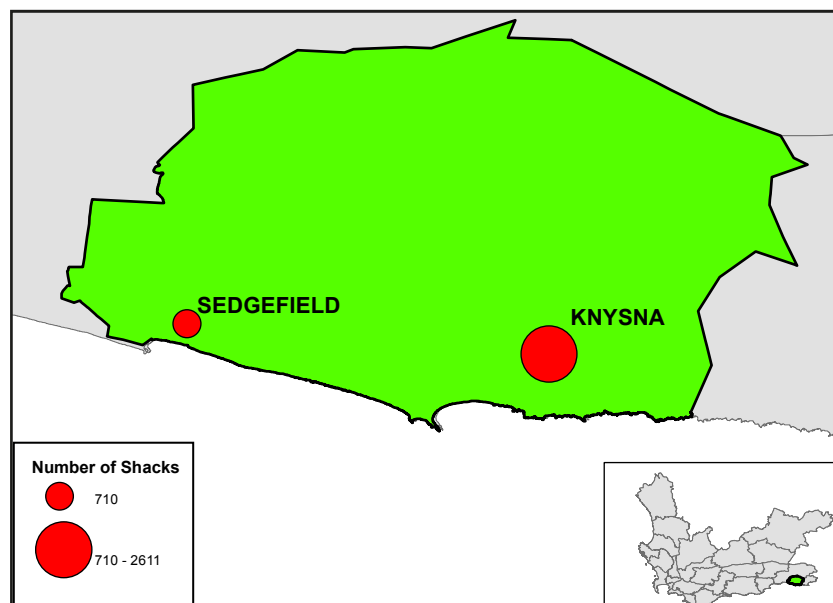


## MUNICIPAL PROFILE

# Knysna Municipality

Knysna municipality is located on the south coast of the Western Cape and forms part of the Eden district municipal area, bordered by George and Bitou municipal areas. The municipal area is surrounded by the Outeniqua mountains in the north and the Indian Ocean in the south (Integrated Strategic Development Framework, Sustainable Human Settlement Plan 2015). The greater Knysna municipal area is renowned for its appealing natural resources such as the estuary, mountains, farm land, forests, valleys, lakes and beaches, which attract local and international tourists to the area. The Knysna municipal area covers a total of 1059 km<sup>2</sup>, stretching from Swartvlei in Sedgefield in the west to Harkerville in the east. The natural beauty of the surroundings has enticed artists of all disciplines, earning it the reputation of the artistic capital of the Garden Route. The region's flora includes the Afro-Montane or temperate rainforest which covers the hilly terrain. An abundance of unique Cape Fynbos grows throughout the region (Knysna Municipal IDP, 2012-2017). The municipality comprises the following towns: Buffelsbaai, Goukamma Nature Reserve, Karatara, Knysna, Knysna NU, Montmere, Myoli Beach, Phantom Pass, Rheenendal, Sedgefield and Swartvlei. The RAP project identified and profiled seventeen informal settlements: Khayaletu South, Bongani, Love Corner, Nekkie East, Blade Square, Bloemfontein, Oupad, Slangepark, White Location B, Love Corner Dam Se Boss, Soweto, Qolweni TRA, Qolweni, Hlalani, Club Timber, Die Skool Gaatjie and Makhaphela. The NUSP project identified and profiled eight informal settlements: Rhobololo, White Location, Hlalani Phase 2, Khayaletu Valley, Gaatjies, The Dunes, Edameni and Lapland. The municipality's vision is for the area to be one "where people and nature prosper" (Knysna Municipality Integrated Strategic Development Framework, Sustainable Human Settlement Plan (ISDF), 2015:32).

## CONTEXTUAL MAP OF MUNICIPALITY



SETTLEMENT	CATEGORY	SHORT TERM INTERVENTIONS
Khayaletu South	B1	<ul style="list-style-type: none"> <li>• Install storm water channels to alleviate storm water flooding.</li> <li>• Provide 9 flush toilets to alleviate shortfall.</li> <li>• Provide 60 legal electrical connections and more street lights.</li> <li>• Provide communal skips. Distribute black bags regularly. Collect waste weekly.</li> <li>• Engage with the community on a regular basis and encourage a community led development approach.</li> <li>• Ensure social facilitation to assist with developing smaller working groups that can implement short term interventions and community priorities.</li> </ul>
Bongani	C	<ul style="list-style-type: none"> <li>• Urgently relocate the settlement so that the community can receive basic services.</li> <li>• Provide a temporary toilet and water supply in the interim.</li> <li>• Assist residents with digging channels to mitigate flooding in the interim.</li> <li>• Establish a working relationship with the community.</li> </ul>

## SETTLEMENT CATEGORISATIONS AND SHORT TERM INTERVENTIONS

SETTLEMENT	CATEGORY	SHORT TERM INTERVENTIONS
Love Corner	B1	<ul style="list-style-type: none"> <li>• Provide a storm water drainage system in the form of concrete channels and culverts.</li> <li>• Fix 3 flush toilets and provide 34 toilets closer to the homes of the community.</li> <li>• Provide 7 taps to meet the shortfall. Provide drainage for water from the taps.</li> <li>• Provide 201 prepaid electrical connections and street lights.</li> <li>• Provide communal skips, regular waste collection and black bag distribution.</li> <li>• Social facilitation is needed to assist the community to mobilise and ready itself.</li> <li>• The municipality should regularly engage with the community.</li> </ul>
Nekkies East	A	<ul style="list-style-type: none"> <li>• Establish social development programmes to address gang related crime.</li> <li>• Establish safe pedestrian crossings and safe play areas for children.</li> <li>• Provide 190 toilets to meet the shortfall.</li> <li>• Provide 40 water taps to meet the shortfall.</li> <li>• Provide electricity for 7 structures. Educate community members on electricity usage to reduce costs.</li> <li>• Install street lights as a form of passive surveillance against crime.</li> <li>• Establish planned access roads to the settlement for both vehicular and pedestrian purposes.</li> <li>• Provide skills training to enhance community members' access to skilled jobs.</li> </ul>
Blade Square	A	<ul style="list-style-type: none"> <li>• Apply concrete to community dug out channels and install culverts for improved drainage.</li> <li>• Assess the possibility of providing other sanitation services besides pit latrines.</li> <li>• Relocate sanitation services to safeguard the community.</li> <li>• Improve maintenance of existing water services.</li> <li>• Provide 50 legal electrical connections and street lights.</li> <li>• Develop a joint waste management plan with the community.</li> </ul>
Bloemfontein	A	<ul style="list-style-type: none"> <li>• Implement the maintenance plan.</li> <li>• Repair 18 toilets.</li> <li>• Install concrete storm water channels.</li> <li>• Provide prepaid electrical connections.</li> </ul>
Oupad	A	<ul style="list-style-type: none"> <li>• Ensure social facilitation by intermediary organisations to improve the relationship between the community and the municipality.</li> <li>• Facilitate social support programmes and drug awareness and rehabilitation interventions.</li> <li>• Establish safe pedestrian crossings and safe play areas for children.</li> <li>• Establish a joint maintenance plan with the community and the municipality.</li> <li>• Provide the shortfall of 12 toilets.</li> <li>• Improve access to sports facilities and playgrounds.</li> <li>• Implement a recycling programme to limit waste and create income earning opportunities.</li> <li>• Install street lights to enhance passive surveillance and mitigate criminal activities.</li> </ul>
Slangepark	B1	<ul style="list-style-type: none"> <li>• Fix 5 toilets.</li> <li>• Relocate water taps inside the community to increase accessibility.</li> <li>• Address the sanitation shortfall.</li> <li>• The community should join a community policing forum to prevent crime and house break-ins.</li> <li>• Conduct feasibility studies on electrical connections and soil stability.</li> <li>• Improve the community's access roads for medical and rescue services.</li> </ul>
White Location B	B1/B2	<ul style="list-style-type: none"> <li>• Provide the shortfall of 24 toilets and 5 taps.</li> <li>• Introduce social development programmes to increase awareness of drug related violence and crime.</li> <li>• Conduct a feasibility study on electricity installation.</li> <li>• Improve the community's access roads, especially for medical and rescue services.</li> <li>• Increase the number of street lights to improve passive surveillance and minimise criminal activities.</li> <li>• Implement reblocking to establish access roads, lower the density and increase accessibility.</li> <li>• Install a concrete drainage system.</li> <li>• Conduct an environmental feasibility study.</li> <li>• Implement pest control measures to respond to the number of snakes.</li> </ul>
Love Corner Dam Se Boss	A	<ul style="list-style-type: none"> <li>• Fix 2 water taps and provide 2 taps.</li> <li>• Provide 8 toilets to meet the sanitation shortfall.</li> <li>• Develop a joint maintenance plan to increase the municipality's response time to maintenance issues.</li> <li>• Improve access to waste collection.</li> <li>• Implement access routes for both vehicular and pedestrian use.</li> <li>• Assess the feasibility of installing electricity and street lights in the settlement.</li> <li>• Improve storm water drainage by applying concrete to community dug out channels.</li> <li>• Improve response from emergency services such as ambulance vehicles and fire services.</li> </ul>
Soweto	B1	<ul style="list-style-type: none"> <li>• Maintain 1 water tap and 7 toilets.</li> <li>• Provide 74 toilets and 14 water taps to address respective shortfalls.</li> <li>• Develop a joint maintenance plan with the community.</li> <li>• Install electricity.</li> <li>• Introduce social development and drug rehabilitation programmes.</li> <li>• Improve access to social amenities.</li> <li>• Improve emergency response time and access roads.</li> <li>• Install a concrete drainage system.</li> </ul>

Qolweni TRA	<b>A</b>	<ul style="list-style-type: none"> <li>• Fix 4 non functional taps.</li> <li>• Develop a joint water and sanitation services maintenance plan with the community.</li> <li>• Provide electricity.</li> <li>• Provide skills training for community members working in the construction sector to maintain skills and access to sustainable jobs.</li> <li>• Improve access roads in the settlement.</li> </ul>
Qolweni	<b>A</b>	<ul style="list-style-type: none"> <li>• Establish a service maintenance plan.</li> <li>• Provide 6 toilets.</li> <li>• Repair 5 toilets and 2 water taps.</li> <li>• Connect 6 illegal connections to prepaid electrical connections.</li> <li>• Install street lights for passive surveillance against crime.</li> <li>• Improve access roads for emergency services to enter the settlement with greater ease.</li> <li>• Improve access to community facilities such as sports facilities, play grounds and spaza shops.</li> </ul>
Hlalani	<b>A</b>	<ul style="list-style-type: none"> <li>• Install a storm water drainage system to mitigate flooding.</li> <li>• Provide 10 taps and 57 toilets to meet the respective water and sanitation shortfalls.</li> <li>• Establish a joint maintenance plan to speed up service maintenance.</li> <li>• Fix 1 broken tap and 5 broken toilets.</li> <li>• Improve access roads for medical and rescue services.</li> <li>• Implement social development programmes to address criminal activities associated with drug use.</li> <li>• Improve the number of street lights to increase passive surveillance.</li> <li>• Improve access to sports facilities.</li> </ul>
Club Timber	<b>B1</b>	<ul style="list-style-type: none"> <li>• Develop a joint water and sanitation maintenance plan with the community.</li> <li>• Replenish the community's water on a regular basis.</li> <li>• Address the settlement's access to electricity.</li> <li>• Engage an intermediary organisation to facilitate building community capacity.</li> <li>• Raise community awareness about domestic violence.</li> <li>• Increase access to economic activities by facilitating participation in agricultural projects.</li> <li>• Make use of the ESTA legislation (Act 62 of 1997) to establish secure land tenure.</li> <li>• Facilitate access to socio-economic facilities like a secondary school, community hall, sports facility and improve access to transportation.</li> <li>• Improve access to health facilities and improve the emergency response time.</li> </ul>
Die Skool Gaatjie	<b>A</b>	<ul style="list-style-type: none"> <li>• Provide 5 toilets and fix 4 toilets.</li> <li>• Develop a joint maintenance plan with the community, especially since the community mentioned that residents fix their own services, which indicates a sense of ownership.</li> <li>• Implement reblocking to ensure access roads, a low density and increased overall accessibility.</li> <li>• Address access to waste management.</li> </ul>
Makhaphela	<b>B1</b>	<ul style="list-style-type: none"> <li>• Provide 13 taps and 65 toilets.</li> <li>• Fix 1 toilet.</li> <li>• Develop a joint maintenance plan with the community to increase the municipality's response times to maintenance issues.</li> <li>• Assess the feasibility of installing street lights and pre-paid electricity in the settlement.</li> <li>• Introduce social development programmes to create awareness around drug use.</li> <li>• Install a storm water drainage system to mitigate flooding.</li> <li>• Create access routes to assist with densifying the settlement and increasing access to basic services and the response time of emergency services.</li> </ul>
Rholololo	<b>B6</b>	
White Location	<b>B5</b>	
Hlalani Phase 2	<b>B4</b>	
Khayaletu Valley	<b>B3</b>	
Gaatjies	<b>B2</b>	
The Dunes	<b>B1</b>	
Edameni	<b>B0</b>	
Lapland	<b>B1</b>	

## INTRODUCTION

The information in this municipal profile provides an overview of the informal settlements that form part of the municipal area. The settlements profiled as part of the RAP process were: Khayaletu South, Bongani, Love Corner, Nekkie East, Blade Square, Bloemfontein, Oupad, Slangepark, White Location B, Love Corner Dam Se Boss, Soweto, Qolweni TRA, Qolweni, Hlalani, Club Timber, Die Skool Gaatjie and Makhaphela. The NUSP project identified and profiled eight informal settlements: Rhobololo, White Location, Hlalani Phase 2, Khayaletu Valley, Gaatjies, The Dunes, Edameni and Lapland.

The settlements were established for various reasons including the municipality relocating people for housing, in-migration from the Eastern Cape and people looking for employment opportunities. The communities in Knysna are largely employed by the construction, domestic and farm labour industries. The communities also reported high rates of unemployment. Most settlements list access to employment opportunities as one of their community priorities. The municipality should support communities to access sustainable employment opportunities. Through creating employment opportunities, relocating or

upgrading settlements in situ, communities will be able to sustain a good quality of life. In the NUSP settlements, Rhobololo is the largest informal settlement with 160 structures. Edameni is the smallest, with only 25 structures. The average settlement size is 96 structures. Access to water and sanitation is a major issue for most of these settlements, especially when no taps and/or toilets are available.

## SUMMARY OF COMMUNITY PRIORITIES

The communities profiled in the RAP process share a variety of priorities linked to service delivery requirements. These include access to storm water and flooding management, access to sanitation, access to electricity, access to shelter and access to employment opportunities. The most common priority was access to electricity, which was listed by 15 settlements. The municipality urgently needs to electrify settlements in terms of providing street lights and legal household connections. This enables electricity access in terms of basic service provision but also assists with creating safe living environments. Electrified street lights and the illumination of structures through street-facing windows, create an environment which intentionally enables passive surveillance.

Other community priorities include access to shelter (listed by 12 settlements), access to sanitation services (listed by 9 settlements) and access to employment opportunities (listed by 8 settlements). As employment is linked to education and economic growth, the municipality should increase the employment potential of these communities by introducing skills upgrading, vocational training apprenticeships and other means of upskilling economically marginalised people. Given that access to shelter was listed 12 times, it needs to be noted that adequate shelter includes providing access to basic services.

- **Storm water and flooding management**
- Access to **sanitation and electricity**
- **Shelter**
- **Tenure security**
- Access to **employment opportunities**

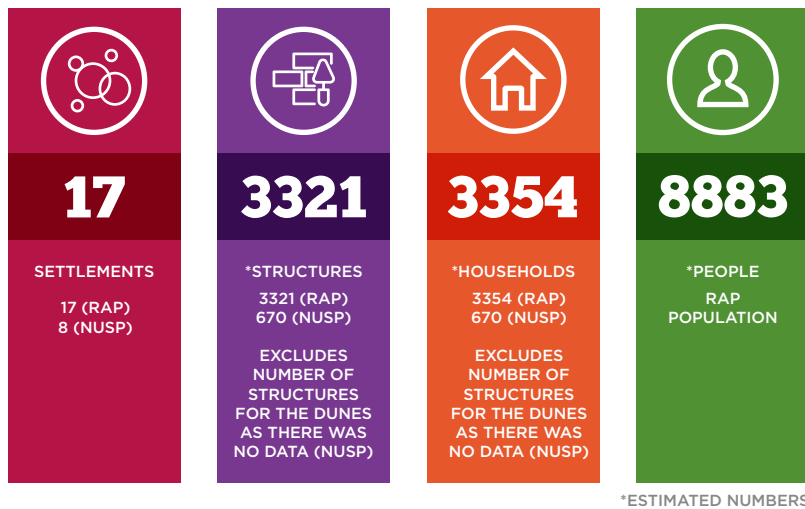
The municipality must therefore improve basic service delivery by alleviating shortfalls, installing pre-paid electrical connections and fast tracking the provision of top structures. A plan to deliver top structures has only been provided for 7 settlements. For the remaining 10 settlements without top structure provision, the municipality should assist by providing or subsidising better building materials. Storm water and flooding management was listed by 4 communities, many of which are located in flood prone areas and experience poor or no drainage. The municipality should install concrete storm water channels to alleviate drainage issues. Tenure security, which is a major problem in South Africa, was listed by 8 communities as a priority. In the Western Cape, many of the people who moved to these settlements are displaced farm dwellers who could have sought tenure security through the ESTA legislation (Extension of Security of Tenure Act). Many were denied the chance to do so because they lacked access to legal resources and were largely unable to challenge historic power structures, which are greatly skewed in favour of current land owners and incoming foreign capital. The municipality needs to assist communities, especially evicted farm dwellers, to claim tenure security.

### EXTRACT FROM COMMUNITY

The community has been in the settlement for over 20 years and we don't want to relocate. The community would like to own the land because we currently feel unsafe living without knowing what will happen. The municipality doesn't communicate with the community because we are based on private land.

- **Community of Club Timber**

## DEMOGRAPHIC SUMMARY

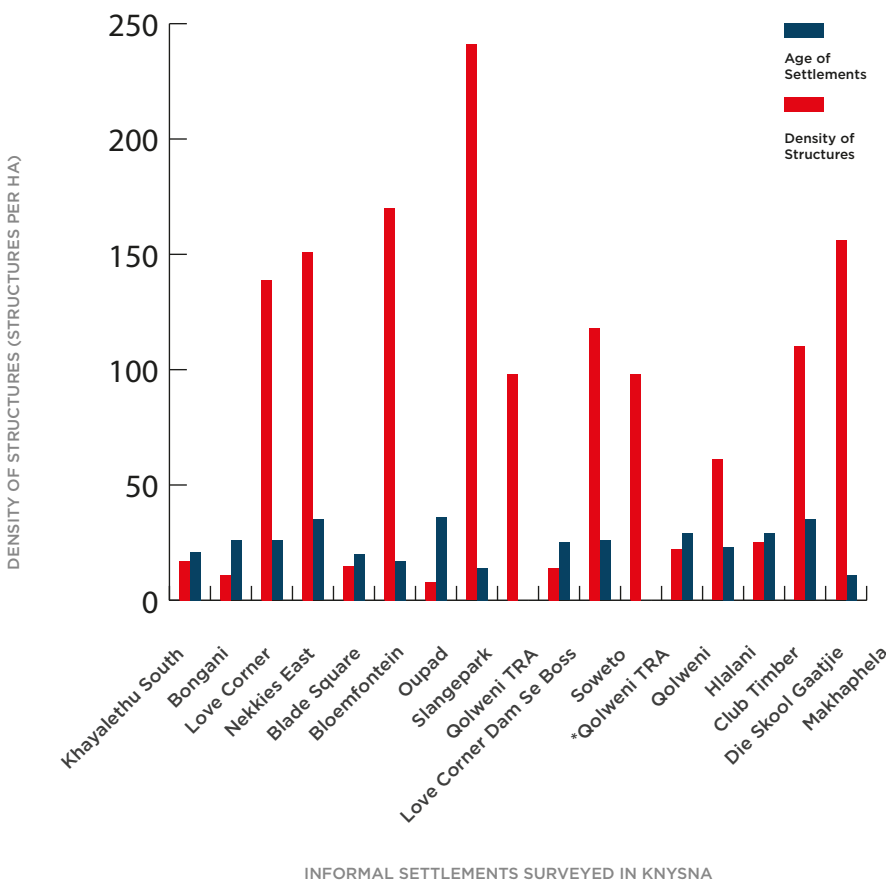


## 63HH/Ha

### Density (HH/Ha)

The average household density of the 17 settlements is 63, which indicates a medium density settlement. This number is not representative of overall settlement densities per hectare, as 8 settlements are very high density, 7 settlements very low density and the rest range from medium to high density.

## DENSITY VS AGE OF SETTLEMENT GRAPH



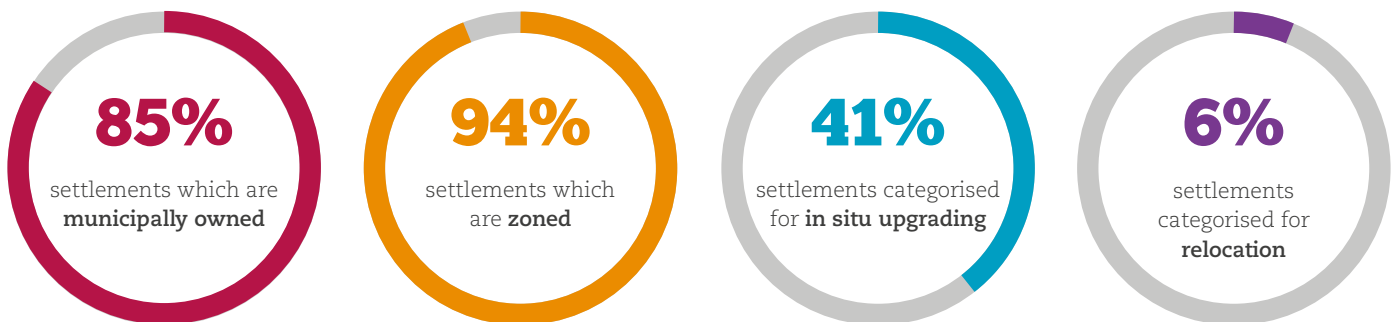
The graph showing structure density versus the age of settlement allows us to make certain observations and draw tentative conclusions about the rate of growth in the settlements that could warrant future investigation:

- i) The data indicates that there is a weak correlation (coefficient = -0.3) between the variables of age and density. Therefore, the age of the settlement does not have a determining factor on its density.
- ii) Bloemfontein, Slangepark and Makhaphela all experienced high levels of growth.
- iii) Khayaletu South, Bongani, Blade Square, Oupad, Love Corner Dam Se Bos, Qolweni, Club Timber, and Hlalani all experience low levels of growth.

iv) The municipality should monitor the growth of informal settlements to determine reasons for in-migration, adequate service delivery levels and to assist with mitigating legal farm evictions. The seasonality of farm labour means that densities of households can increase and that the demands for services fluctuates.

## PLANNING OVERVIEW

This analysis recommends that all settlements categorised for in situ upgrading and in situ upgrading with planning underway are suited for long term development. 85% of the settlements are located on municipally owned land, mostly inside the urban edge, which makes it worthwhile and highly possible to invest in infrastructure in these settlements and improve the life of their communities. The municipality should implement short term interventions during the initial phase of upgrading and spatially reconfigure the settlements through reblocking so that access / egress routes are well defined. The community of Bongani should be relocated as categorised so that residents can access basic services and a better quality of life. Until relocation occurs, the municipality should ensure that residents have the minimum level of basic service provision and access to amenities such as a mobile clinic, so that their environment does not pose additional health or welfare risks. The municipality should assess the feasibility of upgrading Bloemfontein and Club Timber, which are both located on privately owned land, as private ownership limits potential investment by the municipality. The municipality should attempt to expropriate the land so that the settlements will be eligible for upgrading. Should expropriation fail, the municipality may have to relocate these communities to one of its UISP or housing projects elsewhere in the municipal area. 100% of the NUSP settlements (8) have been categorised for in situ upgrading and 62% require partial relocation (Rholobolo, White Location, Hlalani Phase 2, Gaatjies and Edameni) due to site constraints, which prohibit the long term development potential. The land ownership of NUSP settlements does not pose a major obstacle for in situ upgrading as most settlements are located on publicly owned land. In Rholobolo's case, however, a land feasibility study should be conducted in order to assess current land ownership and whether to start negotiations to release the land.



### Act 9 area (tenure security issues - land reform projects)

None of the settlements are located in Act 9 Areas.

### Private land (ESTA issues - possible expropriation/land reform or eviction)

15% or 2 of the settlements are located on privately owned land. This includes Bloemfontein and Club Timber. In order to ensure long term development potential and secure tenure, expropriation needs to be explored. Club Timber has existed for more than 20 years and Bloemfontein for 17 years. The municipality needs to assist these communities with the expropriation process, especially if residents wish to claim tenure.

### Servitudes (Important for partial or total relocation)

29% or 5 of the settlements are located on a servitude. Khayaletu South, Bloemfontein, Oupad and Qolweni TRA are located on road servitudes while Makhaphela is located on an electrical servitude. These planning features denote that the space is required for technical use and that it does not permit residential use because often, the intended residential use makes it unsafe for people to live there. Consequently, settlements located on or partially on a servitude are at risk of relocation.

### Relocation

Regarding relocation or the threat thereof, community reports are varied. Khayaletu South, White Location B and Soweto are the only settlements, in which communities reported no plans for and no threat of relocation. Communities in Bongani, Qolweni and Hlalani reported that some residents had been relocated to a housing project or to a temporary site until the housing project is finalised. The communities of Love Corner and Bloemfontein

both reported to be relocated to a housing project. However, no municipal plans for the settlements indicate relocation. In Nekkie East, the community reported that the municipality wants to remove some structures to decrease density. The settlement has also been earmarked as a UISP project along with Oupad and Love Corner Dam Se Boss, according to community reports. The community in Blade Square would like to be relocated. In Qolweni TRA the community reported that residents would like to be relocated until the site is ready for occupation. Club Timber and Die Skool Gaatjie are the only settlements under threat of relocation. According to community reports, the settlement of Makhaphela was previously threatened to be relocated.

### Settlements categorised for in situ upgrading

41% or 7 settlements have been categorised for in situ upgrading. This includes a portion of White Location B (partially categorised for in situ upgrading) as the settlement is located on land zoned as an environmentally protected area. 53% of settlements (9) have been categorised as in situ upgrading with planning underway. As part of its IDP planning process, the municipality earmarked a number of settlements as UISP projects. The consultant who wrote the NUSP report scheduled all NUSP settlements for in situ upgrading. However 62% (5 settlements - Rholobolo, White Location, Hlalani Phase 2, Gaatjies and Edameni) will need partial relocation as existing portions of the settlements cannot be developed due to steep slopes, a highway and a landfill site.





## HAZARDS AND RISKS

The settlements surveyed in the RAP process largely identified locational risks as related to their location on a slope and in a flood prone area. These locational risks are further compounded by the lack of an adequate drainage system. 82% of the settlements (14) experience significant natural hazards such as fires, floods and strong winds. Only Khayaletu South experiences significant damages caused by landslides. Common man-made risks related to a lack of service delivery, which includes inadequate access to sanitation, water logging drainage, waterborne disease and hazards relating to high densities such as a poor street network.

Makhaphela is the only settlement that does not experience man-made hazards. The municipality can reduce hazards and risks by addressing sanitation shortfalls, introducing an effective waste management strategy (including the regular distribution of black bags) and spatially reorganising the settlements to minimise locational hazards. The communities also face social problems related to petty crimes, house break-ins, domestic violence as well as drug and alcohol related abuse. The municipality must address these issues by engaging with the community and using targeted policing strategies.

## BASIC SERVICE PROVISIONS

### Service assessment

The settlements surveyed in the RAP process have poor access to basic services. Sanitation services are poor as shortfalls exist, toilets need to be repaired and maintenance issues need to be addressed. The provision of water services is poor as many settlements experience shortfalls and communities report infrastructure related issues. The settlements generally have poor access to electrical connections as 41% have no access to electricity. This places communities at risk, especially when fires occur. Waste management is varied across the settlements. 4 settlements (Khayaletu South, Blade Square, Love Corner Dam Se Boss and Die Skool Gaaitjie) have no waste management system. The settlements surveyed in the NUSP process have poor access to basic services. Only 25% or 2 of the NUSP settlements (Lapland and Khayaletu Valley) have available bulk capacity

for sanitation, water and electricity. 12% of NUSP settlements are located in an area where there is no bulk capacity for upgrading the settlements. There is no data for the other 62% (5 NUSP settlements). Most settlements (88% - 7 settlements) have no piped water. A minimum of 64 taps is needed to meet the minimum standards in the profiled settlements. None of the settlements seem to have legal electricity. 88% (7 settlements) have illegal connections. The municipality needs to improve access to basic services across the settlements by alleviating sanitation shortfalls, improving water management and quality, providing improved waste management and implementing maintenance plans that are tailored to each settlement so that services are kept in a working condition.



### SANITATION



#### Sanitation shortfall

Access to sanitation is very poor across the settlements. There are no toilets in White Location B and Love Corner Dam Se Boss. In Bongani there are no working toilets. There is an average shortfall of 34 toilets. Nekkie East settlement skewed this figure with the highest reported shortfall of 190 toilets. 65% or 11 of the settlements have access to flush toilets, which is considered to be an adequate form of sanitation service. Nekkie East, Blade Square and Oupad have access to pit latrines. The communities report that pit latrines are an inadequate form of sanitation as they are unsafe for children and can pose a health risk if not maintained regularly. The community of Bongani settlement makes use of a bush. The municipality should assess the feasibility of providing a better type of sanitation service. Communities have reported poor maintenance of sanitation services across the settlements. In many settlements sanitation infrastructure is cleaned and maintained by the community. An average of 3 toilets requires fixing. In the NUSP settlements, 12% (White Location) has been provided with pit latrines, 25% (2 settlements - Gaatjies and Lapland) with flush toilets while 12% (The Dunes) has no toilets in the settlement. There is no data for the other 50% (4 settlements). There is also no data that relates to the number of toilets except for Gaatjies (1 toilet for every 5 households) and Lapland (1 toilet for every 2 households). The municipality must ensure that all communities can access a sanitation level that ensures dignified living, irrespective of whether they are in a temporary settlement set for relocation or in a settlement set for upgrading.



### ELECTRICITY



#### Electricity

The settlements surveyed during the RAP process have poor access to electricity. 41% or 7 settlements have no access to electricity. These include the communities of Khayaletu South, Soweto, Makhaphela and Die Skool Gaatjie who rely on fire for lighting, heating and cooking. It is common for settlements to be at risk of fires, which can cause structural damage. The settlements of Love Corner Dam Se Boss and Qolweni TRA have 0 electrical connections because, according to community reports, there are no future plans for the settlements and the municipality will not invest electrical infrastructure in settlements established temporarily. Club Timber has 0 electrical connections. The community reported that according to the municipality, the settlement falls under national lines and not municipal lines. The absence of street lights in these settlements creates a dangerous environment. At night, when people have to walk to access sanitation and water services, the lack of outside lighting contributes to creating crime ridden areas. Risks related to a lack of electricity provision in these settlements include fire, which not only causes structural damage but also poses a threat to human life. The municipality should maintain existing electrical connections, provide shortfalls and incrementally electrify settlements that have no access to electricity. In the NUSP settlements, 88% (7 settlements) have illegal electrical connections. There is no data for the other 12% (1 settlement).

**WATER**



**Water shortfall**

The settlements experience varied access to water services. There are no water services in Bongani, Love Corner Dam Se Boss and Nekkies East. The average shortfall is 6 taps. Most residents maintain their own water services. The settlements lack water drainage as well as consistent municipal water supply. The communities report maintenance issues related to taps that are leaking, not properly functional or blocked. Hlalani community reported that their water source is not a tap but a pipe that cannot be closed. Therefore, the water is always running, which exacerbates existing drainage problems and grey water in the settlement. The settlement of Die Skool Gaatjie reported that the municipality needs to address the location of water taps to increase accessibility. Club Timber community members reported that their water tank is only filled once every 2 weeks and that sometimes the municipality does not fill the water tank at all. Access to water supply in the settlements is inconsistent. In Makhaphela, the community reported that the taps are located a

10 minute walk away and that the shortage of water taps causes tension among women in the settlement. The municipality should regularly maintain taps to ensure that communities have consistent access to water. This is especially important in emergency cases such as fire outbreaks. In most settlements surveyed in the RAP process, access to water is a major issue. In the NUSP settlements, only Lapland (12%) has been provided with communal taps while the other seven settlements (88%) have no piped water inside the settlement. This means that the municipality has a minimum shortfall of 64 taps that need to be installed if the minimum standard of 1 tap per 10 families is to be met. The municipality should assess the feasibility of incrementally providing individual taps to settlements categorised for in situ upgrading. Settlements categorised for relocation should have access to functional communal taps located inside the settlement.

**WASTE**

**Access to waste management**

Most of the settlements surveyed in the RAP process have access to adequate waste collection services, which includes the regular distribution of black bags and the municipality's weekly collection of waste that is deposited in a common area in the settlement. 24% or 4 settlements (Khayaletu South, Blade Square, Love Corner Dam Se Boss and Die Skool Gaatjie) do not have access to waste management. In the NUSP settlements, solid waste is collected from 2 settlements (25% - Hlalani Phase 2 and Khayaletu Valley) while a large majority of the settlements

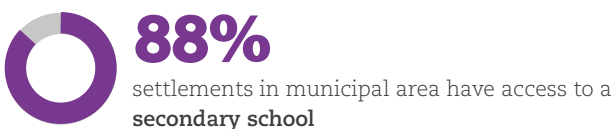
(75% - 6 settlements) have no waste collection services. Waste is mostly dumped in unoccupied pieces of land in the informal settlements. The municipality needs to engage with communities about the importance of adequate waste management and recycling. Jointly, the municipality and the community should use recycling as an opportunity to create employment opportunities. The municipality should develop a waste management system in settlements that currently do not have one. The municipality should also distribute black bags regularly and assess possibilities for providing individual household bins.

**ACCESS TO AMENITIES**

With the exception of Khayaletu South, most settlements in Knysna have good access to community facilities such as general and spaza shops, a church, playground and a police station. Access to educational amenities and health facilities is good across the settlements. In the cases of settlements with limited access to secondary schools and located far away from hospitals, the municipality needs to provide a transport system

to and from schools and hospitals, especially for learners and people in need of hospital care. In the cases of Soweto and Bongani, the municipality needs to ensure that children are able to access educational amenities. The community should also start savings schemes to take ownership of their settlements' access to educational amenities and health facilities.

**Access to educational amenities**



**Access to health facilities**





## QUALITY OF LIFE

### Social problems

The communities reported a range of social issues: the settlement of Club Timber experiences domestic violence and house break-ins are common in Slangepark, Soweto, Love Corner Dam se Boss and Hlalani. Community protests are common in Qolweni TRA, Qolweni, Oupad, Die Skool Gaatjie, Blade Square and Bloemfontein. Drug and alcohol related violence commonly occurs in Makhaphela, Die Skool Gaatjie, Hlalani, Qolweni, Soweto, Love Corner Dam se Boss, White Location B, Oupad, Bloemfontein, Blade Square, Nekkie East, Love Corner and Khayaletu South. Unemployment was reported as a strong causal factor in many of these crimes. The municipality must ensure that communities are adequately policed, that police and communities work closely together to mitigate crime and that the police always responds to calls for help and carries out its investigation procedures fully. The delivery of basic services and improvements in employment opportunities will increase the well-being of communities and can help reduce crime. Community leaders must arrange neighbourhood watches and spatially organise settlements to

create an environment that is conducive to passive surveillance through illuminated pedestrian and vehicular access/egress routes and windows that front onto open areas.

### Employment

The settlements reported a variety of occupations with construction-, security- and domestic work as the dominant forms of employment. The municipality must consistently attempt to increase access to employment opportunities by implementing skills upgrading and vocational training projects. The municipality must be aware that the dominant types of employment offer little or no skills acquiring opportunities. The municipality, with the support of social organisations, should lend assistance where it can, strictly monitor labour practices and encourage skills training through employers. Employment can be stimulated by extending the EPWP and CWP programmes into these communities. The municipality must assist with supporting innovation and the growth of small business, especially in these informal settlements.

## COMMUNITY READINESS / POLITICAL ENVIRONMENT

### Ward committee

35% or 6 settlements have formal ward committees and representatives. The most common form of leadership is a community leadership committee. Only Makhaphela and Bongani have no formal leadership structure. The municipality should engage with the communities of these settlements. Social facilitation is needed to work towards establishing ward committees or representation in order to improve communication channels between the community and the municipality.

### Relationship with the municipality

41% or 7 settlements (Khayaletu South, Bongani, Love Corner, Nekkie East, Love Corner Dam Se Boss, Soweto and Makhaphela) reported having a bad relationship with the municipality. Settlements like Blade Square reported having no existing relationship with the municipality. Bloemfontein, Qolweni TRA and Qolweni reported having a good relationship with the municipality. The municipality must establish working relationships with these communities. Where a relationship with a community already exists, the municipality needs to initiate a relationship with the settlements that do not yet have a relationship with the municipality, or have a bad relationship. The municipality should meet with communities regularly to address priorities and to begin the processes of in situ upgrading or relocation in relevant settlements.

### Assessment

The municipality must continue and/or establish relationships with each of these informal settlements. Strong leadership structures that hold regular community meetings and have a good relationship with the municipality are more likely to see effective community-led development processes improve the well-being of their communities. Social facilitation should be used to develop leadership structures in communities and to form formal ward committee representation. Thereby communities will be able to communicate regularly with the municipality in order to streamline the processes of service delivery, reblocking, in situ upgrading, top structure provision and relocation.

## SUMMARY

In this municipal area, the **RAP process surveyed 17 settlements and a consultant surveyed 8 NUSP settlements**. 41% or 7 settlements have been **categorised for in situ upgrading**. This includes a portion of White Location B, which has been partially categorised for in situ upgrading as it is located on a piece of land that is zoned as an environmentally protected area. 53% or 9 settlements have been categorised for in situ upgrading with planning underway. As part of its IDP planning process, **the municipality earmarked a number of settlements as UISP projects**. Bongani is the only settlement (6%) that has been categorised for urgent relocation. 100% or 8 of the NUSP settlements have been categorised for in situ upgrading. 62% or 5 settlements (Rholobolo, White Location, Hlalani Phase 2, Gaatjies and Edameni) require partial relocation due to site constraints that prohibit the long term development potential of the site.

Many of Knysna's settlements experience **locational risks** in terms of being situated in a flood prone area and on a slope. These risks are further compounded by the lack of an adequate drainage system in the settlements. 82% or 14 settlements experience **significant natural hazards** such as fires, floods and strong winds. Only Khayaletu South experiences significant damage caused by landslides.

The 17 settlements surveyed all have **poor levels of access to basic services**. **Sanitation services** are poorly provided with shortfalls recorded, toilets need to be repaired and maintenance issues need to be addressed. In many settlements the provision of **water services** is poor: shortfalls are recorded and communities report infrastructure related issues. The settlements have **poor access to electrical connections** with 41% having no access to electricity. This places communities at risk, especially when fires occur. **Waste management** is varied across the settlements as some have a better waste system than others. 4 settlements (Khayaletu South, Blade Square, Love Corner Dam Se Boss and Die Skool Gaatjie) have no waste management system. Most settlements in Knysna (except for Khayaletu South) have good **access to community facilities** such as general and spaza shops, a church, playground and a police station. Access to educational amenities and health facilities is good, however some settlements are located far from hospitals and secondary schools. The communities in these settlements should start being proactive in

forming transport savings schemes to take ownership of finding a solution to their settlements' access to educational amenities and health facilities. **Common community priorities** are linked to service delivery needs such as access to storm water and flooding management, access to sanitation, access to electricity, access to shelter and access to employment opportunities.

**A range of social problems** is present in these settlements: Club Timber experiences domestic violence and house break-ins are common in Slangeperk, Soweto, Love Corner Dam Se Boss and Hlalani. Community protests are common in Qolweni TRA, Qolweni, Oupad, Die Skool Gaatjie, Blade Square and Bloemfontein. Drug and alcohol related violence commonly occurs in Makhaphela, Die Skool Gaatjie, Hlalani, Qolweni, Soweto, Love Corner Dam Se Boss, White Location B, Oupad, Bloemfontein, Blade Square, Nekkie East, Love Corner and Khayaletu South. Unemployment was reported as a strong causal factor for many of these crimes.

Construction-, security- and domestic work are the **dominant forms of employment** in the settlements surveyed. As employment is linked to education and economic growth, the municipality should increase the employment potential of these communities by introducing skills upgrading, vocational training apprenticeships and other means of upskilling economically marginalised people. The municipality must continue to establish relationships in each of these informal settlements. In the NUSP settlement of Rholobolo the municipality will need to negotiate the land transfer of the settlement with SANRAL to the HDA. Thus a good relationship between the community and the municipality is required. Strong leadership structures that hold regular community meetings and enjoy a good relationship with the municipality are more likely to see effective community-led development processes improve the well being of their communities. **Social facilitation** should be used to **develop leadership structures, mobilise communities**, sustain a better quality of life and take ownership of respective communities' development agenda. Through developing a good working relationship with stakeholders such as the municipality and social support organisations, communities will be able to streamline the processes of service delivery, reblocking, in situ upgrading, top structure provision and relocation.