used for negotiation purposes with the government and other stakeholders.
- Where necessary, the enumeration process is coupled with ID cards that are used for identification purposes and give an indication of number of dwellers per shack.
- In cases where shacks are not numbered, numbering is done in a systematic manner.
- At the end, verification of the data is done before being presented back to the communities.
- With the analysis of information obtained, community priorities are ascertained and relevant stakeholders are engaged in the development process.

QUESTIONS AND COMMENTS

- The majority of comments were an appreciation of the support. Participants mainly expressed their interest for the approach used because it is a bottom-up approach; it empowers them in the process, brings them closer to their officials and gives them a sense of ownership as they take control of the process.
- Some of the questions asked include the duration taken for profile and enumeration to be concluded. The response was that profiling normally takes one full day; however it may exceed to two days depending on the pace of the team. The enumeration process was said to vary significantly depending on the size of the settlement.
- It was also asked if formal settlements are profiled and the Francistown setup was explained for the benefit of the visiting teams. It was indicated that Francistown residents are allocated stands/plots; informality is found within the stands/plots in terms of illegal subdivisions and absence of basic infrastructure. Settlements are often

characterised by a number of informal structures within each given plot/stand. It was therefore mentioned that where residents feel the need, it has to be done.

PROFILING FORM

- In preparation of the profiling exercise that was to be done on the following day, the profiling form was explained and questions were individually looked into.
- The session was led by Ms Prudence Hanyani of the Zimbabwean Federation.
- In explaining the form, questions were explained and examples given such as that of different names given to a settlement.

ENUMERATION FORM

- The explaining of the enumeration form session was done by Rose and Tamara from South Africa.
- At the beginning of the session it was indicated that the questionnaire to be used is the same one that was distributed to the various savings groups, analysed and edited based on the input from the federation members.
- The purpose of the exercise was that of ensuring that all participants are on same understanding of the form to be used and how it had to be completed.
- It was explained that teams would be formed and a door to door exercise would be done. In addition to that it was indicated that the process would be coupled with data capturing and mapping.
- After the discussion, an enumeration team was established. The team was subdivided into three groups of which each group had a representative from each country. The majority in each group were the locals.

MAPPING

- It was explained as to what mapping entails and the equipment used in the process.
- It was agreed that while the enumeration is ongoing, mapping would also be done. The team was comprised of four locals and three external support members.
- The exercise was the mapping of boundaries and services such as water sources and toilets.

- The mapping process would focus on household services as well as communal ones.
- It was agreed that the mapping exercise would be conducted using GPS gadgets together with printed maps for the selected ward.

DATA CAPTURING

- The data capturing team was supported by Bothwell from the Zimbabwean Federation and Rose from South African Federation.
- The team was comprised of four locals and two external support members.
- The aim of the training session was that of empowering the members in order for them to be able to create and enter data once enumeration forms are submitted to them.
- A format was created using Microsoft Access.
- Below is a list of teams established:

MAPPING TEAM

NAME & SURNAME	SAVINGS SCHEME	CONTACT
Yvonne Mwebana	Sejosennye	75432953
Onalenna Meja	Boikhutso	76295729
Shathisi Chakalisa	Itekeng	71445681
Shakes Mosojane	Bopaganang	77144991

DATA CAPTURING TEAM

NAME & SURNAME	SAVING SCHEME	CONTACT
Margaret Lejage	Itekeng	77077644
Phildah Charuka	Boikhutso	74197920
Nothisa Mathulela	Itireleng	77077563
Naiko Matebele	Brothers and Sisters	74513303

PROFILING AND ENUMERATION TEAM

NAME & SURNAME	SAVING SCHEME	CONTACT
Kefilwe Isaac	Itireleng	7145804
Mpatisang Katsetsi	Itireleng	76003182
Magdeline Olefile	Tshimologo	76798433
Amogelang Ledikile	Young generation	76783549
Chada Moalosi	Young generation	77741147
Keitumetse Makame	Baagisanyi	77193678
Malebogo Babui	Baagisanyi	77108999
Meriam Ngetai	Sejo sennyne	77718909
Tumelo Sebeela	Young stars	76093393
Masego Sechogela	Young stars	76093393
Joyce Enerst	Senthaga	74416661
Hloniphani Kudzani	Senthaga	7466216
Barulaganye Shabane	Donga	71445170
Keletso Dambe	Ititeleng	73945042
Masego Khathola	Itekeng	71629504

TUESDAY 23 MAY 2017

- On the 23rd of May, the programme was that of profiling Somerset.
- Local community members, Botswana federation, local tribal authorities, Francistown City officials, Botswana statistics and the federation representatives from Namibia, South Africa and Zimbabwe all gathered and participated in the profiling of the settlement.
- The profiling process could not be finished on day one and had to be pushed to the morning of the 24th.

- Participation by the local community, especially the elderly, during the profile meetings helped to contextualise the history of the settlement thereby improving the accuracy of the information.

END OF DAY REFLECTION

A reflection session was held in the evening so that participants could share their experiences and also indicate where improvements have to be made. Below are comments that were made:

- The participation from local community members was impressive and most importantly the patience shown by the elders that stayed until late.
- The Botswana federation did understand what profiling is all about. It was important for them to learn the difference between profiling and enumeration.
- There is need to improve on time management. The discussion needs to be more guided.
- The Botswana federation has a very supportive government and tribal authorities and this was reflected by their active participation during the entire duration of the each day's programme
- They have been able to mobilize more members in the process and hope the enumeration process will likewise help.
- The profiling process has helped to understand the difference between countries such as (South Africa, Namibia and Zimbabwe) and the Botswana setup. The majority of communities in SDI countries are in informal areas and have informal structures. In the context of Botswana, the majority of them have demarcated sites known to the Municipality; however there are numerous informal structures within the sites as well as infrastructure gaps.
- The Botswana context has taught us to pay attention to some of the context-specific issues that can potentially emerge in each and every country.

ANNOUNCEMENTS

- Continuation of profiling on the 24th and the starting of enumeration and mapping.

WEDNESDAY 24 MAY 2017

- Whilst the profiling team proceeded with their work, the enumeration and mapping teams grouped themselves to strategize on their work.
- The enumeration team agreed to subdivide itself and allocated blocks to each team.
- The mapping team stayed together starting off by mapping boundaries before moving on to services.
- The Botswana delegates were informed that the devices (GPS and Tablets) used would be left behind for them to continue with the work in Somerset and other communities.
- All the teams were encouraged to produce quality information as this would be of great benefit to the community and the stakeholders that it would be shared with.
- On the 24th, the profiling process was completed.

END OF DAY REFLECTION

Below are the comments that were made by the enumeration participants:

- The profiling process was completed successfully with all participants still available.
- The community members that we found as we were doing enumeration cooperated and they were keen on knowing more about the federation and the purpose of the enumeration.
- During enumeration some members of the community raised concerns that they were members of Boikhutso saving group in the area but their savings were misused hence they left the saving group.
- As the data capturing team, we picked up some errors in the manner in which enumerators were completing the forms for example the question that says 'Do you have problems with your toilet? If 'yes', explain. Some would tick 'yes', but not explain.
- We learnt a lot however, we realized that need there is need to improve on our pace.
- I am proud to be part of the process because I have just realized a lot of things I did not know about my own community.
- During the process we had to correct one of the participants that had given the respondent a form to complete. The enumeration form requires the enumerator to complete his or her name so that whenever the data capturing team needs clarity on

anything, he or she should be able to respond based on what he or she personally wrote.

- As a member of the mapping team at first I did not understand fully what the purpose of the boundary points that were being collected using the GPS gadgets

THURSDAY 25 MAY 2017

On the 25th, the enumeration process continued and it ran concurrently with mapping and data capturing process.

END OF DAY REFLECTION

Below are the comments that were made in line with how the day had unfolded:

- Some households visited had no residents
- There is a need for returning to households where the owners were not present.
- As Botswana we now feel we have received great support around this enumeration such that even when the visiting affiliates go back we should be able to comfortably proceed on our own.
- We are happy with the level of cooperation from residents that we have enumerated so far.
- Before members from other countries leave, we need support on how to analyse the information gathered.
- As the data capturing team, we keep on asking for clarity from the enumerators on what we do not understand and it is easy to track them because of their names are contact details indicated on the forms.
- Since a report back session to the community is scheduled for Saturday (27 May 2017) and we will not be done by then, we need guidance on how to go about it.
- It was suggested that feedback be given based on blocks completed.
- Furthermore, it was indicated that giving feedback does not mean that the process has to be completed but simply a way of updating the community on the progress made to date.
- It was report that 68 household forms had been captured out of 204.

- The analysis should focus on key issues of community members' concern such as water and sanitation.
- The mapping team made an input that the Municipality's map shows plots since they are the ones that allocated them; however it has no information about the backyarders.
- Participants asked if they were going to get certificates for the work and the response was that we are not an accredited organization to issue certificates; however references and letters of appreciation would be possible.
- It was further requested that the question be posed to other participating stakeholders such as Botswana Statistics.
- The Zimbabweans made an input that participating in such work of the federation gives community members recognition especially when the process is done in partnership with other stakeholders. After doing enumeration in their country their work was noted and they were given the opportunity of taking part in the national census.
- The South African delegates also shared their story whereby they were recommended by their councillors for them to participate in the census in Cape Town.
- Some members felt that from the enumeration, improvement had to be done because the type of housing that people in Somerset reside in was not coming out well.
- Our government likes to be known as one with no slums and the fact of the matter is that we do have them and people live in old, dilapidated mud houses that are not conducive for human habitation.
- As we were going around we came across an individual stand with fourteen households and shared one tap and one toilet. These are the kind of issues that we want to show to our government and work with them in alleviating such community challenges.
- It is also important to note that the enumeration exercise could potentially help government to understand the informality that is hidden within the so-called planned settlements.

ANNOUNCEMENTS

- A local saving scheme meeting was scheduled to be held on the next day (26 May 2017) with the aim of ironing out misunderstandings on savings contributions. The meeting was to be held while the external federation members were still present in order for them to share their experiences on dealing with such differences.
- A team was set to meet on Friday to compile a summary of the findings while others continue with the field work (enumeration, mapping and data capturing).

FRIDAY 26 MAY 2017

On the 26th, the enumeration process continued and it ran concurrently with mapping and data capturing process. Another team was working on manual data compilation for the community feedback session.

BOIKHUTSO SAVING SCHEME MEETING

Members of the above mentioned saving group attended the meeting to discuss their challenges. About 14 members of the group (13 females and 1 male) attended the meeting. The challenge of missing funds was deliberated at length and the treasures brought all deposit slips and all books they are using to record savings. Affiliates shared the challenges they have had gone through in the countries and how they overcame them. Zimbabwe shared how inflation swept all their savings and started again from nothing. The fact of the matter is that the savings of the group were not misused when the group opened an account with a local bank the bank opened a business account for the group which was deducting a lot of money from their savings to manage the account. The group did not take notice of that until in December 2016 when they wanted to share money and their statement indicated that a lot of money had been wiped by bank charges. The group made a way forward to start again and change their banking account to Botswana Building Society which has a partnership with the Federation to take care of their savings.

END OF DAY REFLECTION

Below are the comments that were made;

- Progress has been made concerning enumeration and mapping as most households have been covered.
- Not all household were enumerated but all were mapped.
- Manual compilation was completed to be reported back to the community and government officials the next day (27 May 2017).

SATURDAY 27 MAY 2017

COMMUNITY FEEDBACK SESSION

The program below was used to guide the feedback session. The meeting was attended by local community members, Botswana Federation membership, visiting SDI affiliates and government officials who had been part of the enumeration exercise. The local councillor for the ward was in attendance.

DATE: Saturday 27 May 2017 (Feedback session)

VENUE: Boikhutso Park

M.C: Meriam Ngetai

TIME	ACTIVITY	RESPONSIBLE PERSON
	Arrivals of participants & guests	All
	Prayer	Volunteer
	Introductions	Ms Masego Khathola – Botswana Federation
	Welcome Remarks	Hon Councillor Mbambo
	Objectives of the meeting	Ms Goitse Maano – Botswana NGO
	- Analysis of Somerset West profiling, enumeration and mapping feedback - Additions from SDI affiliates	Ms Keletso Dambe – Botswana Federation SDI Affiliates
	Questions and comments from the house	All participants and stakeholders
	Way Forward	All participants and stakeholders
	Closing remarks	Masego Khathola – Botswana Federation
	Lunch Lunch Lunch	

Below is a report that was compiled manually and presented to the community. The feedback meeting was attended by 110 participants (25 males and 85 females).

SOMERSET WEST ENUMERATION MANUAL DATA ANALYSIS 2017

Why do we collect data?

- To identify informalities within the formal settlements and find a way how government and other development agencies can work together with poor people to create sustainable cities and communities.
- To empower the communities to know their settlements as the process is community-led.
- To mobilize and organize the community to develop their city.

Plot type	Residential = 183	Multi residential	Commercial	Other
Respondents	Plot owner = 57	Tenants = 148	Relative = 25	Other = 10
Payment of service levy		Yes = 81	No = 6	
If renting have you applied for plot		Yes = 75	No = 73	
How long have you been waiting for plot	+/- (3 years)			
Number of household	240			
Number of people in household	Females = 561	Males = 570		
Total population	1131			
Average number of rooms being used	2			
Type of structure	<ul style="list-style-type: none"> - Brick & Mortar = 203 - Mud & Mortar = 3 - Plastic shack = 1 			
Status of the structure	<ul style="list-style-type: none"> - Good = 83 - Bad = 124 			
Water connection in the plot	Yes = 207	No = 14		
Source of water	Stand pipe = 207			
Average number of people per tap	6			
Availability of toilet in plot	Yes = 199	No = 12		
Type of toilet	Flush = 148	Pit latrines = 51		
Toilet challenges	Yes = 8	No = 170		

Average number of people per toilet	6			
Source of energy for cooking	Firewood = 73	Paraffin = 3	Electricity = 47	
Basic services required	Yes = 178	No = 70		
Development priority needs	Priority No 1: Primary school (63) Priority No 2: Street lights (44) Priority No 3: 24 hours Clinic (40) Priority No 4: Recreational facility (31)			
Type of employment	Formal = 34 (technicians)	Informal = 166 (vending)		
Common source of income	House rentals			
Average room rental	P400,00			
Average household income	P1,974.00			
Level of crime	Very high			

The community was very impressed with the report and some indicated that they were going to join the Federation as they now understand that the Federation is about the community doing their own development and came up with the following

WAY FORWARD;

- Wish all the problems identified to be followed and fixed.
- Want Federation members in Boikhutso ward to mobilize others so that that when they talk development they all understand.

- As findings show high level of crime it's time for the residents to work hand in hand with the law enforcement offices to come up with a solution to the problem.
- Now that they have learned a lot about Know Your City Campaign it must not end in Somerset West but the work should continue in other areas in Francistown with the same hard work and commitment.
- We should work together with authorities to reach our goals of developing ourselves and the communities at large.
- When we move to another community we must engage the Town and Regional Planning to give us maps to make our work a lot easier.
- We should engage the relevant authorities to solve the problem of over-crowding and other irregularities in Somerset West settlement so that everyone can build their homes and connect water and sanitation according to the plan of the City Council.
- The residents must know that they are the ones responsible for solving problems identified.
- Those who did not allow KYC team to enter their homes and give them information should be re-visited and Federation members and all residents were encouraged to share with the community the importance of data collection so that they all understand and cooperate during the exercise.

LESSONS LEARNT DURING THE EXCHANGE

- It is important to do profiling and enumeration to understand issues affecting the community regardless of whether the settlement is formal or informal.
- Somerset is a formal settlement but the community is affected by the same challenges that affect people who live in informal settlements in other countries.
- When preparing for the exchange it is important to plan with the whole team especially those coming from outside (affiliates) to support the work so that they all understand and agree on the approach to be employed for the data collection process.
- Capacity of the teams that participated in the enumeration exercise was developed and in particular the hosts are now capable of rolling out the exercise to other areas in Francistown.
- The use of IT gadgets (GPS and Tablets) exposed the teams to new tools that can be used in data collection and also could help to improve the pace of the exercise. However, follow-up activities needed to work on how the data generated is represented and shared on the ONA online platform.

WHAT STAKEHOLDERS HAD TO SAY

Mr Bonolo Basebi Senior Housing Officer from Ministry Of Infrastructure and Housing said: The KYC campaign is a good initiative that could help communities to collectively know their socio-economic needs; and guide them on which projects to prioritise on in their settlements. With the collected data, KYC project can show in records those major developments that have been done within the settlement, as well as those that still need to be undertaken in sequential order of preference as it would have been determined by communities themselves. It is therefore worth noting that there is need for stakeholders to support the KYC campaign and cascade it to other communities at large.



Ms Tamara Affiliate from South Africa puts it this way: It is an experience to find out that in Botswana the structures are different from where we come from. But we discover that the Municipal do not understand why we do mapping, enumeration and profiles since they have plots numbers and upgrades but as field workers we found that there are lot of backyarders in one plot which is informality in formal settlements.

Ms Nomfundo Affiliate from South Africa said it is a good exchange from both sides of affiliates and it was great as we met other federation members and we dealt with the challenges they faced through encouragement and I think that more support for Botswana is needed from the Hub so that they can mobilize more.



Ms Karabo Ramontshonyana: Physical Planner from Francistown City Council. Wow!!! The exercise is a great benefit to Botswana. We have challenges in our neighbourhoods and therefore this learning exchange will assist the government and the community especially the federation to work together for the common good and to solve challenges together. The inclusion of professionals in this exercise is important as it helps both community and government more on the government side for inclusive development. The selection of the Somerset West is also a good thing since this area is a gate way to the City Centre. The exercise has made us to see that though Government has upgraded the place there is a lot that needs to be done by the professionals and the community. There is lots of informalities or rather the Building acts were not followed when houses were constructed, with that the exercise is very important and of benefit.

From the Department of Community Development Ms Ikanyeng said the exercise is a good initiative especially that it involves the community and Government representatives to work together, it is the first of its kind in Botswana. The process is relevant; we have now here a clear picture of the area and its challenges and priorities. This project should be rolled out to the rest of the country as most of us do not know the set-up of our communities and cities. As Government or professionals we need to hear and get priorities from the community when it comes to upgrades and developments and this exercise award us a learning experience.





Statistics Botswana: North Region Senior Officer Ms Boitumelo Dudu Gaongalelwe on the left of the picture says she recommend the KYC and that it is relevant as one has to really know their city and its set-up, she mentioned that however there is a lot of work that needs to be done, such as building the enumerators' capacity and to follow the normal methods of collecting data.



Honourable Councillor Mbambo of Boikhutso Ward (Somerset West); said The Federation's Know Your City Campaign is an important process as it works together with other stakeholders and us politicians. We have challenges as people or communities and through the process like this one where more stakeholders are involved challenges are well covered. The joy of it is that it is not politically influenced, it is grassroots coming together to develop their lives and that is what makes it unique and important and

first of its kind in Botswana. My heart swells with joy and this program should now go to other parts of Botswana so that we can all benefit from it. I have learnt a lot from the feedback sessions and we believe we will work together to improve our community based on the findings. Thank you Halala halala!!!

CHALLENGES ENCOUNTERED DURING THE EXCHANGE

- The KYC work was planned to be done online and not manually but due to challenges that forms were not loaded on the ONA app the work was therefore done manually and that consumed a lot of time and it became costly stationery-wise.

NEXT STEPS;

- Computer data compilation was completed on 31 May 2017 and team has been arranging completed enumeration forms according to names of enumerators so that it becomes manageable when doing data verification. The team has also been going through the forms to check the map to verify the number of households not enumerated.
- Doing data verification at Somerset West and at the same completes a block which was not done (planned to be done on 26 to 29 June 2017).
- Compile a complete report about profiling, enumeration and mapping done at Somerset West.
- Move to do the KYC work in other areas of Francistown as planned.
- There is need for local affiliate to support and organise the enumerated community around a specific challenge that was identified so that they start to come up with concrete solutions to real issues picked from the enumeration exercise. This will

demonstrate the practical relevance of the data collection exercise especially to the community.

- There is need to now have a plan for linking the data generated with the SDI's ONA platform. Capacities of the Botswana affiliate around this need to be developed as this was not covered during the exchange.
- There is need for a clear plan on how government officials will be engaged on the identified priorities during the enumeration starting at the ward level up to the city level.

Pictorials and captions



Informalities in formal settlements: stories and data undocumented unearthing real issues and situations



Mr Bothwell on the left picture training the data capturing team and on the right Mr Patrick Matsemela sharing with the affiliates and partners on enumeration



Mr Matsemela guiding profiling while community elders giving history of the community



Mr Melkisedek training enumerators how to use the app while enumerators follow through



Out to the field and streets real data collection



Feedback session (Keletso Dambe presenting enumeration report and Shathiso Chakalisa right picture presenting mapping results)



Community members engaging and indicating that they are grateful as they now understand the value of the federation and what it stands for



It seems to be the culture of the Federation working through the night



Federation work not for the faint hearted, work continuing at night!!!!!!!



(Federation is number one!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!)