Close out report

Rapid appraisal of informal settlements in the Western Cape

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A member of SA SDI Alliance
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EXECUTIVE SUMMARY

The lack of meaningful relationships between municipalities and informal settlement residents is at the source of continued dysfunctional practice in informal settlements, especially as it relates to the provision of basic services. If one considers priorities indicated by informal settlement residents, the following tops the list: access to basic services, some form of shelter that offers protection from the rain and cold, and access to employment. When it comes to community-identified priorities, very little mention is made of formal housing. When it comes to engagement by municipalities, numerical data is often inaccurate due to a focus on housing delivery as a response to informality. If top structure provision ceases as a focus, municipalities can in fact respond to more settlements through basic service delivery and bring other departments on board to look at job creation and access to amenities. The constraint of a housing delivery focus also causes much tension as people inevitably feel that they are shortchanged – especially those that find themselves on the housing waiting list for over 10 years.

In informal settlements, the lack of leadership and organisational capacity further contributes to poor relations with municipalities and ward councilors. The opening up of opportunities for NGOs and social movements to support informal settlement communities, will go a long way in enabling the incremental and in-situ upgrade of settlements where possible. In the settlements profiled, residents welcomed the profilers and established immediate rapport as the profilers, too, were informal settlement residents. This is an important lesson for building leadership and organisational capacity.

Most challenges related to data gathering are linked to accessing credible data through the NUSP reports and following up with NUSP municipalities. A further, significant challenge was aligning different data sources, namely the municipal questionnaire, the rapid appraisal form and the physical mapping of services and structures. In terms of both challenges, this report presents clear recommendations for future reference.

Incremental upgrading is more than merely providing basic services. It also requires the alignment and coordination of different line departments as well as healthy intergovernmental relations that can provide the building blocks for the functional development of informal settlements over time. Without improved targeting of needs and pooling of public funding, people living in informal settlements will experience little impact. However, improved targeting of needs requires nuanced and credible data. This project and the processes that emerged provide a solid foundation of credible and reliable data. This report therefore also captures key lessons and recommendations that are based on the experience of this project.

BACKGROUND TO THE STUDY

Continued rapid urbanisation poses enormous challenges for local municipalities with regard to providing access to basic services and affordable housing opportunities. This has placed the Western Cape province in the vulnerable position of attempting to address problems of informality with information that is no longer reliable and that requires updating. This context, therefore, requires far more nuanced information to inform upgrading strategies and ensure better use of public investment, which includes public land. The section below provides an overview of the state of informality in the Western Cape province. The rapid appraisal study undertaken by the Community Organisation Resource Centre (CORC) and supported by the Federation of the Urban Poor (FEDUP) and the Informal Settlement Network (ISN) goes a long way in establishing a credible geo-referenced database with nuanced information at both settlement and municipal level. Whilst this only holds true for 106 settlements (where data was obtained through focus group discussions, on-site service and structure mapping as well as interviews with municipal officials), it does provide a credible process and methodology for continuously updating settlement and municipal level profiles as a means of supporting municipalities with developing informed and targeted upgrading plans.
3. Overview of the state of informality in the province

3.1 RELATIONSHIP BETWEEN MUNICIPALITIES AND INFORMAL SETTLEMENTS

Generally the communities’ relationship with councilors and municipalities was weak. Some communities did not know which ward they belonged to and who their councillor was. Generally, the relationship between the municipality and community was either non-existent or weak. In some instances, residents shared that the municipality had not even been inside the settlement.

Some settlements did not have a strong community leadership, which also impacted the community’s relationship with the municipality. In Cape Agulhas, for example, residents needed to go through community services to make an appointment with the municipality. When the ground team went into a settlement in Overstrand, they were threatened by the community when community members saw the municipal official because they wanted to know where their service delivery/housing was.

“In one settlement everything went well but when we walked out, the leader told us that had we appeared with the officials, they would have killed us because of all the empty promises that are made.” – Na-eema, ISN member, 2016.

The case of being threatened with violence due to the poor relationship with the municipality was not a common occurrence but is worth noting in the context of overall poor relations between informal settlement residents and municipalities. Even where services were available, the poor relationship with the municipality also impacted on service delivery:

“For example, in Masakhane (Cederberg) people pay rent for the land and for electricity. At the end of the month the municipality gives the people of the settlement slips for how much they owe for the land, rent and electricity. For some, the receipts are more than R2000. But these people depend on farm work and others are not working. If they can’t pay they cannot access these services.” – Mavis, ISN member 2016.

Due to slow service delivery and no regular communication from municipalities, the communities had high hopes for the visit from the RAP team. This is echoed in Trevor’s assessment of the fieldwork:

“The relationship between the community, municipality and service delivery is very slow. Our presence creates an expectation for change to come. The biggest question from the communities was always: ‘What to do next?’ We were not the first group to come and do a profile. Another problem is that some municipal officials don’t actually walk into the settlement. They pointed to it from the side and told us to go in because they had already made contact.” – Trevor, ISN member, 2016.

Generally, the relationship between ward councilors and informal settlement residents was poor. When ward councilors were involved in the rapid appraisal project (RAP), communities used their involvement as an opportunity to vent their frustration:

“In Oudtshoorn the councilor does know the settlements. So the problem is actually that the councilor is not doing anything – there is no water, no toilets, no electricity. Most shack dwellers need to rent the land from the municipality but they don’t receive any service provision.” – Thozama, FEDUP member, 2016.

What is evident across all settlements in the province is that municipalities lack a clear communication strategy about their plans for upgrading and new housing opportunities. This is a source of massive frustration and breeds mistrust as some residents of these settlements have been waiting for housing for over 10 years:

“In many communities people are demoralised by the state of their informality. As much as municipal officials know which leaders (individuals) to connect to in the settlement, they don’t know how to access the community at large. Sometimes individual community members are connected to the municipality through working as a gardener for municipal officials.” – Themb, CORC staff member, 2016

Much of the response to informal settlement upgrading is a housing response. There is a need for a clear incremental upgrading approach that addresses the existing need as well as the future growth of informal settlements. Curtailing the growth of settlements is certainly not a long-term sustainable solution. In addition, limiting extension of existing structures creates enormous pressure on households where families have expanded. Informal settlements will grow in number and structure size either with ‘permission’ from the municipality or without. This has been the source of the noted discrepancy between municipal figures for structure numbers and the numbers verified by the RAP team on the ground. The reason is that some municipalities do not count structures that were erected without their permission.
3.2 STATE AND LOCATION OF SETTLEMENTS

The following quotes by the RAP field team capture their observations about the state of informal settlements that they visited.

“The quality of some settlements was even worse than the worst settlement in Cape Town. Seeing the state of the settlements, how do we make sure that the province actually uses the information that we collected and makes necessary changes? It will be sad if there are no changes.” – Melanie, ISN member, 2016

“We thought we would find similar conditions like in the informal settlements in Cape Town. But the settlements were located far more on the peripheries. In Matzikama, for example, someone asked for an ATM because even though there are spaza shops, it is difficult to get to a place to draw cash.” – Thandeka, CORC staff member, 2016

Proximity to the town is a major issue of concern for settlements in rural municipalities. The response may not be relocation as some settlements are very established and there is an economic reason for their current location. The settlement’s proximity to a town should therefore not be used as an absolute criterion for relocation. The purpose of the RAP data collection was to provide more nuanced data. Therefore, the municipality requires further detailed technical and socio-economic assessment.

In some settlements a small intervention like the provision of electricity will enable a significant impact on the residents’ quality of life. As indicated in the above quote, access to an ATM will enhance local livelihood activities.

3.3 COMMUNITY PRIORITIES: SERVICES

There is generally poor access to basic services, which includes services that are also not properly maintained by the municipality. Some of the positive findings included access to clinics and schools as well as provision of black bags for waste disposal.

“What I learnt: whether urban or rural, there is a strong need for services where people are. No matter where people lived, they took ownership and did not call their structure a shack, but a home. The communities first called for basic services – before housing. Basic services were their dire need. One community actually burnt the municipality office.” – Melanie, ISN member, 2016

“Most of the settlements are more than 20 years old but don’t have electricity – this often results in fires.” – Mavis, ISN member, 2016

“The settlements have a different level of services – some services that we take for granted in Cape Town were not present there.” – Thandeka, CORC staff member, 2016

“In Oudtshoorn the councillor does know the settlements. So the problem is actually that the councillor is not doing anything – there is no water, no toilets, no electricity. Most shack dwellers need to rent the land from the municipality but they don’t receive any service provision.” – Thozama, FEDUP member, 2016

3.4 IMMIGRANTS AND INFORMALITY

The scope of this study did not include an assessment of immigrants or the socio-economic dynamics that result from the need for cheap farm labour. Whilst this is not a human settlements function per se, it requires a well thought through intervention by government. Where seasonal agri-labour is the most prevalent form of employment, the field team encountered high numbers of vacant structures and immigrants.

“Immigration was a big issue: in Cape Agulhas an informal settlement was relocated but many others were not because they did not qualify for relocation because of immigrants living there. In Robertson, the community felt they were vulnerable to the situation of immigrants because they didn’t know how to report incidents of crime to the police.” – Thandeka, CORC staff member, 2016

“In Cederberg municipality, Khayelitsha A and B are on one piece of land and are just divided by a road. All the foreigners are placed on one piece of land and the municipality will not provide services for them. It doesn’t sit well with me knowing full well that we are collecting information but they won’t get services. This is racism. We couldn’t justify to them that we are collecting information.” – Melanie, ISN member, 2016
3.5 HOUSING AND LABOUR

The issue of tenure security and employment will always be a challenge for local municipalities that attempt to get ahead of the demand for housing opportunities. In this instance, local employers must be included in the municipality’s response to the need for housing opportunities.

“Access to jobs is a very big challenge. In Cederberg the challenge is that most people come into the area as cheap labour from the Eastern Cape and Lesotho. After a week or two there is disagreement between them and the farmer. Then they are forced to move into the informal settlement or find a new place to stay. This is how the settlements grow. The municipalities are losing control of those informal settlements.” - Trevor, ISN member, 2016

“In some places there are housing developments and transit camps. But once the project is completed people don’t move back into the housing projects. The transit camps grow and become more informal settlements. So housing is not the solution. Hospitals and clinics are not there.” – Trevor, ISN member, 2016

3.6 COMMUNITY LEADERSHIP

“In most settlements I did not pick up a strong organisation or network that could keep the municipality accountable. The majority of people’s first entry point is the ward committee. They notify ward committees of issues and rely on these to take issues further.” - Melanie, ISN member, 2016

“In Knysna the leadership was not that strong but sometimes individuals could get help from neighbours, especially in the case of a fire that they told us about.” - Thandeka, CORC staff member, 2016

Generally, the informal settlements profiled had poor leadership structures even though they may have had strong leaders but do not function as a cohesive entity. Whilst the short-term focus should be to address access to basic needs, another short-term need relates to building organised leadership capacity in these settlements. This will not only contribute greatly to holding municipalities and ward councillors accountable for service delivery but also facilitate the emergence of more community-led projects. There are many social movements and NGOs that could provide a valuable service in this regard - if local municipalities are prepared to partner with these organisations.

“... people started organising themselves and had plans. The challenge is that municipalities are pulling on the other side but the community doesn’t know where to go. Communities want the municipality to provide services and houses where they are. But most municipalities say that the settlement will be relocated but no land has been identified. The challenge is that communities don’t know who to talk to about relocation and the stages of the process.” - Trevor, ISN member, 2016

It is evident that residents want to be part of the upgrading process but in the absence of regular participatory processes it is difficult for community voices to be heard. The local ward committees are generally poorly represented except in larger settlements like Kayamandi in Stellenbosch. Strong leadership committees can also present an impediment to gain access to informal settlements, especially during election time. This was the case in Kayamandi, where numerous attempts to profile these settlements proved unsuccessful due to local politics.

3.7 WOMEN AND CHILDREN

Women and children are by far the most vulnerable groups in informal settlements and this reality rings true for most of the settlements profiled. In addition to being vulnerable to violence, there is a risk of infection due to using shared toilets.

“There is an attitude that the women are only “there to make babies”. Most children don’t go to pre-school. The municipalities are supposed to establish ECDs like they do in our communities. So why shouldn’t they do that in those informal settlements so that the children can at least grow up in a safer environment? In some informal settlements the crime is high. There are no toilets. So you have to go to the bushes. And there in that bush something will happen. It is not healthy for women and children to be in that environment.” - Thozama, FEDUP member, 2016
4. Obtaining data from communities

4.1 INTRODUCTIONS TO INFORMAL SETTLEMENT COMMUNITIES

Whilst the team took great care in managing the interaction with municipalities during field visits, the experience of entry into communities was fraught with many challenges as reflected in the quote below.

“When municipal officials introduced us to the communities (especially in Oudtshoorn and Langrug) they called us representatives of the province. For example at a later point on TV I saw a community member from Matzikama municipality claim that they received a visit from province. It feels like the DA is using us and has used us the whole time.” - Thozama, FEDUP member, 2016

4.2 GATEKEEPING AND MAINTAININGLEGITIMACY

Despite challenges related to relationships with officials and some ward councilors gatekeeping access to settlements, overall access to settlements occurred with relative ease. The lesson here is that the presence and engagement by field workers from informal settlements facilitated this ease of access. When RAP field workers introduced themselves as leaders from other settlements, they established immediate rapport.

In addition to the benefits of using field workers who live in informal settlements to facilitate access, residents in profiled settlements were also interested in how these field workers (who are also leaders that represent social movements) organised themselves. This resulted in unintended horizontal learning.

“The communities were open to giving us information. But the first thing they wanted to know was when they will get services. But we had to explain that we are not the province. Gatekeeping by councilors limited us in some settlements because even though the community structures were strong we had to wait for councilors to arrive before we could meet with the community. The dip stick assessment was a good experience as we learnt how to engage with communities - we were never chased away.”  
- Melanie, ISN member, 2016

“When the councilor left, the people shared more, but when he returned they stopped talking.” - Thandeka, CORC staff member, 2016

The settlements in Kayamandi proved most challenging in terms of gaining access via ward councilors. On numerous occasions, the RAP team attempted to meet with councilors without any success. This was also strongly linked to the looming local government election.
5. Project overview & methodology

5.1 KEY OBJECTIVES

The RAP set out to address four key objectives outlined below. These objectives are explored in terms of lessons learnt and recommendations to improve how the scope of work for future appraisals is designed.

OBJECTIVE 1
To assess and revise existing methodologies for designing and implementing rapid appraisal of informal settlements in selected municipalities across the Western Cape.

CORC’s methodology encompassed an integrated approach whereby municipal officials, local councilors as well as informal settlement communities were engaged during all phases of the project. The methodologies of CORC, ISN and FEDUP therefore had the added benefit of ensuring that informal settlement communities are mobilised towards more meaningful engagement with municipalities in their development agendas.

The methodologies assessed were applied inconsistently throughout the province and made it very challenging to create a standardised database. The initial allocation of 120 hours allocated to review the NUSP data was based on the assumption that the data would be accessible and available in the NUSP reports. However, further follow up with NUSP municipalities was required and the amount of time spent was over 400 hours. The delay in obtaining feedback from municipalities in order to fill data gaps added a further 3 weeks to the overall time delay.

RECOMMENDATION
The province should standardise a methodology for the Western Cape that includes digitally captured input gleaned from community focus groups and hard copy questionnaires.

OBJECTIVE 2
To conduct a rapid appraisal of informal settlements that will assess, categorise and rank the informal settlements per municipality, each settlement will be profiled based on the agreed criteria, according to its unique situation.

The following criteria were used to select informal settlements and rapidly appraise municipalities:

- Settlements that have less than 6 critical criteria available for prioritisation
- Settlements that are close to urban centres/towns
- Settlements that are part of the historical legacy
- Settlements that have high densities/number of structures
- Settlements that are poorly serviced
- Settlements that require complex upgrading solutions (in terms of all of the above)

The selection of settlements proved challenging and contributed to some delay in the progress of project milestones. This in turn affected the ability to set up appointments with municipalities for the RAP site visits. In addition, to make up the 120 settlements as per contract, it was decided to complete all settlements in the targeted municipalities even though they did not meet the above criteria. This proved valuable as it enabled the team to develop thorough municipal-level profiles.

Challenges regarding this aspect of the project included:

- Coordinating appointments with municipalities in a particular district.
- Availability of officials for completing the municipal questionnaire. In most cases the team only completed questionnaires for a few settlements and agreed that officials would complete the questionnaire and send it back upon completion. It took much time and resources to do the follow-ups which proved most challenging and caused further delays.
- In one settlement, toilets were delivered after our meeting with the municipality. This clearly indicates that municipalities viewed the process not as an opportunity to get valuable updated data but an assessment of their performance.
- Standardising the database for NUSP and non-NUSP/RAP municipalities.
- Delays in getting appointments. In particular, Overstrand was most challenging despite having done the dipstick assessment in that municipality. We could only do 3 of the 5 settlements initially visited. This could only be done after the local government elections causing further delays.

RECOMMENDATION
Convene thorough briefing meetings with each municipality before we embark on the rapid appraisal. Getting municipal input on the rapid appraisal questionnaire and data required would be valuable in getting buy-in from municipalities.
OBJECTIVE 3
To provide the province and municipalities with the necessary information (status) to inform potential interventions in informal settlements.

For the NUSP and non-NUSP/RAP settlements the following methodologies were used to obtain data:

<table>
<thead>
<tr>
<th>Data gap</th>
<th>Methodology to gather data</th>
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<tbody>
<tr>
<td>Geo-tech data</td>
<td>Phone calls to municipalities</td>
</tr>
<tr>
<td>Hazard data</td>
<td>Phone calls to municipalities</td>
</tr>
<tr>
<td>Sanitation count and type</td>
<td>Phone calls to municipalities</td>
</tr>
<tr>
<td>Water count and type</td>
<td>Phone calls to municipalities</td>
</tr>
<tr>
<td>Walking time to water and sanitation services</td>
<td>Difficult to gather this data without a physical presence</td>
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<tr>
<td>Walking time to health and educational facilities</td>
<td>Difficult to gather this data without a physical presence</td>
</tr>
<tr>
<td>Community amenities</td>
<td>Difficult to gather this data without a physical presence</td>
</tr>
<tr>
<td>Land ownership and zoning</td>
<td>Phone calls to municipalities</td>
</tr>
<tr>
<td>Community leadership</td>
<td>Difficult to gather this data without a physical presence</td>
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<tr>
<td>Community priorities</td>
<td>Difficult to gather this data without a physical presence</td>
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</tbody>
</table>

As already indicated, the process of obtaining data from NUSP reports and municipal questionnaires (sent to both NUSP and non-NUSP/RAP settlements) proved rather challenging and time consuming. A total of 120 hours was allocated for this aspect of the work. The time well exceeded 120 hours and data gaps still remained. If province or other agencies conduct this activity again, the recommendation is that the same methodology be adopted as was used for the RAP settlements.

In terms of the RAP settlements, there is no doubt about the credibility of the data provided, which identified a number of short term interventions that will make a significant difference to the lives of people living in the profiled informal settlements.

OBJECTIVE 4
To raise awareness and communicate the findings of the rapid appraisal amongst municipal officials, councillors and community leadership.

Essentially, the dissemination of the municipal and settlement level profiles will achieve this particular objective. However, it will be insufficient to merely distribute these profiles and more in depth engagement on implementation and strategy is required.

RECOMMENDATION
Workshops need to be convened within the different municipalities and the leadership committees of the settlements profiles to develop a municipal level strategy and multi-year implementation plan. Further comment on the data sets is considered below.
## 5.2 ASSUMPTIONS COMMENTS / RECOMMENDATIONS

The achievement of these objectives is based on a number of assumptions that were made at the inception and preliminary status report phases of this project. The table below lists these assumptions and puts forward recommendations for future rapid appraisal projects.

<table>
<thead>
<tr>
<th>Assumptions</th>
<th>Comments / Recommendations</th>
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<tbody>
<tr>
<td>Timely introduction to municipal officials and councillors, including those referenced in phase 2</td>
<td>As mentioned, this aspect proved the most challenging, particularly for the NUSP municipalities. <strong>Recommendation:</strong> Prior to the commencement of a RAP project, municipal managers should be locked into an agreement that they will support access to data and ensure availability of key officials. Furthermore, a senior official should be assigned to coordinate liaison with relevant departments.</td>
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<tr>
<td>Open and transparent communication with province, the PSC and all relevant stakeholders</td>
<td>There was great support from the provincial team. One of the biggest challenges in this project was the large number of unresolved assumptions and specifics that required resolution along the way. This added to the time delay but also ensured outcomes that were to the satisfaction of the client.</td>
</tr>
<tr>
<td>Availability of City of Cape Town partial data. The standardised GIS database will need to be further discussed with province with regards to incorporating City of Cape Town data.</td>
<td>This was most challenging and when CORC eventually received the data it was in a format that made standardisation across the province near impossible.</td>
</tr>
<tr>
<td>The data of 277 settlements with several gaps and inconsistencies beyond the scope of this tender: 120 hours were allocated to fill any gaps in the NUSP data.</td>
<td>CORC spent far more time on this aspect than the 120 allocated hours. <strong>Recommendation:</strong> Unless all agencies make use of the same profiling methodology in the province, conducting a further RAP by trying to fill gaps in the way that CORC did, should be avoided at all costs. The team found this to be the most frustrating and challenging experience.</td>
</tr>
<tr>
<td>The final list of settlements for rapid appraisal will be established on the basis of phase 1 deliverables and the gaps identified in the data thereof. CORC will present a list of settlements that should be appraised through these processes and that will be vetted by the province.</td>
<td>After using many filters to determine the 120 settlements, the team had to adapt the selection criteria. <strong>Recommendation:</strong> Use the CORC RAP methodology for all settlements in the Western Cape.</td>
</tr>
</tbody>
</table>

### Breede Valley

- Has now been awarded as a NUSP municipality to Jubilee consultants. **This data will be removed from the list of settlements to be appraised.**
- A meeting with Jubilee consultants will be organised on 12 February 2016.

### Breede Valley municipalities

- Stellenbosch settlements. The NUSP project only covered Langrug and Enkanini. The balance of settlements will be appraised through this tender.
- Langrug and Enkanini were included. The team was unable to gain access to Enkanini. Of the 21 settlements in Stellenbosch the team could only appraise 15 due to political considerations.

### Recommendations:

- **Further coordination, particularly categorisation, is required with province before the commencement of phase 2.**

### Upcoming elections and politicisation of the rapid assessment

- **Ideally, it is not a good idea to undertake profiling in an election year.**
- **Recommendations:** Communities and politicians would be better served if profiling is conducted after elections.
6. Phases of the rapid appraisal project

This section provides a brief review of each phase of this project and where applicable, puts forward recommendations for future reference.

<table>
<thead>
<tr>
<th>Phases</th>
<th>Lessons / Recommendations</th>
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<tbody>
<tr>
<td>Phase 1a: Inception Report</td>
<td>Delays occurred with regard to signing off the inception report. The scope of the 120 RAP settlements, obtaining NUSP data and City of Cape Town data was unclear and the time allocation was severely underestimated. The actual time spent on the NUSP data amounted to over 400 hours in comparison with the initially allocated 120 hours. Overall, the project timeline was too short and it is recommended that the project be divided into distinct stand-alone phases.</td>
</tr>
<tr>
<td>Phase 1b: Preliminary status report</td>
<td>This report should have been signed off at the beginning of March 2016 but was only signed off in May 2016. This indicates a delay of 2 months.</td>
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<tr>
<td>Phase 2: Rapid appraisal of informal settlements</td>
<td>This phase should have been concluded by the end of May 2016. The last settlements were profiled in August after the elections. This indicates a delay of 3 months.</td>
</tr>
<tr>
<td>Phase 3: Final report. GIS database and matrix of informal settlements</td>
<td>The completion of NUSP data gaps took much longer than initially anticipated. The availability and quality of data was severely underestimated. No graphics were factored into the time and price quotation. This was an add-on and the cost was born by CORC.</td>
</tr>
<tr>
<td>Phase 4: Close out report</td>
<td>The municipal and settlement level profile templates were only finalised in the beginning of September. The quality of the graphic design expected created huge pressure on the team to finalise these reports within the required time frame, which they did exceptionally well. Further, the time and cost implications of the high level graphic design for the municipal and settlement level profile reports were an add-on and the cost was born by CORC.</td>
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7. Challenges in conducting the appraisal

7.1 THE QUESTIONNAIRE

Field workers expressed that the questionnaire was too long and that in some instances it required 3 hours to complete the form. It would be difficult to reduce the questions without compromising the quality of the data.

**RECOMMENDATIONS**

- Instead of conducting one focus group discussion in a settlement, the community is split into several different focus groups that deal with different data sets.
- More time is allocated and a larger budget is provided for site visits. The RAP team obtained good quality data from the field visits. It was a time-intensive process and had massive resource implications.
- Establish a user-friendly, accessible and understandable questionnaire. This will reduce the time required to explain questions.

7.2 TESTING THE QUESTIONNAIRE

In hindsight, the team should have tested the questionnaire, uploaded the data, produced the settlement profile and returned to refine the questionnaire accordingly. This would have provided an indication as to the length of time it takes to administer the form, capture the services and structures, obtain feedback from municipalities and produce a settlement level profile. This would have served to establish a more realistic timeframe as well as indicated the capacity required to complete the project within the proposed timeline.

7.3 SELECTION AND TRAINING OF STAFF TO ADMINISTER THE QUESTIONNAIRE

The questionnaire was tested with settlements in Stellenbosch municipality. The municipal officials there commented that the questionnaire was too long but there was no scope to adjust the questionnaire after it was first tested. The reality is that the questionnaire and its content cannot be shortened because it comprises the data that is required. There was too much pressure on all parties involved in the questionnaire to answer it in a short space of time. Therefore the procedure of administering the questionnaire needs to be adapted (e.g. over two days or with different focus groups for shorter periods of time). The resulting impact is that in future a longer timeline is required.
**7.4 DIPSTICK ASSESSMENT OF 15 SETTLEMENTS**

This proved to be a most valuable exercise as it gave an indication of what was required to conduct the rapid appraisal. The recommendation here is that the team should have used this as an opportunity to test both the municipal questionnaire and the rapid appraisal form. This would have revealed some of the challenges (related to the process) that were only experienced subsequently. The team should have made use of this opportunity to test the mapping of services and the uploading of the soft copy forms.

**7.5 IMPACT OF THE ELECTION**

The looming local government elections most certainly impacted the way communities received the rapid appraisal. Issues that surfaced mostly related to trust and why the team was conducting the rapid appraisal prior to the elections. Fieldworkers expressed that they were viewed with suspicion and that communities suspected that they were either working for government or a political party. In this instance, the fact that the profilers were from informal settlements themselves, helped to establish credibility. Only in a few settlements the team was not able to gain access due to political reasons. The recommendation is that the best time to conduct a rapid appraisal in an election year is after the elections have taken place.

**7.6 AVAILABILITY OF COMMUNITY & MUNICIPAL OFFICIALS FOR THE SURVEY**

Access was relatively easy because of the care taken to enter each municipality and the communication between province and each municipality prior to the field visits. Generally, officials and communities welcomed the initiative and cooperated. In some instances, field officials were told to accompany the profiling team at last minute and without knowledge of how long the exercise would and what was required. This created some tension but was dealt with adequately and amicably. The biggest challenge comprised the completion of the municipal questionnaire, especially in municipalities with many settlements. Whilst this somewhat impacted on the time frames, the biggest drawback was the time spent on following up with officials to obtain the required data. This significantly impacted CORC’s budget (in terms of the number of hours spent on follow-up) and presented the greatest source of frustration for the team.

The recommendation is that agreements with municipal managers must be in place prior to the appointment of rapid appraisal service providers. The municipal managers must in turn assign a senior official to coordinate communications within the municipality and between various departments. Not only will this reduce the overall timeline of the project, it will also ensure greater cooperation and therefore more credible data that can be delivered timeously.

**7.7 ACCEPTABILITY OF THE SURVEY BY THE COMMUNITY**

Generally communities welcomed the survey and were particularly enamoured with the community priority section of the survey. Some concerns were raised that the rapid appraisal would not result in any real changes for the situation of informal settlement residents. However, mostly communities were optimistic that the present situation in their settlement would change. There is an expectation that the results of the survey will be made available to the residents of the informal settlements profiled. More so, there is an expectation that the municipality will take actions inside of the community’s priority needs and that residents will experience significant improvement in their settlements. This was by far the largest risk in terms of managing expectations and instilling confidence and trust in these communities that the municipality is there to serve them. As a follow up to the rapid appraisal project, there needs to be careful consideration about how to manage these expectations.
8. Summary of findings

8.1 QUALITATIVE & QUANTITATIVE INFORMATION

For the most part the municipalities did know what was wrong in respective informal settlements. Officials did not complete the municipal questionnaires adequately and the team had to follow up on numerous occasions to obtain the required data.

“Most officials didn’t know how to answer the questionnaires because they didn’t know certain terms or particular content. Perhaps we were not given access to interview those municipal representatives who have the adequate knowledge to answer.”
- Thembi, CORC staff member, 2016

8.2 DATA GATHERING AND ANALYSIS

“Almost all communities selected access to water, sanitation and employment opportunities. Maybe it would have been better to classify priorities into types and certain levels – create a hierarchy to indicate where access to employment stands in comparison to access to services. There was confusion between the difference between short, mid-term and long-term priorities.”
- Thembi, CORC staff member, 2016

• Project flow must be reviewed for future projects. The flow in this project could have been much smoother by completely consolidating data during and directly after the surveying process in the field. This would also enable immediate reconciliation of data gathered. However, field workers need to be sufficiently trained and made aware of what data discrepancies can look like.

• An extremely streamlined process is required. This means that the team in the field needs to work with the team in the office to compile reports while data collection happens. This enables the community and municipality to review the profile so that data gaps can be identified. Whilst this would require more time in the field, it would eliminate the frustration and challenge of verifying data at a later stage in the process.

• The communities’ responses and narratives were substantive and rich. The recommendation is to voice record interviews so as not to lose the tone and context of their account. These are key in interpreting / understanding actual meaning when an ambiguous answer arises in a data form.

• All types of data (soft copy, hard copy, voice recordings, video recording, photos etc.) should immediately be sent back to the team reconciling the data and writing profiles. This works well when the project flow is strategically organised i.e. the office team writes up data immediately after all data in the field is collected. It is not effective to retain all data for the end and write it up in one stretch.

8.3 RAW DATABASE AND STANDARDISED DATA FIELDS

• Regarding a few crucial points, the team found the questionnaire confusing, especially concerning issues such as relocation. The questionnaire also makes no space for no answer fields.

• Regarding access to spaza shops, the questionnaire does not accommodate variations in information. It was thus found to be too rigid and not always accurate.

• The form should have had more required fields, which means that the survey would not submit until certain fields are completed.

• Some communities said that they were employed as EPWP workers but it was unclear what this actually entailed. Future appraisals will need to determine whether skills upgrading programmes have been carried out.

• Data management is critical in a large project. In future, data management systems need to be set up and tested from the inception phase. A suggestion is to use one municipality as a pilot to test the process, tweak it accordingly, retrain the profiling team if required and then proceed to other municipalities.

8.4 RAP INFORMATION VERSUS OTHER SOURCES (NUSP AND NON NUSP/RAP)

At the time of finalising the RAP questionnaire, CORC was not aware of the extent of data gaps that existed in the NUSP data. The allotted 120 hours therefore proved insufficient and came at a great cost to CORC.

8.5 INCONSISTENCY IN DATA

Data differed from one NUSP report to another. There were also gaps within the same municipal reports that varied from settlement to settlement. This resulted in major difficulties to set up a standardised reporting template that could be useful to compare settlements between different municipalities. Future NUSP consultants need to be provided with reporting templates for the targeted settlements. This would enable municipalities to obtain a standardised set of data that could be used at a local and provincial level to prioritise projects.
8.6 LACK OF DATA REFERRING TO COMMUNITY CHALLENGES, NEEDS AND PRIORITIES

The NUSP report data does not include community voices with regard to the challenges faced by informal settlement residents (such as natural disasters), projects that residents would like to see implemented, etc. As a result, the reports only identify community needs related to national standards such as tap and toilet ratios or distance to educational and health facilities. This excludes any other information that is not quantifiable such as the need for a traffic light at pedestrian crossings, the construction of a bridge to reduce the walking distance to school, skills training, neighbourhood watch patrols, etc. In other words, NUSP reports only provide settlement needs as they relate to engineering infrastructure and access to socio economic facilities. They are based on numbers and ignore any other project need that is not measurable against an approved standard. This highlights the need for relevant engagement with communities in each of NUSP project.

8.7 SLOW MUNICIPAL RESPONSE TO PROVIDING DATA REQUESTED FOR THE PROJECT

In order to obtain the agreed upon data in each settlement in a municipality, CORC contacted the local department of human settlements in each municipality to request the provision of missing data, which was a significant amount. Receiving the data back from municipalities proved to be a challenging process. Most municipalities did not provide the required data. The ones that did could not provide all information that CORC requested from them. This may indicate several issues at a municipal level: Firstly, inter-departmental communications may not be smooth enough for officials in the local human settlement department to collect data. Secondly, the fact that other departments are not accountable to the department of human settlements might have resulted in municipal officials not prioritising the collection of data. These two issues could be resolved if a cross-departmental ‘informal settlements upgrading’ were to be established. Thirdly, some municipalities did respond to inform CORC that they did not possess some of the requested data. This indicates a lack of knowledge about actual occurrences in informal settlements in their region. In this case, the standardised database should be used as a tool to ensure that municipalities generate and/or collect knowledge about their informal settlements.

8.8 CITY OF CAPE TOWN DATABASE: CHALLENGES OF OBTAINING AND CONSOLIDATING DATA

The City of Cape Town data was provided to CORC at a very late stage in the process. This increased pressure on the team, who worked hard to complete the project within the specified time frames. The delays in obtaining this data were certainly not due to a lack of effort by the province or the CORC team. In future, tensions need to be resolved politically before certain requirements are included in the terms of reference.

8.9 CATEGORISATION MODEL

The model that was applied in this process needs to be reviewed. The rapid assessment and outcomes of the ISSP need to result in lessons that can ascertain the value of the categorisation model. For future reference it may be useful to consider the following in relation to categorisation:

- In the context of very different settlements, the categorisation model is very rigid.
- It should be considered to include the age of the settlement.
- Access to economic opportunities should play a greater part in the categorisation process.

8.10 CATEGORISATION CRITERIA

The recommendations made have not deviated from the questionnaire, based on access to basic services, conditions in settlements, community readiness, and community priorities.

8.11 DESCRIPTION AND OVERVIEW OF DIFFERENT CATEGORIES

There is a need to assess the outcomes of the RAP and ISSP process. Ultimately, the impact of these processes needs to be evaluated in terms of how they affect the quality of life of people living in the profiled settlements. In response, the team suggested the addition of other critical data fields that were missing from the questionnaire with regards to the formation/growth of informal settlements in the Western Cape:

- Questions on in-migration and the presence of ‘foreigners’
- Questions relating to evicted farm workers
- Questions relating to land reform/ESTA claims
- Questions on assistance received by NGOs or charities in the area
9. Overview of municipal & settlement profiles

9.1 USE-VALUE OF THE PROFILES

- For municipal and provincial governments to gain an understanding of the current situation in informal settlements in their jurisdiction.
- As a tool to monitor and evaluate changes over time based on short-term interventions and the categorisation of the settlement.
- For communities to use as a tool to mobilise residents, build leadership capacity, partner with municipalities to upgrade their settlements and to hold officials accountable for promises made.

The team also remarked that the content of both municipal and settlement profiles should have been resolved at the inception of the project. This would have informed priority data fields and highlighted instances where data fields needed to be triangulated and verified. Such an approach would have saved time towards the end of the project.

9.2 RECOMMENDATIONS ON THE DISSEMINATION STRATEGY

“In Knysna people in the community were tired of people coming in with empty promises. When we arrived the community leader asked us to come in, closed the door and asked what we were there for. They wanted to know when we would come back to present the information. They had an issue because people would collect information but not actually tell them what would happen.”

- Phefumilela, CORC representative, 2016

Regarding the rapid appraisal, issues around trust and accountability featured high on the list of concerns, as expressed by community representatives. Informal settlement residents are generally tired of needing to participate in surveys and not reaping any benefits. Therefore, if province is committed to undertaking such surveys on a regular basis, a carefully considered strategy is required to disseminate the findings and to identify projects that will augment trust and build confidence in the value of such surveys. Whilst this report is not exhaustive in its recommendations, the need for a dissemination strategy is critical.

9.3 LESSONS LEARNED

- A document repository is needed so that barriers to information do not impede workflow. Thus there is a need for a project-managing tool or application, so that data is not lost and the workflow is not infringed upon.
- More comprehensive training is required for people in the field including greater clarification on the intended meaning of questions in the questionnaire.
- There is a need to develop guiding questions for municipal officials in order to obtain thoroughly answered questionnaires. The questionnaire should have been designed in a more collaborative way with inputs from selected community leaders and municipal officials.
- The whole team needs to be involved in strategic engagements at the inception of a project. The recommendation to use one municipality as a pilot and complete the entire scope of deliverables for that municipality would have been most beneficial to troubleshoot and test the processes and capacity of CORC.
**10. Recommendations for future appraisal processes**

**10.1 ACCEPTABLE TIMEFRAME TO CONDUCT THE APPRAISAL AND UPDATE THE DATABASE**

The timeframes for this project were severely underestimated. Several factors contributed to the delay, which have been referenced throughout the report. There is also a need to undertake a similar assessment for informal settlements in the entire province within a 2 to 3 year time span. The province could use the municipal questionnaire as a tool to obtain updated data from municipalities as part of their business plan submissions.

**11. Conclusion**

**CONCLUSION**

There is a need for strong social facilitation to build leadership and organisational capacity in the profiled settlements. This cannot be emphasised enough and will make a significant difference to accountability levels and the overall operation of municipalities. It is evident that residents in these settlements are willing to actively engage in the upgrading process. With sufficient support and capacity building, they could do even more.

The municipal and settlement level profiles need to be disseminated in a way that builds trust. However, information sharing cannot merely occur through report dissemination. It should be followed up with projects that make a tangible difference. This will go a long way in building trust and instilling confidence in communities that their participation in these surveys has a practical impact.

In comparison to other priorities, the minimal extent to which residents mentioned housing highlights the need for urgent intervention in terms of access to basic services. As mentioned in other reports, the provision of access to electricity is one intervention that will make an immediate impact. Job creation and support for livelihood activities is a further critical intervention that is required in these settlements.

The rapid appraisal also highlighted the need for increased levels of inter-departmental and inter-governmental cooperation in delivering basic services and amenities. Given the context of a shift towards incremental informal settlement upgrading and an increased focus on services, public amenities and public spaces, such trans-departmental cooperation is particularly important.

Municipalities also need to develop municipal-wide informal settlement strategies and plans that are distinct from settlement and project level interventions. Forward planning that takes future demand and growth into account will also help municipalities to engage with informality in a more constructive manner. These strategies must be developed through meaningful, participatory engagement, not only to enable buy-in but also to ensure that plans are informed by the realities that informal settlement residents encounter on a daily basis and that in turn inform their priorities.
12. Municipal and settlement profiles

GLOSSARY AND DISCLAIMER

Bitou Municipality

CATEGORISATION

The settlement categorisation is based on the following categorisation logic. Where applicable, the categorisation also references the municipal IDP’s, housing pipelines and municipal business plans.

Three datasets are provided: number of structures, number of households and number of people living in informal settlements.

The number of structures is a triangulation of data received from the municipality, the community (via the focus group discussion) and actual structure counts during the rapid appraisal. In instances where the field team counted structures, this figure is deemed to be most accurate. In instances where an extensive discrepancy with municipal figures occurred, the team conferred with officials.

The number of people in the settlement is based on a ratio of 3 people per household. This falls below the metro ratio of 3 people per household and is considered a good estimate for non-metro informal settlements.

The number of households is based on a community estimate. The general approach used to reflect a more realistic estimate worked with 1.2 households per structure. This ratio is based on CORC’s experience on the ground.

The following density gradients were used:

- Very low: > 25
- Low: 26 - 50
- Medium: 51 - 75
- High: 76 - 100
- Very high: 101+

The sanitation shortfall is based on the national standard of 1 toilet for every 5 households. The number of toilets within a settlement is based on the actual number of working toilets at the time of the rapid appraisal.

The water shortfall is based on the national standard of 1 tap for every 25 households. The number of taps within a settlement is based on the actual number of working taps at the time of the rapid appraisal.

DEMOGRAPHIC SUMMARY

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The water shortfall is based on the national standard of 1 tap for every 25 households. The number of taps within a settlement is based on the actual number of working taps at the time of the rapid appraisal.
Bitou Municipality forms part of the Eden district municipality located in the Western Cape province. The municipality is geographically located between the Indian Ocean and the Tsitsikamma Mountains, near the town of Plettenberg Bay. The RAP project identified a number of informal settlements: Tambo Transit Camp, Pinetree, Industria Settlement, Kuruland, Witterdrift, Wittedrift (GreenValley 66) and Forest View. The municipality’s vision for the area is “be the best together” and conforms to the national vision of a better life for all. Its vision is based on South Africa being known as one of the most unequal societies in the world and thus the municipality’s shelter and tenure security needs should be met. Other frequently cited community priorities include access to sanitation, access to employment opportunities and the provision of shelter or security of tenure. The municipality has a comprehensive housing pipeline which caters to housing provision for many of these communities. Therefore, the municipality’s shelter and tenure security needs should be met. However, the timeframe of housing provision is uncertain and it is important that the municipality does not neglect communities when planned housing exists for them. These communities are still entitled to receive their constitutionally mandated basic services and to live in a manner which is not harmful to their well-being. Therefore, in situ upgrading must assist in mitigating the risks of living in these informal settlements, while also ensuring that basic service delivery is met. Other frequently cited community priorities include access to electricity, access to community facilities and improved maintenance and operations capacity.

**INTRODUCTION**

The information in this municipal profile provides an overview of the informal settlements that form part of the municipal area. The settlements profiled are Tambo Transit Camp, Pinetree, Industria Settlement, Kuruland, Witterdrift, Wittedrift (GreenValley 66) and Forest View.

The settlements in the area were established for a variety of reasons including relocation due to disaster situations, migration around the municipal area, in-migration from the Eastern Cape and evictions. The settlements in the municipal area do not have adequate basic service provision and the maintenance of existing infrastructure is a problem. Access to socio-economic amenities varies among settlements, however none of these settlements have access to a hospital within a 5km radius. Most settlements enjoy access to community facilities within the immediate vicinity.

**SUMMARY OF COMMUNITY PRIORITIES**

The most common community priorities include access to sanitation, access to employment opportunities and the provision of shelter or security of tenure. The municipality has a comprehensive housing pipeline which caters to housing provision for many of these communities. Therefore, the municipality’s shelter and tenure security needs should be met. However, the timeframe of housing provision is uncertain and it is important that the municipality does not neglect communities when planned housing exists for them. These communities are still entitled to receive their constitutionally mandated basic services and to live in a manner which is not harmful to their well-being. Therefore, in situ upgrading must assist in mitigating the risks of living in these informal settlements, while also ensuring that basic service delivery is met. Other frequently cited community priorities include access to electricity, access to community facilities and improved maintenance and operations capacity.

**EXTRACT FROM COMMUNITY**

We need service delivery, housing and sanitation. We need a relationship with the municipality that is reliable and transparent. Some people have been removed from the housing list, but we’re not sure how. Community of Pinetree
**DEMOGRAPHIC SUMMARY**

<table>
<thead>
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<th>Settlements</th>
<th>Structures</th>
<th>Households</th>
<th>People</th>
<th>Estimated Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>2100</td>
<td>2072</td>
<td>6216</td>
<td></td>
</tr>
</tbody>
</table>

**DENSITY VS AGE OF SETTLEMENT GRAPH**

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

1. The two variables display a weak negative correlation (coefficient = -0.48) when the settlement of Tambo Transit Camp is included. This means that the age of the settlement does not have a determining factor on how structurally dense it is going to be. Tambo Transit Camp is a very high density settlement that was established 6 years ago as a temporary relocation area.

2. The correlation coefficient without Tambo Transit Camp is 0.05, indicating that there is no relationship between the variables of age and density.

3. Excluding Tambo Transit Camp, Kuruland and Pinetree, the settlements recorded a low level of growth over time with densities remaining relatively low.

4. Kuruland’s relatively higher density relates to in-migration from the Eastern Cape.

5. The municipality must closely monitor the growth of settlements in order to determine the factors responsible for growth such as in-migration by job seekers and relocation by evicted farm dwellers.

**HAZARDS AND RISKS**

The settlements in this municipality face various hazards and risks that adversely affect their livability and the wellbeing of residents. Common natural hazards include flooding, fires and strong winds (the latter is less significant). Flooding, which occurs in all of the settlements except for Forest View, can be mitigated by installing concrete storm water channels to improve drainage. Fires, often caused by illegal electrical connections, can be decreased in incidence and intensity firstly by providing legal prepaid electrical connections. Secondly, fires can be prevented by reblocking the settlement in a manner that limits the spread of shack fires and relocates parts of settlements located near to electrical servitudes. Man-made hazards such as inadequate sanitation or inadequate waste management can be alleviated by meeting shortfalls and ensuring thorough and responsive maintenance. Forest View and Tambo Transit Camp experience very low levels of hazards and risks.

**PLANNING OVERVIEW**

3 Settlements (Industria, Kuruland and Wittedrift Green Valley 66) are located on electrical servitudes. This poses a safety risk for these communities and limits the scope of in situ upgrading and long term development. However, the municipality should attempt to restructure settlements so that the effect of these servitudes is minimised. This is the case in the large settlements of Industria and Kuruland, where entire communities cannot be relocated and top structure provision for these communities in a housing project is unlikely to happen within the next few years.

**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)**

20% of Kuruland is located on private land. The municipality should expropriate this land in order to pursue in-situ upgrading of the settlement.

Servitudes (important for partial or total relocation)

3 settlements (Industria, Kuruland and Wittedrift Green Valley 66) are located on electrical servitudes. This poses a safety risk for these communities and limits the scope for in-situ upgrading and long term development. However, the municipality should attempt to restructure settlements so that the effect of these servitudes is minimised. This is the case in the large settlements of Industria and Kuruland, where entire communities cannot be relocated, and top structure provision for these communities in a housing project is unlikely to happen within the next few years.

**Relocation**

1 settlement, Pinetree, has been partially categorised for urgent relocation. This settlement experiences locational hazards such as being located under power lines, which render it unsuitable for long-term development. Areas with high voltage power lines should not have residential developments located in the immediate vicinity. These settlements should be partially relocated or spatially reorganised to remove the hazard of being located under power lines. Tambo Transit Camp is the only settlement that is listed as a UISP project, and after analysing the settlement, this analysis confirms that it is suited for in-situ upgrading. Witterdrift, Wittedrift Green Valley 66 and Forest View have been categorised as ‘no urgent relocation required’ and should be upgraded in-situ until residents can be relocated to a housing project that is better suited for long-term development.
BASIC SERVICE PROVISIONS

Service assessment
Basic service delivery varies across the 7 settlements but sanitation services are generally poor, water provision is decent, electrical provision is good and waste management is decent. The municipality must also improve the sanitation and water shortfalls, especially in Kuruland and Industria. Residents must be given opportunities to assist in maintenance, perhaps through the EPWP programme. This could possibly link residents to apprenticeships and other methods of skills development. Service delivery should be improved with the in-situ upgrading of these settlements. Social facilitation is needed to assist with developing leadership structures so that residents can communicate service delivery needs through the correct channels to people with the power to assist them.

SANITATION

85% Current working sanitation
1:6 Sanitation working ratio

Sanitation shortfall
Access to sanitation is poor in Bitou municipality with an average shortfall of 12 toilets across the 7 settlements. This figure is skewed due to shortfalls of 26 toilets and 40 toilets in Industria and Kuruland respectively. However, all of the other settlements experience some sanitation shortfall ranging from 1 to 5 toilets. The municipality must provide adequate sanitation services to all these settlements as it is mandatory for these communities to have access to this basic service. The municipality also needs to rework its maintenance plan as four settlements require repairs to be carried out (36 in Industria and 17 in Kuruland).

WATER

88% Current working water
1:9 Water working ratio

Water shortfall
Access to water is generally good across the settlements, with only Pinetree recording a shortfall of 1 communal tap. The municipality must continuously improve the efficiency of maintenance, especially in large settlements like Industria where 26 taps need to be repaired.

ELECTRICITY

95% Households with access to electricity

Electricity
Generally the settlements have access to electricity, however some settlements such as Kuruland have illegal connections. The municipality must attempt to limit the amount of illegal connections by replacing them with legal ones. Illegal connections pose serious health and safety risks including fires, which can be reduced by improving access to legal electricity. The municipality should also install more street lights in settlements selected for in-situ upgrading.

WASTE

Access to waste management
Waste management is fair across all the settlements as the municipality regularly collects waste from skips and individual bins. The municipality can implement a strategy to ensure the regular distribution of black bags.

ACCESS TO AMENITIES

The communities reported that they have access to pre-school and primary school education, but in many settlements there is low access to secondary schools as these facilities are often located 5km away or more than a 1-hour walk. The predominant type of accessible health services come in the form of permanent clinics within the range of a 30-minute walk or less. None of the settlements have access to hospitals and Forest View only has access to a mobile clinic. Residents enjoy a variety of other amenities including churches, community facilities, general shops, spaza shops, shebeens and police stations. The isolated communities of Pinetree, Witterdrift, Green Valley 66, and Witterdrift reported no access to other socio-economic amenities.

QUALITY OF LIFE

Social problems
The communities reported social issues of drug and alcohol-related crime. The municipality can assist by targeting known hot spot areas, increasing drug awareness campaigns and assisting communities with access to rehabilitation for people with addiction.

COMMUNITY READINESS / POLITICAL ENVIRONMENT

Ward committee
None of the settlements surveyed have established ward committees to communicate with the municipality and help to facilitate basic service delivery, top structure provision and relocation. The settlements predominantly have very weak de facto leadership structures, which have not been formally elected by the community. Only Forest View has a leadership committee that actively engages with the municipality.

Employment
The types of employment are varied across the settlements but they all have high unemployment rates with Witterdrift Green Valley 66 and Witterdrift both recording 100% unemployment in the communities. The municipality should attempt to stimulate skills acquisition, training and entrepreneurship programmes in order to empower these communities, ultimately improving access to employment and income. People are predominantly employed as farm and construction labourers, gardeners and domestic workers.

SUMMARY

All settlements in the municipal area are located on municipally-owned land except for Kuruland, of which 20% is located on privately owned land. 57% of the settlements have been categorised as B1, therefore eligible for in-situ upgrading and suitable for long-term development. These settlements include Tambo Transit Camp, Pinetree (partially in-situ), Industria, and Kuruland. The remaining settlements have been categorised as B2 - no urgent relocation required - meaning that in-situ upgrading should occur to improve the current standard of living until the community can be relocated to a housing project that is better suited for long-term development. These settlements are Witterdrift and Witterdrift (Green Valley 66) and Forest View. Access to employment is a common community priority amongst the settlements in the municipal area, whose residents are employed in low-skill sectors such as construction, farming and gardening. Based on community reports, the entire communities of Witterdrift and Witterdrift (Green Valley 66) are unemployed. As such, the municipality should assist with extending the EPWP programme. The settlements require the municipality to meet shortfalls where applicable (especially in Industria and Kuruland), continue to regularly service waste management and improve maintenance to existing sanitation and water services. Each settlement has identified ongoing maintenance as a short-term intervention that will improve living conditions. The municipality should be proactive in engaging with communities to understand interventions that will improve conditions in these settlements. Furthermore, the municipality should communicate plans for the settlements so that settlement residents can plan ahead.
**SETTLEMENT PROFILE**

**Tambo Transit Camp**

Municipality: BITOU MUNICIPALITY  
Closest town: KWANOKUTHULA  
Established: 2009  
Structures: 41

**TOWN LEVEL MAP**

**HISTORY AS TOLD BY THE COMMUNITY**

The community was relocated from their previous settlement in Kranshoek because there was a fire disaster. Community members originally thought their relocation would be temporary, but they have remained in Tambo Transit Camp ever since.

**SUMMARY**

Tambo Transit Camp is a very high-density settlement located inside the urban edge and on land that is zoned as public open space. The settlement experiences natural hazards of sinking soil, flooding, rock falls, locational hazards of being situated on a slope greater than 18 as well as being situated under power lines. These hazards can be improved through the incremental formalisation of the settlement. As such, the settlement is considered ideal for in-situ upgrading. The settlement has adequate access to water and sanitation services. A maintenance plan must be developed and include a protocol for reporting broken infrastructure. The community has identified priorities such as access to employment opportunities. The municipality should make use of local labour by developing a maintenance plan and appointing EPWP workers. The community leadership structure should meet with the municipality to begin implementing priorities. The settlement is well located and enjoys access to a clinic, socio-economic amenities and educational facilities. The community experiences a range of social problems linked to drug and alcohol-related violence, petty crime and gangsterism. There is no police station located inside the settlement. The municipality should provide a mobile police station and fix street lights as a form of passive surveillance to improve the community’s safety. The municipality should also facilitate social programmes from various state departments and social organisations to raise awareness around drug and alcohol use and abuse.

**SHORT TERM INTERVENTIONS**

- Provide black bags and individual bins.
- Provide 1 legal prepaid electrical connection.
- Fix 3 street lights so that the streets are electrified, allowing the community to safely access water and sanitation services at night.
- The municipality, together with the community, should develop a reporting protocol and maintenance plan for the upkeep of existing infrastructure.
- Apply concrete to community dug out channels.

**COMMUNITY PRIORITIES**

**Short term priorities:**
- **Access to shelter**  
  On weekends residents feel unsafe, thus we put emphasis on the need for houses
- **Access to employment opportunities**  
  People must be employed according to qualifications not according to the political party
- **Access to community facilities**  
  There are no community facilities in the settlement, all the facilities are very far away
- **Security of tenure**  
  If the municipality is not ready with houses, then they must provide site and service.

**DEMOGRAPHICS**

**PLANNING RELATED ISSUES**

- **Land ownership:** Municipality 100%
- **Servitude:** None
- **Zoning:** Public open space
- **Household density:** 281 HH/Ha (HH/Ha - households per hectare)

**Evaluation of categorisation**

The municipality’s business plan has earmarked the settlement as a UISP project. Based on the settlement analysis, in situ upgrading is considered to be the most appropriate categorisation. The land is owned by the municipality and has the potential for long-term development and security of tenure. Locational risks such as sinking soil, flooding and water logging can be mitigated through formalising the area by applying concrete to storm water channels. The community has good access to health, educational and socio-economic amenities.

**Comment on past relocation attempts**

A portion of the settlement has been earmarked by the municipality for relocation to Kwanokuthula. The community has taken no action against this relocation because shacks were all burnt to the ground during a fire. The community has said that the entire settlement is currently under threat of relocation and the municipality has registered them on a housing database.
BASIC SERVICES

Service assessment
The settlement has an adequate waste management system. The municipality should give black bags to the community and provide each household with an individual bin for waste removal. There is an adequate level of water and sanitation provision in the settlement. The municipality fixes broken taps, but does not fix leaking taps. The settlement needs a maintenance plan which could involve the uptake of EPWP workers. The existing electrical connections are unstable and require maintenance so that electricity does not shut off during strong winds. The settlement’s street lights do not work. The settlement requires a sustainable maintenance plan as well as a reporting protocol so that the municipality can be informed when services are not operational. The settlement has tarred roads and channels, but still relies on channels dug out by the community for storm water drainage.

HAZARDS AND RISKS

Natural
• Flood prone area
• Sinking soil
• Slope greater than 18
• Under power lines

SOCIAL SERVICES

• Church
• Community hall
• Mosque
• Playground
• Police station
• Sports facility

HAZARDS AND RISKS

Man-made
• High density
• Water logging drainage

SETTLEMENT MAP

Assessment
The settlement does not experience significant natural or man made hazards and risks. Those listed can be improved by formalising the settlement.

SANITATION

Working ratio 1:8 Shortfall 3
There are 6 flush toilets, all of which are in working order and maintained by the municipality.

ELECTRICITY

41 households have access to prepaid electricity, of which 40 connections are legal and 1 is illegal. The settlement has 3 street lights. The streetlights are not working. When it rains the electricity goes off, and electric lines spark when it is windy. Community members do not feel safe. The community has reported the matter to the municipality, but no action has yet been taken by municipality.

WATER

Working ratio 1:22 Shortfall 0
There are 2 communal standpipes located on the edge of settlement, which are maintained by the municipality. Both standpipes are in working order. It takes community members 5 minutes to walk to the taps.

WASHINGTON UNIVERSITY IN ST. LOUIS

WASTE MANAGEMENT

Working ratio 1:22 Shortfall 0
There are 2 communal standpipes located on the edge of settlement, which are maintained by the municipality. Both standpipes are in working order. It takes community members 5 minutes to walk to the taps.

WASTE

Waste management: 2 Municipal skips
There are 2 municipal skips located inside the settlement. Black bags are not handed out and waste is collected on a weekly basis. The community would like plastic bins during disasters.

EMPLOYMENT PROFILE

% of employed men and women

ECONOMIC SERVICES

• General shops
• Spaza shops

SOCIAL SERVICES

• Church
• Community hall
• Mosque
• Playground
• Police station
• Sports facility

SOCIAL SERVICES

40% Domestic work
10% Shopping centre

ECONOMIC SERVICES

2.5% Gardening
7.5% Security
2.5% Construction

40%

40%

40%

40%
Pinetree

Municipality: BITOU MUNICIPALITY
Closest town: PLETTENBERG BAY
Established: 2006
Structures: 55

CATEGORISATION CODE/S
B1/C
B1 - IN-SITU UPGRADING
C - URGENT RELOCATION REQUIRED
Growth potential: HIGH*

SUMMARY
Pinetree is a medium density settlement located on land owned by the municipality with no zoning, however a portion of the land is to be used by a school. The settlement experiences locational hazards since it is located in a flood-prone area, close to a garbage dump, on sinking soil, on a slope and under power lines. A portion of the settlement has been categorised for in situ upgrading and urgent relocation for the portion located under power lines. The effects of other hazards such as flooding can be solved by providing an adequate formal storm water drainage system and hardening surfaces, in order to mitigate the effects of sinking soil. Man made hazards such as inadequate sanitation, inadequate waste management, a poor street network and water logging drainage can be addressed by incrementally formalising the settlement. The community needs to organise itself with the help of the municipality to lead development initiatives. The municipality must use the EPWP to employ locals in cleaning up the settlement so that the community takes ownership of its infrastructure. The community has made reference to a time when they assisted the municipality with building the infrastructure for toilets. This same rationale must be applied to implementing community priorities.

SHORT TERM INTERVENTIONS
- Apply concrete to community dug out channels to improve storm water drainage.
- Provide a communal skip and black bags for individual household waste management.
- Provide 1 additional communal water standpipe to meet national standards.
- Provide 3 additional flush toilets to meet national standards.
- Provide 15 households with prepaid electrical connections and additional street lights.

COMMUNITY PRIORITIES
- Access to shelter: We don’t know how long we will be living in this dump.
- Maintenance and operations: The toilets are not functional.
- Access to shelter: There are many families living in one structure so there is a need to improve living conditions.
- Access to electricity: Not all the shacks have electricity.
- Access to community facilities: The children play on the road. The community needs a safe play area for the children.

HISTORY
The residents were from Gaatjie. They then moved to a settlement known as Salon. From there, the residents moved to the current Pine Tree Settlement.

TOWN LEVEL MAP

DEMOGRAPHICS

55 structures
165 people
55 households

COMMUNITY READINESS
Leadership: No leaders
Leader relations: None
Relationship with municipality: None

ASSESSMENT
There is no existing leadership structure in the settlement. The community only meets when necessary and never meets with the municipality. There is no relationship between the community and the municipality. The community needs to organise itself into small working groups and actively engage with and lead its own development agenda.

COMMUNITY VOICES
Service delivery, housing, sanitation. We need a relationship with the municipality that is reliable and transparent. Some people have been removed from the housing list, but we’re not sure how.

PLANNING RELATED ISSUES
- Land ownership: Municipality 100%
- Zoning: Other / with a portion for school use
- Household density: 66 HH/Ha

Evaluation of categorisation
The community has lived in the settlement for ten years. Residents originally thought that they would settle there on a temporary basis, however there are no plans to relocate them. The people that are settled under power lines need to be relocated given that it is dangerous. The rest of the settlement is suitable for in situ upgrading. Man made hazards and risks can be mitigated by incrementally formalising the settlement.

Comment on past relocation attempts
The municipality has not indicated that the community would be relocated, however, the community has been under the impression that their current location is temporary.

**HAZARDS AND RISKS**

- Natural:
  - Floods
  - Strong winds
  - Flood prone area
  - Garbage dump
  - Sinking soil
  - Slope greater than 18
  - Under power lines

- Man-made:
  - Inadequate sanitation
  - Inadequate waste management
  - Poor street network
  - Water logging drainage

**BASIC SERVICES**

Service assessment

There is no formal storm water drainage system, but the community has dug out channels. This medium density settlement only has 1 municipal skip, which is not emptied by anyone. The community receives no black bags for household waste management. It takes the community 5 minutes to walk to the communal water standpipe. The community requires an additional standpipe and 3 additional flush toilets in order to meet national standards. 73% (40 out of 55 households) of the settlement has access to prepaid electrical connections. A shortfall of 15 households require access to electricity. The settlement needs additional street lights. Basic services are poorly provided due to the density of the settlement. The municipality needs to facilitate a cleaning programme for EPWP workers to clean the areas surrounding the municipal skip, water standpipe and improve sanitation services since the community has commented that these areas are dirty.

**SANITATION**

- Working ratio: 1:7
- Shortfall: 3

There are 8 flush toilets, all of which are in working order and maintained by the community. There is a shortfall of 3 toilets, based on national standards.

**WATER**

- Working ratio: 1:55
- Shortfall: 2

1 communal standpipe is located on the edge of the settlement. It is a 5-minute walk for the community to access the standpipe, which is in working order and maintained by the municipality. The community has said that the water is clean, but it is very dirty around the sanitation block and sometimes there are ants and flies. There is a shortfall of 2 standpipes, based on national standards.

**ELECTRICITY**

- Pre-paid: 40

40 households have access to prepaid electrical connections, while there is a shortfall of 15 households. There is 1 street light in the settlement.

**WASTE**

- Waste management: 1 Municipal skip

There is 1 municipal skip, which is very dirty. The community receives no black bags.

**SETTLEMENT MAP**

Assessment

The settlement experiences a range of locational hazards and risks which are further compounded by man-made hazards. Through formalising a of the portion of the settlement these can be mitigated. Reblocking the settlement will establish clear access and egress routes as well as pedestrian and vehicular routes. Moreover, concrete drainage channels will mitigate water logging and flooding. Through the implementation of short term priorities waste management and access to adequate basic services will be improved.

**SETTLEMENT PROFILE: PINETREE**

The settlement is located approximately 5km away from a clinic (a 30-minute walk) and there is no access to a hospital. The community has access to educational facilities: a preschool is located within 2.5km, a primary school within 1km and a secondary school up to 5km away. The community has no access to socio-economic amenities or community facilities.

**SANITATION**

- Working ratio: 1:7
- Shortfall: 3

**WATER**

- Working ratio: 1:55
- Shortfall: 2

**ELECTRICITY**

- Pre-paid: 40

**WASTE**

- Waste management: 1 Municipal skip

Most men (80%) are employed in the construction sector. 20% of women are employed as domestic workers. The municipality should support programmes that involve skills development in communities that have limited skills capacity.
**SETTLEMENT PROFILE**

**Industria Settlement**

Municipality: BITOU MUNICIPALITY  
Closest town: PLETtenBERG BAY  
Established: 1983  
Structures: 1349

**TOWN LEVEL MAP**

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**HISTORY**

**AS TOLD BY THE COMMUNITY**

Most community members migrated from the Eastern Cape to look for job opportunities.

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**SUMMARY**

Industria is a very low-density settlement located on municipally owned land and on an electrical servitude. The community experiences a range of locational hazards and risks such as being located in a flood-prone area, close to a garbage dump, next to a road, on a slope greater than 18 degrees and under power lines. The community has settled here for the past 20 years. Hazards and risks can be mitigated by formalising the settlement through in-situ upgrading. The community experiences locational hazards: the slope is not too steep but it will be costly to service the site formally because of its geographic location. Additional hazards can be mitigated through in-situ upgrading, which will also prevent the occurrence of fires and floods. The damage inflicted by strong winds can be mitigated by improving building techniques and resources.

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**SHORT TERM INTERVENTIONS**

- Facilitate a working meeting with the community and communicate future plans in order to address community priorities.
- Provide black bags more regularly and provide more skips.
- Repair 36 communal standpipes.
- Repair 36 toilets and provide 26 toilets to meet national standards.
- Repair 27 communal standpipes.

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**SETTLEMENT PROFILE: INDUSTRIA SETTLEMENT**

**CATEGORISATION CODE/S**

**B1**  
**B1 - IN-SITU UPGRADING**

**Growth potential:** HIGH*

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**COMMUNITY PRIORITIES**

**Short term priorities:**

- **Access to educational facilities**: Children must wake up very early and travel a long distance to access education.
- **Access to health facilities**: The existing clinic has long queues, people have to wait for a long time and it is located very far away.
- **Access to community facilities**: The police station is far and sometimes when the community reports a crime, it is not dealt with until the next day.
- **Security of tenure**: Land security is important.
- **Access to employment opportunities**: Most families depend on the child support grant. Unemployment is very high, with most residents not working.

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**COMMUNITY READINESS**

- **Leadership**: Leadership committee; ward committee
- **Leader relations**: Competitive
- **Relationship with municipality**: None

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**ASSESSMENT**

There are leaders in the settlement but they compete with one another. The community has no relationship with the municipality. The community should establish a working meeting with the community and communicate future plans in order to address community priorities.

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**COMMUNITY VOICES**

We are concerned with how housing provisions are established through the municipality, and generally with the fairness of the current system in place. Many of us have been waiting for housing subsidies for years, and it seems that though some of us have handed over CVs to the municipality, we are unlikely to hear anything back. We are also concerned that the municipality employs the same people in different roles. Even within the EPWP, we feel we don’t benefit from job opportunities. We want clarity on how we can access these job opportunities.

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**DEMOGRAPHICS**

- **Structures**: 1349
- **Households**: 1349
- **People**: 4047

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**PLANNING RELATED ISSUES**

- **Land ownership**: Municipality 100%
- **Zoning**: Residential
- **Household density**: 46 HH/Ha
- **Servitude**: Electricity

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**EVALUATION OF CATEGORISATION**

The community has resided on the land for 20 years. The land is owned by the municipality and is located on an electrical servitude. The community experiences locational hazards: the slope is not too steep but it will be costly to service the site formally because of its geographic location. Additional hazards can be mitigated through in-situ upgrading, which will also prevent the occurrence of fires and floods. The damage inflicted by strong winds can be mitigated by improving building techniques and resources.

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**COMMENT ON PAST RELOCATION ATTEMPTS**

People were moved to a temporary relocation area for housing projects. According to the municipality, the community will be relocated back to the settlement once houses are complete.
HAZARDS AND RISKS

Natural
- Flood prone area
- Floods
- Strong winds
- Fire
- Garbage dump
- Road side
- Slope greater than 18
- Under power lines

Man-made
- High density
- Poor street network
- Water logging drainage

Assessment
The settlement experiences a range of locational hazards and risks such as its location in a flood-prone area, close to a garbage dump, next to a road, on a slope and under power lines. These locational hazards are further compounded by the fact that the settlement has a high population density, poor street network and suffers from water logging. Incrementally formalising the settlement will immediately provide an improved street network and eliminate the issue of water logging. This will entail installing concrete drainage channels and reblocking in the initial phases. The municipality needs to support a community-driven development process. Furthermore, the construction of a settlement boundary wall will mitigate the negative social impacts of the settlement’s roadside location.

BASIC SERVICES

Service assessment
The settlement has a poor level of infrastructure maintenance. Service delivery is adequate and the only shortfall is provision of water services. Waste management is adequate but can be improved by providing black bags more regularly and providing additional skips for waste collection. Water provision is adequate: there is no shortfall based on the national average but 27 taps need to be repaired. Sanitation services are adequately provided but the settlement requires an additional 26 toilets in order to satisfy national standards. The nature of employment in this sector is usually low-income and dependent on factors such as the provision of work. Most women (50%) work as domestic workers, a type of employment that does not allow for the acquisition of additional skills. The municipality should support skills development workshops so that the community’s present workforce can attain additional skills. The settlement has a poor level of infrastructure maintenance. Service delivery is adequate and the only shortfall is provision of water services. Waste management is adequate but can be improved by providing black bags more regularly and providing additional skips for waste collection. Water provision is adequate: there is no shortfall based on the national average but 27 taps need to be repaired. Sanitation services are adequately provided but the settlement requires an additional 26 toilets in order to satisfy national standards.

SANITATION

Working ratio 1:5
Shortfall 26

There are 280 flush toilets, which are maintained by the municipality. 244 toilets are functional and 36 need to be repaired. There is a shortfall of 26 flush toilets.

ELECTRICITY

1349 Pre-paid

There are 1349 prepaid electrical connections.

WATER

Working ratio 1:7
Shortfall 0

202 communal standpipes are located on the edge of the settlement, which are maintained by the municipality. 175 standpipes are functional and 27 need to be repaired. There is no shortfall based on the national average.

WASTE

Waste Management: 8 Municipal skips

There are 8 municipal skips in the settlement, which are maintained by the municipality. Black bags are handed out to the community on an irregular basis. The municipality should provide plastic bags. The municipal skips are insufficient.

ECONOMIC SERVICES

- Spaza shops

SOCIAL SERVICES

- Church
- Community hall

EMPLOYMENT PROFILE

% of employed men and women

- Construction work 20%
- Gardening 10%
- Security 20%
- Shopping centre 15%
- Domestic work 25%
- Restaurant 10%

A large portion of men (40%) work in the construction sector. The nature of employment in this sector is usually low-income and dependent on factors such as the provision of work. Most women (50%) work as domestic workers, a type of employment that does not allow for the acquisition of additional skills. The municipality should support skills development workshops so that the community’s present workforce can attain additional skills and find more profitable types of employment.

SETTLEMENT PROFILE: INDUSTRIA SETTLEMENT

Working ratio Shortfall

SANITATION

- CLINIC
- HOSPITAL
- PRIMARY SCHOOL
- SECONDARY SCHOOL

SOCIO-ECONOMIC AMENITIES

- N/A
- N/A
- N/A
- N/A

The community is poorly located in relation to health facilities (a clinic is up to 5km away, which is a 30-minute walk). There is no hospital located within a 5km radius. The settlement has no access to a pre-school within a 5km radius. The primary and secondary schools are located up to 5km away and learners have to walk 30 minutes to get to school. The municipality should help schools access funding for transport so that learners can get to school easily and reduce walking time. The community has access to spaza shops and community facilities such as a church and community hall within its immediate vicinity.

The settlement experiences a range of locational hazards and risks such as its location in a flood-prone area, close to a garbage dump, next to a road, on a slope and under power lines. These locational hazards are further compounded by the fact that the settlement has a high population density, poor street network and suffers from water logging. Incrementally formalising the settlement will immediately provide an improved street network and eliminate the issue of water logging. This will entail installing concrete drainage channels and reblocking in the initial phases. The municipality needs to support a community-driven development process. Furthermore, the construction of a settlement boundary wall will mitigate the negative social impacts of the settlement’s roadside location.

The settlement has a poor level of infrastructure maintenance. Service delivery is adequate and the only shortfall is provision of water services. Waste management is adequate but can be improved by providing black bags more regularly and providing additional skips for waste collection. Water provision is adequate: there is no shortfall based on the national average but 27 taps need to be repaired. Sanitation services are adequately provided but the settlement requires an additional 26 toilets in order to satisfy national standards. The nature of employment in this sector is usually low-income and dependent on factors such as the provision of work. Most women (50%) work as domestic workers, a type of employment that does not allow for the acquisition of additional skills. The municipality should support skills development workshops so that the community’s present workforce can attain additional skills and find more profitable types of employment.
Kuruland is a very high-density settlement located on land that is zoned as mixed use, of which 80% is owned by the municipality and 20% is privately owned. The settlement is situated on an electrical servitude and the community experiences numerous hazards and risks such as a high incidence of fire, some floods, inadequate sanitation and sinking soil. All these factors point to relocation, however the municipal pipeline indicates that this community will not receive housing within the next 3 years. Therefore, the settlement should be upgraded in situ and formalised in order to reduce the risks associated with living in this location. The settlement is well-located with regards to socio-economic amenities, education and healthcare facilities and employment opportunities. Most of the hazards can be alleviated by improving service delivery and maintenance as well as implementing clear strategies to reduce hazards such as fires and flooding. The municipality must attempt to expropriate the portion of the settlement that is located on private land. The municipality should also attempt to spatially organise the settlement in order to minimise the effects of the electrical servitude. The municipality must carry out the upgrading process in an environmentally sensitive manner as 61% the land falls into a critical biodiversity area.

**SHORT TERM INTERVENTIONS**

- Facilitate a working relationship with the community.
- Social facilitation is needed to help set up a leadership structure.
- Install concrete storm water channels.
- Provide 23 toilets and repair 17 toilets.
- Repair 2 communal standpipes.
- Investigate providing a municipal skip.
- Provide legal electrical connections for those using illegal ones.

COMMUNITY PRIORITIES

Short Term:
- **Shelter**
  This informal settlement is associated with many criminal activities.
- **Access to employment opportunities**
  There is a high rate of unemployment.
- **Access to community facilities**
  There is a need for accessible and safe community facilities.
- **Maintenance and operations**
  The community needs maintenance of storm water drainage since the settlement is prone to flooding.
- **Access to educational facilities**
  There is no secondary school and buses are not safe.

COMMUNITY READINESS

- **Leadership:** No leaders
- **Leader relations:** Generally cooperative
- **Relationship with municipality:** None

ASSESSMENT

The settlement has no leadership structure, and never meets with the municipality. De facto leaders generally cooperate but cannot reach agreements. The municipality must facilitate a working relationship with the community and help set up a leadership structure.

DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Structures</th>
<th>Households</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>525</td>
<td>485</td>
<td>1455</td>
</tr>
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</table>

COMMUNITY VOICES

Fires are very common in the settlement. We ask for fire safety equipment, fire hydrants and warning systems. Sanitation is very poor. There is no toilet maintenance and the children play in the dirty water. We reported the issue to the municipality, but there hasn’t been much response.

PLANNING RELATED ISSUES

- **100% Land ownership:** Municipality 80%; Private 20%
- **Servitude:** Electricity
- **Zoning:** Mixed-use
- **Household density:** 117 HH/Ha (HH/Ha - households per hectare)

Evaluation of categorisation

The land is 80% municipally-owned and 20% privately owned. 61% of the settlement is located in a critical biodiversity area. The settlement is located on an electrical servitude and experiences numerous locational hazards and risks such as fires, flooding and inadequate sanitation. These factors all point to relocation, however the municipal pipeline indicates that this community will not receive housing provision soon (within 3 years), therefore a process of formalisation and in situ upgrading should be undertaken as the settlement is well-located in terms of other amenities and employment.

Comment on past relocation attempts

The community reports that there are no plans to relocate the settlement. Rather, it has been earmarked for in situ upgrading. The municipal pipeline shows that there are plans for Kuruland, but they are still in the initial phases and will not be completed in the next 4 years.
HAZARDS AND RISKS

Natural
- Flood prone area
- Sinking soil
- Water body
- Fire
- Garbage dump

Man-made
- High density
- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Water logging drainage
- Waterborne diseases

Assessment
The settlement is situated in an area that experiences numerous locational hazards including a high incidence of fires and flooding, proximity to a garbage dump, body of water, inadequate sanitation, high density, a poor street network, water logging and drainage problems. These hazards and risks can be mitigated through the process of in situ upgrading and formalisation. The provision of additional legal electrical connections and settlement reblocking will help reduce fires. The installation of concrete storm water channels can alleviate flooding and drainage issues. The provision of a municipal skip will help combat litter and dumping. Due to the presence of drug related crime, the community has requested additional police assistance.

BASIC SERVICES

Service assessment
The settlement has a poor level of basic service delivery with a large sanitation shortfall (40 toilets). Infrastructure maintenance is an issue as repairs take longer than 2 months to be completed. 17 toilets and 2 communal standpipes require repair. The community has a good level of access to electricity, but the municipality should replace the few existing illegal connections with legal ones. Waste is regularly collected from individual bins but for a settlement of this density and size, it would be prudent to provide a municipal skip for residents to dump waste when individual bins fill up.

SANITATION
Working ratio 1:7
Shortfall 40

There are 57 working flush toilets which are maintained by the municipality. There is a shortfall of 40 toilets. 17 toilets need to be repaired. The municipality must improve the maintenance and provision of sanitation services.

WATER
Working ratio 1:12
Shortfall 0

42 working communal standpipes are located inside the settlement. There is no shortfall but 2 standpipes need to be repaired.

ELECTRICITY

5 Illegal
478 Pre-paid

There are 478 legal prepaid connections in the settlement and 5 illegal ones. There are also 2 street lights. The municipality must replace illegal connections with legal prepaid ones and should add more street lights.

WASTE

Waste management: Individual bins

The community has individual bins, which are emptied by the municipality on a weekly basis. As litter is a problem, it would also be prudent for the municipality to place a skip near the settlement given the community’s large size.
The community has average access to educational facilities with preschools and primary schools located a 5 minute walk away, but secondary school learners need to travel more than 5km. The municipality needs to ensure that secondary school learners have regular transport to school. The community is located 5 minutes away from a clinic, but residents do not have access to a hospital. The settlement is well-located in terms of other socio-economic amenities with access to sports facilities, churches, 5 spaza shops, 2 general shops and shebeens.

The community is mostly (45%) employed at the local sawmill and 80% of women are involved in the Working for Water programme. Some people are self employed and a few work in the security industry. This municipality should help to assist those who are self-employed and try to grow this means of employment through skills training and by facilitating opportunities for entrepreneurship.
**SETTLEMENT PROFILE**

**Witterdrift**

Municipality: **BITOU MUNICIPALITY**  
Closest town: **WITTEDRIFT**  
Established: **2000**  
Structures: **30**

**TOWN LEVEL MAP**

**HISTORY AS TOLD BY THE COMMUNITY**

We came from Knysna when my husband was transferred to Green Valley. We were renting a house when my husband stopped working and we never had the money to pay rent. Then we were kicked out. We decided to build our own home in this settlement. Then later, more people built shacks.

**SUMMARY**

Witterdrift is a very low-density settlement situated on municipally-owned land that is zoned as public open space. It is a peri-urban settlement located in a hamlet, distanced from any larger town in a critical biodiversity area. The settlement faces the hazards of flooding, strong winds, water logging, and being located on a slope. The community requires additional sanitation and electrical service provision to ensure that their basic service delivery needs are met. The community does not want to be relocated because residents enjoy the safety of the settlement. However, there are a number of housing projects in the pipeline, which the community would be eligible for. These are in a location outside of a critical biodiversity area which would provide better access to educational, health and socio-economic amenities and importantly, access to employment. It is particularly important to increase access to employment opportunities because the settlement reports a 100% unemployment rate. Therefore, until the settlement can be relocated, this analysis suggests in situ upgrading so that the community can receive necessary basic services and live unrestricted by natural and man made risks.

**SHORT TERM INTERVENTIONS**

- Stabilise the road with gravel to facilitate vehicle access.
- Increase the number of street lights.
- Install concrete storm water channels.
- Repair 1 toilet.
- Social facilitation is needed to establish a community leadership structure.
- The municipality should work on its relationship with the community.

COMMUNITY PRIORITIES

Short term:
- **Access to electricity**
  It is needed to change our lives.
- **Access to educational services**
  There are education facilities close by.
- **Storm water and flooding management**
  Every winter our houses are flooded.
- **Access to employment opportunities**
  No one is employed in the settlement.
- **Security of tenure**
  We want to secure our homes and families for further relocation.

COMMUNITY READINESS

- **Leadership:** No leaders
- **Leader relations:** Political tension
- **Relationship with municipality:** None

ASSESSMENT

There is no leadership structure in the community. There is no relationship with the municipality and no meetings are held between the community and the municipality. The community accuses the municipality of making empty promises and has staged peaceful protests.

DEMOGRAPHICS

30 STRUCTURES
30 HOUSEHOLDS
90 PEOPLE

COMMUNITY VOICES

Our priorities are water, sanitation, electricity and job creation.

PLANNING RELATED ISSUES

**100%** Land ownership: Municipality 100%  
**Zoning:** Public open space  
**Servitude:** None  
**Household density:** 17 HH/Ha

Evaluation of categorisation

The settlement experiences flooding and drainage issues and is located away from socio-economic amenities and work opportunities. Nonetheless, the community feels safe in the environment. The hazards and risks faced by the community can be mitigated by in situ upgrading. This will allow them to enjoy a more liveable settlement until a time when they will be relocated to one of the housing projects in the municipal pipeline. This settlement is also fully located in a critical biodiversity area which means that the area is likely unsuitable for long-term development.

Comment on past relocation attempts

The community reports that the settlement has been selected for relocation, but residents do not want to move as the community is safe for their children. There are 2 municipal housing projects in the municipal IDP which could relate to the settlement, however, neither would provide housing within the next 3 years.
**HAZARDS AND RISKS**

<table>
<thead>
<tr>
<th>Natural</th>
<th>Man-made</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Floods</td>
<td>• Inadequate sanitation</td>
</tr>
<tr>
<td>• Strong winds</td>
<td>• Inadequate waste management</td>
</tr>
<tr>
<td>• Flood prone area</td>
<td>• Poor street network</td>
</tr>
<tr>
<td>• Sinking soil</td>
<td>• Water logging drainage</td>
</tr>
<tr>
<td>• Slope greater than 18</td>
<td>• Waterborne diseases</td>
</tr>
</tbody>
</table>

**Assessment**

The settlement experiences flooding and strong winds and is affected by risks including inadequate sanitation, inadequate waste management, drainage and water logging problems, and sinking soil. These hazards can be mitigated by formalising the settlement, which includes installing concrete storm water channels, providing 1 toilet, efficiently managing waste and treating areas which contain unstable or sinking soil. The presence of a slope will make the provision of bulk infrastructure more expensive, but it should not be a determining factor for in situ upgrading in this settlement.

**BASIC SERVICES**

**Service assessment**

The municipality must repair 1 flush toilet to meet the sanitation shortfall. Maintenance issues usually take more than 2 months to be addressed. The municipality should make use of the EPWP programme to employ community members in maintaining infrastructure. 19 pre-paid electrical connections should be installed to ensure access to electricity for all households in the community.

**SANITATION**

<table>
<thead>
<tr>
<th>Working ratio</th>
<th>Shortfall</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:5</td>
<td>1</td>
</tr>
</tbody>
</table>

There are 5 working flush toilets. 1 needs to be fixed. The toilets are maintained by the community, but the municipality should assist them.

**WATER**

<table>
<thead>
<tr>
<th>Working ratio</th>
<th>Shortfall</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:6</td>
<td>0</td>
</tr>
</tbody>
</table>

There are 5 working communal standpipes maintained by the municipality that are located on the edge of the settlement and are a 10-minute walk away.

**ELECTRICITY**

| Pre-paid | 11 |

There are 11 prepaid connections in the settlement. There is also 1 street light in the settlement. 19 more connections can be added.

**WASTE**

**Waste management: Individual bins**

The municipality collects waste from individual bins on a weekly basis but does not distribute black bags.
SOCIO-ECONOMIC AMENITIES

The community has good access to education facilities, however, secondary school learners have to travel more than 1 hour to school. A transport arrangement for these learners is essential and must be facilitated by the municipality. Residents have access to a health clinic 30 minutes walk away but not to a hospital. The municipality must ensure that the community has access to a hospital in emergency and urgent cases. The community reported no access to any of the socio-economic amenities listed.

EMPLOYMENT PROFILE

% of employed men and women

100%

Unemployed

The community reported that everyone is unemployed. The municipality should extend the EPWP programme to this community to generate some income among community members. Skills upgrading, small-scale farming and entrepreneurship can be encouraged with investment by the municipality.
**SETTLEMENT PROFILE**

**Wittedrift Green Valley 66**

Municipality: **BITOU MUNICIPALITY**  
Closest town: **PLETTENBERG BAY**  
Established: **2001**  
Structures: **40**

**CATEGORISATION CODE/S**

**B2**  
**B2 - NO URGENT RELOCATION REQUIRED**

Growth potential: **HIGH**

**SUMMARY**

Wittedrift is a very low density settlement situated on an electrical servitude and in a critical biodiversity area. The land is owned by the municipality and is zoned as public open space. The area is prone to flooding. The community has been selected for relocation to a housing project, where residents will be provided with top structures. However, project construction is only scheduled to begin after June 2019. Therefore, the municipality should embark on an in situ upgrading project so that the settlement can access a basic level of service delivery, ensuring the community’s wellbeing and dignity. The municipality needs to alleviate the sanitation shortfalls, move water infrastructure closer to the settlement, provide access to educational and health facilities, install concrete storm water channels, provide 35 prepaid electrical connections, and establish a working relationship with the community. The municipality must ensure that the community understands when they should expect to receive housing and what level of in situ upgrading they can expect. The municipality also needs to facilitate skills training, EPWP programmes and entrepreneurship as the community reports a 100% unemployment rate.

**SHORT TERM INTERVENTIONS**

- Repair the access road to the settlement.  
- Provide 3 flush toilets and repair 2 flush toilets.  
- Repair 2 communal standpipes.  
- Install concrete storm water channels.  
- Regularly distribute black bags.  
- Establish a working relationship with the community.  
- Social facilitation is needed to set up a ward committee.

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COMMUNITY PRIORITIES

Short term:
- **Access to sanitation**
  There aren’t enough toilets and some residents use the bushes.
- **Access to educational facilities**
  The schools are very far from the settlement.
- **Access to electricity**
  Some shacks do not have electricity and they use candles that cause fires.
- **Access to a road**
  Access to the road is a major concern for the community.
- **Access to employment opportunities**
  Residents are concerned with the high unemployment rate in the settlement and that the same people seem to be benefiting from jobs facilitated by the municipality.

COMMUNITY READINESS

- **Leadership:** No leaders
- **Leader relations:** Political tension
- **Relationship with municipality:** Bad

ASSESSMENT

The settlement suffers from various hazards and risks including flooding and being located on an electrical servitude. The settlement is poorly located in terms of access to socio-economic amenities. 100% of the community is unemployed. The municipality has planned to relocate residents to a housing project and to assist with top structure provision, but the municipal pipeline suggests that this will not happen until after 2019. This settlement is also located in a critical biodiversity area, which means that the settlement is likely to be unsuitable for long term development. Therefore, the municipality must ensure that the community’s basic service requirements are met and that in situ upgrading is carried out.

COMMUNITY VOICES

We are requesting access to housing, streets, a church, jobs and security of tenure.

DEMOGRAPHICS

- **40** structures
- **50** households
- **150** people

- 1 shack owner moved to Cape Town

PLANNING RELATED ISSUES

- **100%** Land ownership: Municipality 100%; Private 100%
- **Servitude:** Electricity
- **Zoning:** Public open space
- **Household density:** 29 HH/Ha
  (HH/Ha - households per hectare)

Evaluation of categorisation

The settlement suffers from various hazards and risks including flooding and being located on an electrical servitude. The settlement is poorly located in terms of access to socio-economic amenities. 100% of the community is unemployed. The municipality has planned to relocate residents to a housing project and to assist with top structure provision, but the municipal pipeline suggests that this will not happen until after 2019. This settlement is also located in a critical biodiversity area, which means that the settlement is likely to be unsuitable for long term development. Therefore, the municipality must ensure that the community’s basic service requirements are met and that in situ upgrading is carried out.

Comment on past relocation attempts

The community reports that there are municipal plans to relocate residents to a housing project nearby. Top structure provision is planned.
HAZARDS AND RISKS

Natural
- Floods
- Flood prone area
- Sinking soil
- Slope greater than 18

Man-made
- Inadequate sanitation
- Poor street network
- Water logging drainage

Assessment
The settlement suffers from various locational hazards as well as natural and man-made risks such as flooding, sinking soil, inadequate sanitation, a poor street network, water logging and drainage issues. The access road is in bad condition and currently there are pipes and community dug channels to assist with drainage. While the community waits to be relocated to a housing project, the municipality can alleviate these hazards and risks through the process of in situ upgrading. The municipality should install concrete storm water drainage channels, which would help alleviate the drainage issues of water logging and flooding. The access road must be repaired. The provision of additional toilets should alleviate the sanitation shortfall that is currently experienced.

BASIC SERVICES

Service assessment
Basic service delivery to the community is average. Water provision exists, but is located far away and 2 standpipes need to be repaired. There is a shortfall of 5 toilets with 2 requiring repair. Only 15 of 50 households have access to electricity. Waste is collected regularly from municipal skips, but black bags are handed out irregularly to the community. Maintenance issues are reported to the community liaison officer and it takes about 1 month to repair infrastructure. The municipality must address the shortfall of sanitation services and needs to ensure that maintenance work is carried out effectively. The municipality should also consider the possibility of moving water infrastructure closer to the community and should provide electrical connections to 35 households.

SANITATION

Working ratio 1:8
Shortfall 5

There are 5 working flush toilets and 2 toilets that need to be repaired. There is a shortfall of 5 toilets.

WATER

Working ratio 1:13
Shortfall 0

2 communal standpipes are located on the edge of the settlement and maintained by the community. There is no shortfall but 2 standpipes need to be repaired. It takes the community more than 1 hour to access this infrastructure. The municipality must install concrete storm water drainage channels, which would help alleviate the drainage issues of water logging and flooding. The access road must be repaired. The provision of additional toilets should alleviate the sanitation shortfall that is currently experienced.

ELECTRICITY

15
Pre-paid

15 households have access to electricity in the settlement through prepaid connections. Therefore there is capacity to add 35 more prepaid connections so that all households can gain access. The settlement only has 1 street light.

WASTE

Waste Management: municipal skips

The community deposits waste into municipal skips which are emptied on a weekly basis. The community receives black bags irregularly.
SOCIO-ECONOMIC AMENITIES

The community has poor access to educational facilities, with only about 50% of children attending school. This is linked to the long transit times to schools, with primary school learners needing to walk for over an hour to get to school. Access to health facilities is average with a clinic 30 minutes away but no access to a hospital. Both of these issues - access to education and healthcare facilities - require municipal assistance. The municipality must provide transport for learners and community members urgently requiring medical assistance. The community report indicates that residents have no access to other socio-economic amenities.

EMPLOYMENT PROFILE

% of employed men and women

100%

Unemployed

The community reported that everyone is unemployed. The municipality should extend the EPWP programme to this community to generate some income in the community. Municipal investment can encourage skills upgrading, small-scale farming and entrepreneurship.
Forest View

**Municipality:** BITOU MUNICIPALITY  
**Closest town:** KWANOKUTHULA  
**Established:** 1995  
**Structures:** 60

**SUMMARY**

Forest View is a very low-density settlement located on municipally-owned land that is zoned for agricultural use. The municipality has plans to relocate the community to a housing project in the nearby settlement of Kranshoek, but in the meantime the municipality needs to ensure the provision of basic services and maintain a level of wellbeing. The municipality should provide flush toilets in the community and install concrete storm water channels to limit erosion in this environmentally sensitive area. The municipality must engage with the community leadership committee. In doing so, the municipality must be clear and transparent about the process of relocation and the level of targeted in situ upgrading that the municipality is capable of providing in the meantime.

**SHORT TERM INTERVENTIONS**

- Install concrete storm water channels.
- Provide 4 additional toilets.
- Investigate the provision of flush toilets by connecting the settlement to nearby bulk sanitation infrastructure.
- The municipality should attempt to repair the relationship with the community.

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COMMUNITY PRIORITIES

Short term:

• Shelter
  The community wants housing.

• Access to sanitation
  The community wants flush toilets.

• Access to water
  The community requests one house, one tap.

• Tenure security
  The municipality must transfer the land to the residents so that they can start building their own houses.

• Access to community facilities
  There are no community facilities in the settlement.

Evaluation of categorisation

The settlement is well suited for in situ upgrading as it does not experience any significant hazards or risks. It is located near bulk service connection lines and is municipally-owned. However, the municipality has planned to relocate the community to a nearby housing project. Therefore long-term development of the settlement would not be prudent. As such, the municipality should carry out a targeted in situ upgrading process which links closely to short-term community needs but does not over-invest in a settlement that will be relocated.

COMMUNITY READYNESS

Leadership: Leadership committee

Leader relations: Healthy

Relationship with municipality: Bad

ASSESSMENT

The community has a leadership committee that enjoys a healthy internal relationship. Leaders usually meet once a month and meet with the municipality when necessary to discuss service delivery issues. The community reports a poor relationship with the municipality.

COMMUNITY VOICES

We are always fighting poverty and hunger; the lack of service delivery and access to roads makes life even more difficult.

DEMOGRAPHICS

60 STRUCTURES
60 HOUSEHOLDS
180 PEOPLE

PLANNING RELATED ISSUES

Land ownership: Municipality 100%

Servitude: None

Zoning: Agriculture

Household density: 16 HH/Ha

(“HH/Ha” - households per hectare)

Evaluation of categorisation

The settlement is well suited for in situ upgrading as it does not experience any significant hazards or risks. It is located near bulk service connection lines and is municipally-owned. However, the municipality has planned to relocate the community to a nearby housing project. Therefore long-term development of the settlement would not be prudent. As such, the municipality should carry out a targeted in situ upgrading process which links closely to short-term community needs but does not over-invest in a settlement that will be relocated.

Comment on past relocation attempts

The community reports that the settlement is going to be relocated to a housing development in Kranshoek. They claim that top structure provision has been planned by the municipality. This is verified in the municipality’s response. The IDP confirms that there is a project in Kranshoek, however it is still in the planning and desktop phase so the community is not likely to receive housing in the near future.
HAZARDS AND RISKS

Natural
- Slope greater than 18

Assessment
The settlement experiences a low level of locational risks and faces no natural or man made hazards. It is located on a slope, which makes bulk infrastructure provision more expensive, but this is not a major hindrance for targeted in situ upgrading.

BASIC SERVICES

Service assessment
The settlement has a decent level of service delivery considering that there is a lack of bulk capacity infrastructure to the settlement. There is a sanitation shortfall of 4 toilets and the community has complained about the chemical toilets they are currently using. This could change if the municipality extends sanitation services into the settlement as there is a connection line 100m away. Bulk infrastructure provision could also mean increasing the number of communal taps. The community has access to electricity and waste is regularly collected from individual bins.

SANITATION

Working ratio 1:8  
Shortfall 4
There are 8 working chemical toilets, which are maintained by a service provider. There is a shortfall of 4 toilets. The community wants flush toilets.

WATER

Working ratio 1:20  
Shortfall 0
There are 3 working communal standpipes, which are maintained by the community and located inside the settlement.

ELECTRICITY

46 Pre-paid
50 households have access to electricity via prepaid connections. There are also 19 working street lights in the settlement.

WASTE

Waste management: Individual bins
The municipality collects waste on a weekly basis from individual bins. The municipality does not distribute black bags.
SOCIO-ECONOMIC AMENITIES

The community has good access to educational facilities with primary and secondary schools located a 30-minute walk away. Access to health facilities is poor as the settlement is only serviced by a mobile clinic. In this scenario, the municipality needs to ensure that community members that urgently need health care access are provided with transport. With regards to other socio-economic amenities, the community has access to a playground, sports field, community hall, church and the police station.

SOCIAL SERVICES

- Church
- Community hall
- Playground
- Police station
- Sports facility

EMPLOYMENT PROFILE

% of employed men and women

- Farm work: 80%
- Environmental affairs: 15%
- Construction: 5%

The community is predominantly (80%) employed as farm labourers. This could mean that residents experience vulnerable livelihoods as farm work can often be seasonal. 30% of women in the community are employed in environmental affairs.
The settlement categorisation is based on the following categorisation logic. Where applicable, the categorisation also references the municipal IDPs, housing pipelines and municipal business plans.

Three datasets are provided: number of structures, number of households and number of people living in informal settlements.

The number of structures is a triangulation of data received from the municipality, the community (via the focus group discussion) and actual structure counts during the rapid appraisal. In instances where the field team counted structures, this figure is deemed to be most accurate. In instances where an extensive discrepancy with municipal figures occurred, the team conferred with officials.

The number of people in the settlement is based on a ratio of 3 people per household. This falls below the metro ratio of 3 people per household and is considered a good estimate for non-metro informal settlements.

The number of households is based on a community estimate. The general approach used to reflect a more realistic estimate worked with 1.2 households per structure. This ratio is based on CORC’s experience on the ground.

The following density gradients were used:

<table>
<thead>
<tr>
<th>Density Gradient</th>
<th>Number of Structures</th>
</tr>
</thead>
<tbody>
<tr>
<td>VERY LOW</td>
<td>&gt; 25</td>
</tr>
<tr>
<td>LOW</td>
<td>26 - 50</td>
</tr>
<tr>
<td>MEDIUM</td>
<td>51 - 75</td>
</tr>
<tr>
<td>HIGH</td>
<td>76 - 100</td>
</tr>
<tr>
<td>VERY HIGH</td>
<td>101+</td>
</tr>
</tbody>
</table>

The sanitation shortfall is based on the national standard of 1 toilet for every 5 households. The number of toilets within a settlement is based on the actual number of working toilets at the time of the rapid appraisal.

The water shortfall is based on the national standard of 1 tap for every 25 households. The number of taps within a settlement is based on the actual number of working taps at the time of the rapid appraisal.
Cape Agulhas municipality forms part of the broader Overberg district. The area is geographically located at the southernmost tip of the Western Cape province. A large portion of the Cape Agulhas municipal area lies on the Agulhas plain. This is a low-lying coastal plain, which is home to the Agulhas National Park and a series of wetlands. The municipality comprises a number of rural areas and towns: Bredasdorp, Arniston, Struisbaai, L’Agulhas, Suiderstrand, Napier, Elim, Klipdale and Protem. Stats SA (2011) revealed that a large portion of the population is unemployed. The RAP project identified a number of informal settlements: Napier, Klipdale Squatter Camp, Zwelitsha and Oukamp. The municipality’s vision for the area is “to render continuous, sustainable, effective services to all inhabitants and visitors in the area in order to create a healthy and safer environment for happier communities.”

### CONTEXTUAL MAP OF MUNICIPALITY

### SETTLEMENT CATEGORISATIONS AND SHORT TERM INTERVENTIONS

<table>
<thead>
<tr>
<th>SETTLEMENT</th>
<th>CATEGORY</th>
<th>SHORT TERM INTERVENTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Napier</td>
<td>A</td>
<td>• Repair 11 flush toilets.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Repair 28 communal standpipes.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Repair 1 street light.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install concrete storm water channels.</td>
</tr>
<tr>
<td>Klipdale Squatter Camp</td>
<td>B2</td>
<td>• Explore whether toilets and communal standpipes can be moved closer to the community.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide a lit pathway to this infrastructure.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install concrete storm water channels.</td>
</tr>
<tr>
<td>Zwelitsha</td>
<td>C</td>
<td>• Provide the community with communal skips located inside the settlement.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Regularly remove waste.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide black bags once a week.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Repair 2 communal standpipes.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide a shortfall of 8 taps.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Repair 25 flush toilets.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide a shortfall of 93 toilets.</td>
</tr>
<tr>
<td>Oukamp</td>
<td>A</td>
<td>• Provide communal skips that are located inside the settlement.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Distribute black bags to the community on a regular basis.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Collect waste on a weekly basis.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide water services in the settlement.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Manage infrastructure.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide shortfall of 4 flush toilets.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Repair 1 flush toilet.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Supply regular maintenance.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide 58 prepaid electrical connections.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Repair 2 street lights.</td>
</tr>
</tbody>
</table>
INTRODUCTION

The information in this municipal profile provides an overview of the informal settlements that form part of the municipal area. The settlements profiled were Napier, Klipdale Squatter Camp, Zwelitsha and Oukamp.

The settlements in the area were established for various reasons. These include relocation from areas that had locational hazards and risks as well as people needing to acquire residential accommodation. The only settlement that has good access to basic services is Klipdale Squatter Camp. The other settlements in the municipal area have poor access to basic services. Maintenance of existing infrastructure is poorly managed. This is the case with small municipalities that have limited funding with regard to ongoing infrastructural maintenance. Access to socio-economic amenities is varied between the four settlements. However all settlements have good access to community facilities such as churches, general shops, spaza shops, police stations and sports facilities.

SUMMARY OF COMMUNITY PRIORITIES

Access to employment opportunities was the most common priority for the communities of all 4 settlements in the municipality including it as a short term priority. Sustainable, permanent employment is crucially important as many people in these 4 informal settlements are employed as seasonal or temporary farm labourers, which can result in vulnerable livelihoods. Other common priorities were access to shelter or housing and access to health facilities. The municipality has indicated that relocation to a housing project, top structure provision and/or in situ upgrading is scheduled for these settlements and that these communities should be beneficiaries in the future. With regard to health facilities, the municipality needs to ensure that communities are able to access transport to hospitals, especially in emergency situations.

DEMOGRAPHIC SUMMARY

53HH/Ha
Density (HH/Ha)
The settlement density range is 53 which indicates a medium density.
The graph showing structure density vs the age of the 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) There is a very weak positive correlation (coefficient $= 0.16$) between age and density, therefore age does not have a strong determining effect on the density of the settlements.

ii) The community of Napier was relocated from their original location because their settlement was prone to flooding.

iii) The settlements of Klipdale Squatter Camp and Oukamp have grown at a rapid rate. The reasons for growth must be investigated by the municipality as the community of Klipdale Squatter Camp reports that evicted farm workers have settled here.

DENSITY VS AGE OF SETTLEMENT GRAPH

The graph above shows the relationship between the age of the settlement and the density of structures per hectare.

PLANNING OVERVIEW

All four settlements are located on municipally owned land, which presents an ideal situation for in situ upgrading. Napier and Oukamp are suited for in situ upgrading and have been categorised as such with planning underway. This aligns with the municipality’s plans for the settlements. Klipdale Squatter Camp should be relocated but not urgently, as it is the only settlement that has adequate access to basic services. Unfortunately, it is not feasible to undertake long term development as the settlement is located far from economic opportunities, on land that is outside the urban edge and that is zoned for agriculture. Zwelitsha has been categorised for urgent relocation since its current location is not ideal and poses health related risks to the community. None of the settlements are located in Act 9 areas or on privately owned 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)
None of the settlements are located on private land.

Servitudes (Important for partial or total relocation)
Oukamp is the only settlement located on a servitude, namely an electrical servitude. The municipality has selected this settlement for relocation but there are no municipal plans in the latest IDP that reflect this. Therefore one can assume that the community is going to be situated here for a few years. Given that the settlement is only likely to be relocated to a housing project in a number of years time, it has been selected for in situ upgrading so that the community can have access to services.

Relocation
1 settlement, Zwelitsha, has been categorised for urgent relocation. This settlement experiences locational risks and hazards and is not suited for long term development. 3 of the settlements have been scheduled for relocation to housing projects elsewhere in the municipality. Napier is the only settlement, which will not be relocated as it was identified for in situ upgrading and eventually formalisation due to its suitability for long term development. The other settlements still require some level of upgrading and service provision as the relocation process takes a long time and these communities cannot be forced to survive without adequate service delivery.
HAZARDS AND RISKS

The most common hazards faced by the settlements are flooding, water logging and drainage issues. The municipality needs to install concrete storm water channels to mitigate these risks, specifically waterborne diseases. Inadequate sanitation services compound these risks and directly contribute to the spread of waterborne disease. Therefore adequate sanitation services must be provided. Zwelitsha is located in a high risk area that is prone to flooding and on a garbage and mine dump. Consequently the settlement has been suggested for relocation. Oukamp also experiences locational hazards due to its location on an electrical servitude and under power lines. There are plans to upgrade this settlement to minimise the locational risks of living there.

BASIC SERVICE PROVISIONS

Service assessment
The settlements surveyed receive an average level of service delivery. Sanitation shortfalls were recorded in Napier (7), Zwelitsha (93) and Oukamp (4). In these settlements, existing infrastructure requires maintenance with Napier and Zwelitsha requiring repair to 11 and 25 toilets respectively. Although Klipdale Squatter Camp has good access to sanitation services, the community expressed that sanitation services were still situated far from the settlement. The municipality must ensure that sanitation shortfalls are met because good sanitation is crucial to mitigating disease and promoting dignified living. Access to water in the settlements is slightly better with only Zwelitsha recording a shortfall of 8 taps. The settlements enjoy the use of communal standpipes but Napier reported that 28 standpipes require repair. The municipality must alleviate these shortfalls and implement a maintenance plan to ensure that these services do not deteriorate. Electricity is available to the 4 settlements, albeit 58 illegal connections in Oukamp. The municipality must limit the use of illegal connections because they pose a serious safety hazard to communities. With regard to waste management, black bags are distributed irregularly and waste is collected from settlements infrequently. An exception is Klipdale Squatter Camp, where waste is collected weekly. A thorough waste management plan that encompasses regular waste collection from all settlements must be implemented and adhered to.

SANITATION

Sanitation shortfall
Generally there is a poor level of sanitation service delivery in the municipality. With the exception of Klipdale Squatter Camp, all the other settlements experience sanitation shortfalls. Napier has a shortfall of 7 toilets, Zwelitsha has a shortfall of 93 toilets and Oukamp has a shortfall of 4 toilets. These settlements also have toilet maintenance issues. Napier, Zwelitsha and Oukamp need 11, 25 and 1 toilet to be repaired respectively. The municipality must ensure that sanitation services are available to these communities because the lack thereof often compounds issues of flooding and drainage, which pose serious health hazards.

WATER

Water shortfall
In the municipality, access to water is average with Napier, Klipdale Squatter Camp and Oukamp reporting no shortfalls. However, Zwelitsha, which is the most populous settlement surveyed, has a shortfall of 8 taps. Maintenance of water infrastructure in the area is average: 28 communal standpipes need repair in Napier and 2 in Zwelitsha. The municipality must ensure that all communities have access to water. An operations and maintenance plan must be utilised for each settlement and should empower and incentivise the communities to maintain this infrastructure.
Access to waste management

All the settlements have access to waste management. Communities mostly deposit waste in communal sites outside the settlement for collection. The municipalities distribute black bags and collect the waste. However, the frequency of waste collection and distribution of black bags is irregular. The municipality should implement a waste management strategy which ensures that settlements receive regular and efficient waste collection. Effective waste collection is important for reducing health risks and enhancing the liveability of a place.

ACCESS TO AMENITIES

Overall, all settlements within the municipal area have good access to educational amenities except Zwelitsha, which is not located within a 5km radius to a pre-school. This places children at a disadvantage in the region’s most populous informal settlement. All settlements have access to clinics but no access to hospitals. This is a problem as clinics do not offer as extensive health resources as hospitals do. The municipality should formulate a transport programme so that, in the case of health related problems, people can access hospitals in the municipal area. All settlements have access to general and spaza shops within their immediate vicinity. Respectively, each settlement has a good provision of community facilities such as churches, community halls, police stations and sports facilities.

**Access to educational amenities**

- 75% within 5km of a preschool
- 100% within 5km of a primary school
- 100% settlements in municipal area have access to a secondary school

**Access to health facilities**

- 100% settlements within 5km radius of a clinic
- 0% settlements within 5km radius of a hospital

QUALITY OF LIFE

**Social problems**
Crime related to house break-ins is a common issue in all settlements. Klipdale Squatter Camp also has instances of domestic violence. Zwelitsha experiences occurrences of rape, killing and mugging.

**Employment**
Farm work and construction are the dominant types of employment in the municipal area.
Ward committee
There are no ward committees in the settlements.

Relationship with the municipality
Most communities residing in these informal settlements have a poor relationship with the municipality. The only settlement with an average relationship is Klipdale Squatter Camp.

Assessment
The introduction of ward committees and the development of smaller community working groups will allow for improved communication between the municipality and communities residing in the settlements.

SUMMARY
All settlements in the municipal area are located on municipally owned land and would be ideal for in situ upgrading. However, some settlements are located in areas that experience locational risks and hazards and are therefore not suitable for habitation. Napier and Oukamp have been categorised for in situ upgrading with planning underway, which is aligned with the municipality’s plan for these settlements. Klipdale Squatter Camp is categorised B2 as no urgent relocation is required because the land is suited for in situ upgrading. However, it is not feasible for long term development due to its far distance from economic opportunities and other amenities. Zwelitsha has been categorised for urgent relocation. Its current location has detrimental impacts on the community’s health and well-being due to its locational hazards and risks.

High levels of unemployment and seasonal work are common in these settlements. Each informal settlement requires regular waste management and improved maintenance on existing sanitation and water services. Ongoing maintenance seems to be a problem. In each settlement’s short term interventions, maintenance has been identified as improving living conditions and enabling the community access to a dignified living environment. The municipality should proactively engage with communities to gain an understanding of how to intervene. Such engagement will improve conditions in the settlements and establish a platform for communicating plans for the settlements. In this manner communities can become active partners and ready themselves.
SETTLEMENT PROFILE

Napier

Municipality: CAPE AGULHAS MUNICIPALITY
Closest town: NAPIER
Established: 2009
Structures: 164

SUMMARY

Napier is a medium density settlement located inside the urban edge and has an undetermined zoning. The settlement has been selected by the municipality for in situ upgrading and formalisation with the possibility of top structure provision. This analysis confirms this as a suitable decision. The settlement is well located in terms of access to educational amenities and access to a clinic. Currently, the maintenance of existing infrastructure in the settlement is poor with a sanitation shortfall of 7 toilets. 11 toilets, 28 communal standpipes and 1 street light need to be repaired. Social facilitation is needed to support the community with formulating a maintenance plan. It is crucial to establish a good relationship with the community as a deep level of public participation is needed in the process of formalising this settlement.

HISTORY

AS TOLD BY THE COMMUNITY

Due to flooding, the settlement was relocated from a river bank to its current location. Years later the municipality developed a section of the settlement into service sites.

SHORT TERM INTERVENTIONS

- Repair 11 flush toilets.
- Repair 28 communal standpipes.
- Repair 1 street light.
- Install concrete storm water channels.
- Facilitate meetings with the community to outline plans for upgrading the settlement.
- Formulate a maintenance plan together with the community.

COMMUNITY PRIORITIES

Short term:
- **Access to employment opportunities**
  There are no job opportunities and it is necessary to improve shelter.
- **Access to educational facilities**
  Community members experience the current crèche as discriminatory. The use of language is Afrikaans.

Medium term:
- **Access to health facilities**
  The clinic does not have enough capacity to serve the community. People need to set up appointments to be treated (not everyone can be serviced in a day).

Long term:
- **Shelter**
  The community needs improved shelter which is dependent on employment opportunities.
- **Tenure security**
  The people here can build their own houses.

COMMUNITY READINESS

- **Leadership:** Leadership committee
- **Leader relations:** Healthy
- **Relationship with municipality:** Very bad

ASSESSMENT

The settlement’s leadership committee reports having a healthy internal relationship but a poor relationship with the municipality. The committee never meets with the municipality and the community reported that it does not have a specific body that reports maintenance issues to local government. Therefore the municipality needs to facilitate meetings with the community to outline plans for upgrading the settlement and to formulate a maintenance plan together with the community.

COMMUNITY VOICES

Some taps have broken sinks. When the taps are open the water runs down into our shacks. There are also a lot of blocked toilets, which have not been fixed by the municipality. The children play in the grey water from the toilets. Sometimes the municipality does not collect the garbage. The children play with the garbage and the wind blows it back inside the settlement.

PLANNING RELATED ISSUES

- **Land ownership:** Municipality 100%
- **Servitude:** None
- **Zoning:** Other
  (Undetermined zoning, apparently the municipality has applied for rezoning)
- **Household density:** 69 HH/Ha
  (HH/Ha - households per hectare)

Evaluation of categorisation
This medium density settlement experiences flooding that is linked to its location on a slope. Health risks stem from inadequate sanitation and poor drainage, which can be partially linked to poor municipal maintenance. The municipality has planned to upgrade the informal settlement. This analysis confirms this as a suitable decision.

Comment on past relocation attempts
The settlement was originally situated on a flood plain. Consequently it was relocated to a piece of land across the river. According to the community, residents have registered for houses. According to the municipality the settlement will not be relocated but developed for site and service. Stage 2 of UISP has been approved. The municipality reports that top structure provision is planned as there are plans to formalise the settlement.
HAZARDS AND RISKS

Natural
• Flood prone area
• Slope greater than 18

Man-made
• High density
• Inadequate sanitation

Assessment
The settlement is located on a slope and is at risk of flooding. Structures experience damage from occasional strong winds. The community reported inadequate sanitation as a health risk, which is compounded when the settlement floods. The municipality must install concrete storm water channels to mitigate this. The community also reported high levels of crime such as house break-ins and petty crime. The municipality’s police and social development services should work in tandem with the community to tackle these issues.

BASIC SERVICES

Service assessment
Currently there is a sanitation shortfall of 7 toilets. The municipality needs to be more proactive in maintaining the infrastructure located in the settlement. 11 flush toilets and 28 communal standpipes need to be repaired. 1 street light needs to be fixed and concrete storm water channels need to be installed. A more effective maintenance plan is needed. Social facilitation is needed to include community members in the development of their settlement. This can foster a sense of community ownership for infrastructure and can encourage residents to take responsibility for their services. All households in the settlement have access to electricity.

SANITATION

Working ratio 1:7  Shortfall 7

25 working flush toilets are maintained by the municipality. An additional 11 toilets need to be repaired. There is a current shortfall of 7 toilets.

WATER

Working ratio 1:20  Shortfall 0

8 working communal standpipes are located in the settlement and maintained by the municipality. 28 communal standpipes need to be repaired. Currently the shortfall is 0 but the municipality should not let this deter them when deciding to maintain broken infrastructure.

ELECTRICITY

159  Pre-paid

There are 159 prepaid electrical connections and all households have access to electricity. There is one streetlight but it has never worked.

WASTE

Waste management: Common area outside settlement

1 communal dumping area is located outside the settlement and emptied by the municipality irregularly. Black bags are also distributed but the frequency is undetermined.
The community has good access to educational facilities, with 75%-100% of children in the settlement attending school. The preschool and primary school are located 1km from the settlement, which is a 15 minute walk. The secondary school is located 2.5km from the settlement, which is a 30 minute walk. The community does not have access to a hospital but does have access to a permanent clinic which is located 2.5km from the settlement. Transport should be provided to the nearest hospital, especially in emergency situations. Community facilities such as a church, spaza shop, shebeen and a police station are located in the vicinity of the settlement.

Community members are predominantly (80%) employed as farm labourers while 17.5% are employed as construction workers and a small portion (2.5%) work as security guards. Unemployment is very high in the settlement. The community has listed access to employment opportunities as a priority. Employment is also necessary to fund much needed improvements to shelter.
SETTLEMENT PROFILE

Klipdale Squatter Camp

Municipality: CAPE AGULHAS MUNICIPALITY
Closest town: KLIPDALE
Established: 2005
Structures: 27

TOWN LEVEL MAP

HISTORY

AS TOLD BY THE COMMUNITY

The settlement was formed in 2005 when a member of the community, who at the time lived in her father’s formal house, was given a shack by her father to relocate to. The municipality helped out with building materials. After some time, more people who lived in formal housing and on farms started to relocate to the area and build shacks.

SUMMARY

Klipdale Squatter Camp is a low density settlement situated outside the urban edge and isolated from economic opportunities. The community has been informed by local government that it will be relocated to a housing project in either Bredasdorp or Napier. The community receives good access to basic services but has complained that sanitation and water services are too far away, namely about a 30 minute walk, which is very unpleasant at night. Until the settlement is relocated to a more suitable and less isolated location, it should be considered for in situ upgrading so as to meet the community’s most pressing priorities. The municipality should explore the possibility of moving sanitation and water services closer to the settlement and illuminate the pathway to these services with street lights. Additionally, the community does not have good access to health facilities. The municipality must establish clear communication with the community about its relocation.

SHORT TERM INTERVENTIONS

- Explore whether toilets and communal standpipes can be moved closer to the community.
- Provide a lit pathway to this infrastructure.
- Install concrete storm water channels.
- Engage with the community more regularly to develop joint plans towards meeting community priorities.

COMMUNITY PRIORITIES

Short term:
- **Access to employment opportunities**
  Most people are unemployed.
- **Access to health facilities**
  The clinic comes once a month and if a community member becomes ill, the person has to travel 36km to town to see a doctor.

Medium term:
- **Access to sanitation**
  One-on-one services and current toilets are far away.
- **Street Lights**
- **Shelter**
  The community needs permanent homes.

COMMUNITY READINESS

- **Leadership:** Ward committee
- **Leader relations:** Undetermined
- **Relationship with municipality:** Average

ASSESSMENT

The community has a leadership committee which liaises with the municipality when necessary. Residents report having an average relationship with the municipality and that they usually meet with officials from social development or community services.

DEMOGRAPHICS

- **27** Structures
  - 3 vacant
- **27** Households
- **81** People

COMMUNITY VOICES

Our main concerns are a lack of access to health facilities. The current clinic comes once a month and if a community member becomes ill, they have to travel to town (36 km) to see a doctor. There is no form of transportation to the settlement.

PLANNING RELATED ISSUES

- **100%** Land ownership: Municipality 100%
- **Servitude:** None
- **Zoning:** Agriculture
- **Household density:** 29 HH/Ha
  (HH/Ha - households per hectare)

Evaluation of categorisation

This is a low density, isolated settlement that experiences low levels of man-made or natural risks (only flooding) and has good access to basic services. The community has been told that it will be relocated to a housing project in Bredasdorp or Napier. The community’s development plan has been rejected by province due to the isolated nature of the settlement. The community has reported that sanitation and water services are far away and that residents have poor access to health facilities with ambulances taking more than an hour to arrive. The settlement should be upgraded in situ and specifically focus on alleviating the community’s immediate priorities.

Comment on past relocation attempts

The municipality reports that the settlement will be part of a housing development in Bredasdorp or Napier: “Our business plan to develop Klipdale was rejected by province because our settlement is far from economic opportunities.” The land ownership was transferred from Overberg district municipality to Cape Agulhas local municipality.
BASIC SERVICES

Service assessment
The settlement has a good level of basic service provision with no shortfalls for sanitation or water recorded. However, the community reports that these services are located outside of the settlement and it takes a while to walk in order to reach them. The municipality must explore the possibility of moving sanitation and water services closer to the settlement. Maintenance seems to be effective and is potentially linked to a proactive ward councillor. The community enjoys electrical provision. Waste is collected once a week, however black bags should be distributed at regular intervals.

HAZARDS AND RISKS

Natural
• Floods

Man-made
• None

Assessment
The settlement is relatively free of risks and hazards but does experience flooding and strong winds that cause a minor amount of damage. The municipality should install concrete storm water channels to mitigate flooding.
The community has excellent access to a pre- and primary school as the settlement is located next to Klipdale Ek Primary School. However, secondary school learners need to travel for more than 1 hour to get to school. The municipality must ensure that these learners have regular transport to and from school.

With regard to health facilities, the community can access a mobile clinic but has no access to a hospital. The municipality must ensure that community members have transport to a hospital in cases of emergency. The settlement has access to various other socio-economic amenities such as a playground, sports field, community hall, church, spaza shop and a shebeen.

The community has very high rates of unemployment with access to employment listed as a community priority. The majority of people find casual work repairing farm roads or working in the quarry. 5% of the community engages in domestic work while 7.5% works in construction.
SETTLEMENT PROFILE

Zwelitsha

Municipality: **CAPE AGULHAS MUNICIPALITY**
Closest town: **BREDASDORP**
Established: **1981**
Structures: **550**

CATEGORISATION CODE/S

**C**

C - URGENT RELOCATION REQUIRED

Growth potential: **Unspecified**

**TOWN LEVEL MAP**

**HISTORY AS TOLD BY THE COMMUNITY**

In 1981, eCaweni, the first section of Zwelitsha was established. In 1983 eCaweni was relocated to a new section of Zwelitsha. In 1994 more people built shacks in Zwelitsha and then in 2010 people were relocated to a housing project in Riemvasmaak (Bredasdorp). In 2012, more people were relocated to Simunye. Others moved to houses near Zwelitsha in 2014. In 2016, the municipality informed the community that a section of Zwelitsha would be relocated to a service site within the settlement.

**SUMMARY**

Zwelitsha is a medium density settlement with a high population. It is located inside the urban edge on residentially zoned land. The settlement should be considered for urgent relocation based on locational risks such as a flood prone area, garbage dump, mine dump and water body. These risks not only create an unsanitary living environment but also detrimentally impact the community’s health. There is no hospital within a 5km radius. A clinic is more than 5km away, which further disadvantages the community of Zwelitsha. The municipality has earmarked the settlement for relocation to a site and service housing project. Based on further analysis, this is an appropriate option, given the current state of access to basic services and socio-economic amenities. Moreover, based on the density of the settlement, the community is victim to the effects of fires, floods and strong winds. Prior to relocation the municipality should ensure that short term interventions are met so that the community’s current living conditions can be improved.

**SHORT TERM INTERVENTIONS**

- Provide the community with communal skips located inside the settlement.
- Remove waste regularly.
- Provide black bags once a week.
- Repair 2 communal standpipes.
- Provide 8 taps to meet the shortfall.
- Repair 25 flush toilets and provide 93 toilets to meet the shortfall.
- Social facilitation is needed to capacitate a leadership structure that consists of smaller working groups to make engagements with the municipality more specific.

COMMUNITY PRIORITIES

Short term:
- **Access to employment**
  There are no job opportunities for community residents.
- **Access to education facilities**
  Xhosa speaking children experience difficulties as Afrikaans is the main language of communication in all the schools.

Medium term:
- **Access to community facilities**
  Children do not have a playground. They play close to a railway line and the waste skip.
- **Access roads**
  The community requests road access to the rest of the settlement.
- **Maintenance and operations**
  A drainage system is needed to prevent flooding in shacks.

Long term:
- **Houses**
  Current shelter needs improvement.

COMMUNITY READINESS

- **Leadership:** No leaders
- **Leader relations:** None
- **Relationship with municipality:** Very bad

ASSESSMENT

The settlement’s leadership structure has been tasked with communicating with the municipality. The leadership has a very bad relationship with the municipality. Social facilitation is needed to capacitate a leadership structure made up of smaller working groups so that engagements with the municipality are more specific. A community group that specifically engages with the maintenance department at the municipality would result in meeting short term goals. The municipality should engage with the community on a regular basis.

DEMOGRAPHICS

- 550 structures
- 508 households
- 1524 people

COMMUNITY VOICES

The municipality must include us in decision making. The lack of garbage collection is a concern because a number of children have been hurt by broken glass in waste. The broken toilets and taps must be fixed so that we can be able to use the services.

PLANNING RELATED ISSUES

- **Land ownership:** Municipality 100%
- **Servitude:** None
- **Zoning:** Residential
- **Household density:** 50 HH/Ha
  (HH/Ha - households per hectare)

Evaluation of categorisation

This medium density settlement should be relocated urgently and prioritised as part of the municipality’s relocation plans. Based on the locational risks, natural disasters and poor access to basic services and socio-economic amenities, relocation will result in an improved living environment and increased access to economic opportunities for the community.

Comment on past relocation attempts

The municipality has identified the settlement for relocation to a site and service housing project. There is lack of communication between the municipality and the community. The community feels concerned about the costs of receiving a house, including that the community is required to pay R 260 to get the key, which is followed by a R 2000 electricity bill.
BASIC SERVICES

Service assessment

The settlement has poor access to basic services. This medium density settlement should at least have access to adequate water and sanitation services. Shortfalls for both water and sanitation services are large and the existing infrastructure requires maintenance. 2 communal standpipes and 25 flush toilets need to be repaired. The maintenance of existing infrastructure should be prioritised as failing to do so further exacerbates living conditions. An adequate waste management system is needed and should include regular waste removal and provision of black bags to the community. Although the settlement has some formal drainage channels, community dug out channels still exist. The municipality should apply concrete to existing channels to improve drainage and limit waterborne disease, especially since the settlement is dense and has a high population.

HAZARDS AND RISKS

Natural
- Flood prone area
- Garbage dump
- Mine dump
- Water body
- Fire
- Strong winds

Man-made
- Inadequate waste management
- Water logging drainage
- Waterborne diseases

Assessment

The settlement is located in a flood prone area, on a garbage and mine dump and close to a water body. These locational risks and hazards have a detrimental impact on health conditions. The municipality should provide temporary solutions to mitigate the impact of these locational risks until the community is relocated to the housing project.

SANITATION

Working ratio 1:9

83 flush toilets are maintained by the municipality. 58 toilets are working, 25 need to be repaired. There is a shortfall of 93 toilets. According to the community, residents lock their toilets because if non-residents use them they are left in a horrible state.

ELECTRICITY

507 Pre-paid 1 Illegal

507 households have prepaid electrical connections. Only 1 household has an illegal connection. There are 42 street lights in the settlement.

WATER

15 communal standpipes are located inside the settlement. 13 communal standpipes are working and 2 need to be repaired. There is a shortfall of 8 taps. As people vandalise taps, most residents have illegally connected taps in their shacks.

WASTE

1 communal skip is located outside the settlement and maintained by the municipality. Black bags are handed out irregularly; only twice a year. Waste is also collected irregularly.
SOCIO-ECONOMIC AMENITIES

There is no access to a hospital within a 5km radius but there is access to a clinic 5km away. The settlement has no access to a preschool. The primary and secondary schools are located 2.5km away. The community has access to economic amenities such as spaza shops. The community also has access to a church, community hall, police station and a sports facility.

ECONOMIC SERVICES
- Spaza shops

SOCIAL SERVICES
- Church
- Community hall
- Police station
- Sports facility

EMPLOYMENT PROFILE

80% of men in the settlement are employed in the construction industry. 80% of women are employed in a flower factory. The community identified access to employment as one of their short term priorities. The municipality should facilitate skills development programs for the community’s residents.

% of employed men and women

- Construction work: 40%
- Waste management: 5%
- Farm work: 5%
- Flower factory: 40%
- Restaurant: 7.5%
- EPWP: 2.5%
Oukamp

Municipality: **CAPE AGULHAS MUNICIPALITY**
Closest town: **STRUISBAAI**
Established: **1988**
Structures: **62**

**HISTORY AS TOLD BY THE COMMUNITY**

The settlement used to be a tourist camp site. When the municipality closed down the camp site people started living in the vacant showers. Later, people built shacks and at first the municipality used to demolish these shacks on a regular basis. However, when more people moved into the area the municipality eventually let them stay. Some of the people have been relocated to formal housing and their empty shacks were demolished.

**SUMMARY**

Oukamp is a medium density settlement located inside the urban edge on unzoned land and on an electrical servitude. The settlement is earmarked for relocation to a UISP project that is on land adjacent to the settlement’s current location. Residents face daily hazards and risks that can only be mitigated through relocating the community to land which is locationally appropriate. The settlement has poor access to basic services. Short term interventions include: improving waste management, improving access to sanitation and water services and providing prepaid electrical connections. Until the settlement’s residents are relocated, the implementation of these short term interventions can improve their lives. The settlement has good access to a clinic, preschool, primary school and community facilities. Social facilitation is needed to establish ward committees in the settlement and to start communicating with residents about plans for relocation.

**SHORT TERM INTERVENTIONS**

- Provide communal skips inside the settlement.
- Distribute black bags to the community on a regular basis.
- Collect waste weekly.
- Provide water services inside the settlement.
- Manage the infrastructure.
- Provide the shortfall of 4 flush toilets.
- Repair 1 toilet.
- Deliver regular maintenance.
- Provide 58 prepaid electrical connections.
- Repair 2 street lights.
- Set up ward committees to foster a relationship with the community and develop open channels of communication.

**COMMUNITY PRIORITIES**

**Short term:**
- **Access to employment**
  The community has no access to job opportunities.
- **Access to shelter**
  This is important because it floods regularly.
- **Access to educational facilities**
  There is a language barrier since the school is Afrikaans speaking.
- **Access to transport services**
  People spend R50 on a return trip to town. There are no taxis. People wait for 3 hours before getting a ride.

**Medium term:**
- **Access to electricity**
  Most people do not have electricity.

**COMMUNITY READINESS**

- **Leadership:** Leadership committee
- **Leader relations:** Undetermined
- **Relationship with municipality:** None

**ASSESSMENT**

- The leadership committee in the settlement has an elected leader who never meets with the community. The leadership does not meet with the municipality on a regular basis but only when necessary. The leadership should meet with the community on a regular basis so that they can collectively address the municipality. The municipality should set up ward committees so that it can begin to foster a relationship with the community and establish open channels of communication.

**COMMUNITY VOICES**

There is no communication with the municipality, who makes decisions on behalf of the community. There is no access to transport services. It is very expensive for community members to travel to town. If there are no taxis people wait for 3 hours to get a ride.

**DEMOCRATICS**

- **Structures:** 62
- **Households:** 63
- **People:** 189

**PLANNING RELATED ISSUES**

- **Land ownership:** Municipality 100%
- **Zoning:** Not zoned
- **Servitude:** Electricity
- **Household density:** 70 HH/Ha

**Evaluation of categorisation**

Oukamp is a medium density settlement suited for in situ upgrading with planning underway since it is located on an electrical servitude. The settlement will be relocated to a UISP project but there is no evidence of this relocation in the current IDP. This means that implementation of the housing project will only be part of the next 5 year plan. Through short term interventions, the municipality can mitigate locational risks such as inadequate sanitation and waste management. The regular occurrence of fires can be mitigated by using fire proof material for structures and creating spaces between structures to prevent fires from spreading. Other hazards and risks include rock falls and sinking soil as well as the locational hazard of being situated under power lines. These can only be mitigated through relocating the community.

**Comment on past relocation attempts**

The municipality has earmarked the settlement for relocation. The community will be relocated to a housing project that is adjacent to the settlement.
HAZARDS AND RISKS

Natural
- Flood prone area
- Garbage dump
- Rock falls
- Sinking soil
- Under power lines
- Strong winds

Assessment
The settlement is located on an electrical servitude. The community suffers from instances of rock falls, sinking soil and being located under power lines. Inadequate sanitation and inadequate waste management has detrimental health impacts on the community. Flooding can be mitigated through providing concrete drainage channels and spatially organising the settlement so that water can flow into concrete channels. The municipality should communicate with the community on a regular basis to improve conditions until the settlement is relocated.

Man-made
- Inadequate sanitation
- Inadequate waste management

BASIC SERVICES

Service assessment
The settlement has poor access to basic services. The municipality should ensure that waste is collected on a regular basis and provide black bags or individual bins to residents living in the settlement. 4 communal standpipes are located on the edge of the settlement. The municipality should provide more taps or water tanks inside the settlement so that people do not have to walk far distances to access water. There is a shortfall of 4 toilets with 1 requiring repair. The settlement is poorly serviced in terms of electricity provision. 59 households require legal prepaid connections. 2 street lights need to be repaired. As there is no storm water drainage the community relies on dug out channels. The municipality therefore needs to provide concrete channels. It appears that there is no maintenance and infrastructure plan for the settlement. The municipality, together with the community, needs to formulate an infrastructure maintenance management plan to repair and maintain existing infrastructure so that hazards and risks can be mitigated.

SANITATION

Working ratio 1:7
Shortfall 4

10 flush toilets are located in the settlement and maintained by the municipality. 9 flush toilets are in working order and 1 needs to be repaired. The toilets are locked to avoid vandalism. There is a shortfall of 4 toilets as per the national average.

ELECTRICITY

4 Pre-paid
58 Illegal

62 households in the settlement have access to electricity. Only 4 households have legal electrical connections. 58 households are connected illegally. Therefore an additional 58 prepaid electrical connections need to be installed. 2 street lights are located inside the settlement. Both are not in working order.

WATER

Working ratio 1:16
Shortfall 0

4 communal standpipes are located on the edge of the settlement. All 4 standpipes are in working order and are managed by the municipality.

WASTE

Waste management: Common area outside settlement

2 communal skips are located outside the settlement. No black bags are provided for waste collection. Waste is collected by the municipality irregularly. The skip is only emptied once a month.
SOCIO-ECONOMIC AMENITIES

There is a clinic within a 1km radius but no access to a hospital. Children who attend pre- and primary school are located within a 2.5km radius from their schools. Secondary school students need to travel more than 5km to access their school. A shebeen is located in the immediate vicinity as well as community facilities such as a church, community hall, playground and police station.

ECONOMIC SERVICES

- Shebeen

SOCIAL SERVICES

- Church
- Community hall
- Playground
- Police station

EMPLOYMENT PROFILE

% of employed men and women

- Fishing: 30%
- Construction work: 10%
- Restaurant: 10%
- EPWP: 45%
- Domestic work: 5%

More than half the men in the settlement are employed by the fishing industry. 90% of women are employed as EPWP workers. The community indentified access to employment as a short term priority. The municipality should facilitate skills development within the community so that people are able to access better forms of employment with improved earning potential.
The settlement categorisation is based on the following categorisation logic. Where applicable, the categorisation also references the municipal IDP’s, housing pipelines and municipal business plans.

### DEMOGRAPHIC SUMMARY

The number of structures is a triangulation of data received from the municipality, the community (via the focus group discussion) and actual structure counts during the rapid appraisal. In instances where the field team counted structures, this figure is deemed to be most accurate. In instances where an extensive discrepancy with municipal figures occurred, the team conferred with officials.

The number of people in the settlement is based on a ratio of 5 people per household. This falls below the metro ratio of 3 people per household and is considered a good estimate for non-metro informal settlements.

The following density gradients were used:

- **VERY LOW**
- **LOW**
- **MEDIUM**
- **HIGH**
- **VERY HIGH**

### SANITATION SHORTFALL

The sanitation shortfall is based on the national standard of 1 toilet for every 5 households. The number of toilets within a settlement is based on the actual number of working toilets at the time of the rapid appraisal.

### WATER SHORTFALL

The water shortfall is based on the national standard of 1 tap for every 25 households. The number of taps within a settlement is based on the actual number of working taps at the time of the rapid appraisal.
Cederberg municipal area is located along the upper west coast of the Western Cape. The municipality is geographically located along the Cederberg mountains and runs through the middle valley of the Olifants River to the Atlantic coast. The municipality covers the area stretching from the Atlantic Ocean in the west to the Doring River in the east. The Olifants River flows from south to north through the centre of the municipal area. The Cederberg mountains rise from the eastern bank of the river. To the west of the river are lower ranges of hills descending to the coastal plain. The municipality abuts on the Matzikama municipality to the north, the Hantam municipality to the east and the Witzenberg and Bergrivier municipalities to the south. It comprises of the following towns: Clanwilliam, Citrusdal, Lamberts Bay and the surrounding villages and farms. The RAP project identified five informal settlements: Khayelitsha A, Sandkamp, Khayelitsha B, River View and Kompong. The municipality’s vision for the area is “a development-centered municipality committed to the eradication of poverty, rural development and excellence in service delivery.”

**SETTLEMENT CATEGORISATIONS AND SHORT TERM INTERVENTIONS**

<table>
<thead>
<tr>
<th>SETTLEMENT</th>
<th>CATEGORY</th>
<th>SHORT TERM INTERVENTIONS</th>
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<tbody>
<tr>
<td>Khayelitsha A</td>
<td>B1</td>
<td>• Facilitate a working relationship with the community</td>
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<td>• Install concrete storm water channels.</td>
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<td>• Repair 31 taps and 31 toilets.</td>
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<td></td>
<td></td>
<td>• Provide 243 flush toilets.</td>
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<td></td>
<td></td>
<td>• Provide electricity incrementally.</td>
</tr>
<tr>
<td>Sandkamp</td>
<td>C</td>
<td>• Repair 3 flush toilets.</td>
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<td></td>
<td></td>
<td>• Investigate temporary access to electricity such as a generator.</td>
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<td>• Facilitate the formation of a leadership structure in the community. Attempt to repair the relationship with the community by communicating specific time frames of when residents can expect to receive housing.</td>
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INTRODUCTION

The information in this municipal profile provides an overview of the informal settlements that form part of the municipal area. The settlements profiled were Khayelitsha A, Sandkamp, Khayelitsha B, River View and Kompong.

The settlements were established for a variety of reasons such as people being relocated due to having previously been located in a hazardous area, in-migration from surrounding farms and from the Eastern Cape, people needing to locate a form of shelter and people migrating to the municipal area for employment opportunities. Settlements in the municipal area have poor access to basic services with big infrastructure shortfalls and existing infrastructure requiring maintenance. The majority of the working population in the settlements is employed as farm labourers. A large portion is also employed in the manufacturing industry.

SUMMARY OF COMMUNITY PRIORITIES

All communities located in the profiled informal settlements share similar priorities. Notably, they reported that all priorities can be addressed in the short term. Community priorities include access to improved basic service provision such as adequate access to water and sanitation services, improved waste services, access to electricity, access to adequate shelter and improved maintenance and operations. The municipality should implement short term interventions with the support of the community so that infrastructure shortfalls can be addressed and maintenance plans can be developed and implemented. Access to adequate shelter can be improved through providing fireproof material for structures. The stability of structures can be improved in settlements such as Sandkamp and River View as both experience natural disasters related to strong wind. The community, supported by the municipality, should develop strategies to assess community readiness. This will enable the municipality and community to meet short term priorities. These include access to community facilities, encouraging community savings schemes and skills workshops so that community members can construct their own structures. In some settlements educational facilities are located up to 5km away which is an hour’s walking distance. Short term priorities include access to educational facilities. The municipality should develop a transit system to transport learners to and from school. The municipality should encourage the construction and provision of preschools inside the settlement so that parents do not spend additional money on travelling to drop and pick up their toddlers from preschool. Other priorities include access to employment opportunities. The municipality can provide additional employment opportunities through the EPWP programmes. Kompong settlement identified security of tenure as a long term priority. The municipality should assess this when determining the long term development potential of a settlement.
The graph showing structure density vs the age of the 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 positive correlation (coefficient = 0.53) between the variables of age and density. Therefore, the age of the settlement does not have a determining factor on its density.

ii) Khayelitsha A, and to a lesser extent Kompong and Khayelitsha B, have seen rapid growth in recent years due to the in-migration of job seekers from the Eastern Cape and Lesotho.

iii) River View has also seen rapid growth in its short lifespan. The municipality must constantly monitor the reasons for growth in these settlements and be especially sensitive to the in-migration of displaced farm dwellers as these people could be linked to illegal evictions.

The average density of the settlements is 164 which is very high. The municipality has reported that the very high densities recorded in the settlements of Khayelitsha A and B and Kompong are due to the monthly increase of people seeking employment opportunities. For the municipality to keep up with these mushrooming peri-urban informal settlements it will have to make use of innovative solutions as well as informing provincial government of the situation and the necessary investment required to keep up with delivering basic service infrastructure.

**DEMOGRAPHIC SUMMARY**

- Access to water and sanitation
- Waste services
- Access to electricity
- Adequate shelter
- Improved maintenance and operations
- Access to community facilities
- Access to employment opportunities

**INFORMAL SETTLEMENTS SURVEYED IN CEDERBERG**

- **Density of Structures (Structures Per Ha)**
  - Khayelitsha A: 100
  - Khayelitsha B: 200
  - Kompong: 150
  - Sandkamp: 50
  - River View: 50

**DEMOGRAPHIC SUMMARY**

- **Settlements:** 5
- **Structures:** 4808
- **Households:** 6569
- **People:** 19707

**Density (HH/Ha)**

The average density of the settlements is 164 which is very high. The municipality has reported that the very high densities recorded in the settlements of Khayelitsha A and B and Kompong are due to the monthly increase of people seeking employment opportunities. For the municipality to keep up with these mushrooming peri-urban informal settlements it will have to make use of innovative solutions as well as informing provincial government of the situation and the necessary investment required to keep up with delivering basic service infrastructure.

**EXTRACT FROM COMMUNITY**

We want the municipality to invite the leadership committee when they hold meetings. Residents feel there should be a change in the municipal official structure. All applications are written in Afrikaans. Instead of this, we request that the advertisements be bilingual. Why are there only pensioners who are municipal officials? They choose people by faces not by qualification. All races must be viewed as equal. When they want to achieve something they involve us but when there are employment opportunities they don’t consult us. - Community of Khayelitsha A
The settlements face a variety of locational hazards such as being situated on sinking soil, being located within 40m of a waterbody and being located close to a garbage dump or disposal site. The settlements are largely free from natural hazards with only Khayelitsha B experiencing significant damages from fires and River View from fires and strong winds. Common man-made risks link directly to a lack of service delivery such as inadequate access to sanitation, inadequate waste management, waterborne disease and other hazards in high density informal settlements such as a poor street network. Sandkamp residents highlighted that their settlement is located in the veld on a very sandy site. It is surrounded by large overgrown vegetation making the settlement isolated and susceptible to criminals.

Sandkamp has been categorised for urgent relocation. The municipality has selected the settlement for relocation and the community is waiting to be moved from the settlement’s current isolated location in the veld. Due to the relocation, the municipality has not delivered services such as electricity and waste removal. Khayelitsha B has been categorised for partial relocation pending an investigation into whether the sewerage servitude or power lines make the land unsafe for habitation.

The municipality can reduce hazards and risks by addressing sanitation shortfalls, introducing an effective waste management strategy which includes the regular distribution of black bags and spatially reorganising the settlements so that locational hazards are minimised. The communities also face social problems of drug and alcohol related crime and gangsterism. The municipality must address these issues by engaging with the community and using targeted policing strategies.

All the settlements, excluding Sandkamp and potentially a portion of Khayelitsha B, have been selected for in situ upgrading. These mostly high density settlements, excluding the very low density settlement of Sandkamp, are suitable for long term development and should be developed accordingly so that communities can access basic services. Upgrading will address issues around sanitation and water, waste management, access to electricity and stormwater management as well as the effects of fire and strong winds. Khayelitsha B needs to undergo spatial reconfiguration to mitigate effects of the sewer servitude and power lines. Should this not be possible, a partial relocation needs to occur. All the land that the communities are presently settling on is owned by the municipality. Thus the municipality can make a long term investment in the land and possibly secure tenure.

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)
There are no settlements located on private land. The municipality does not face any issues relating to expropriating land.

Servitudes (important for partial or total relocation)
The only settlement located on a servitude is Khayelitsha B which is located on a sewer servitude. Khayelitsha B has been categorised for in situ upgrading and no urgent relocation is required. The settlement should be spatially reconfigured and people located on the sewer servitude should be relocated.

Relocation

HAZARDS AND RISKS

The settlements face a variety of locational hazards such as being situated on sinking soil, being located within 40m of a waterbody and being located close to a garbage dump or disposal site. The settlements are largely free from natural hazards with only Khayelitsha B experiencing significant damages from fires and River View from fires and strong winds. Common man-made risks link directly to a lack of service delivery such as inadequate access to sanitation, inadequate waste management, waterborne disease and other hazards in high density informal settlements such as a poor street network. Sandkamp residents highlighted that their settlement is located in the veld on a very sandy site. It is surrounded by large overgrown vegetation making the settlement isolated and susceptible to criminals. The municipality can reduce hazards and risks by addressing sanitation shortfalls, introducing an effective waste management strategy which includes the regular distribution of black bags and spatially reorganising the settlements so that locational hazards are minimised. The communities also face social problems of drug and alcohol related crime and gangsterism. The municipality must address these issues by engaging with the community and using targeted policing strategies.
Access to waste management
There is a lack of adequate waste management, which is a common man-made risk across the settlements. The settlements in the municipality have large water, sanitation and electricity shortfalls. There is an opportunity to explore innovative solutions to alleviate these shortfalls. Social facilitation is needed for a community led development process where maintenance and management plans are jointly formulated and implemented by the municipality and the community. This will enable employment for community members (such as through the EPWP programme), assist in the implementation process and can help the community take ownership of infrastructure. This in turn can assist with reducing vandalism. Service delivery should be improved with the implementation of short term interventions in each settlement.

Water shortfall
Access to water services is poor in these settlements and inadequate access to water is a common risk amongst these communities. There is an average shortfall of 39 taps and an average of 15 taps need to repaired. There are 753 taps across 5 informal settlements which serve an estimated population of 19707 people. The municipality needs to alleviate shortfalls across all relevant settlements and fix existing infrastructure. The community of Khayelitsha A has responded that an amount is deducted from their electricity bill for water usage and that the municipality did not consult them about this deduction. The community in Kompong reported that their water pressure is low. The community and the municipality should develop a maintenance plan that includes regular infrastructure maintenance. The municipality should communicate with the community about billings.

ELECTRICITY

Access to electricity
There is a shortfall of 1520 prepaid electrical connections. River View is the only settlement that has 89% prepaid electrical connections and 32 street lights. Sandkamp has no electrical connections or street lights. To alleviate the shortfall of electrical connections, the municipality should incrementally electrify settlements and explore new grid options as well as temporary options in Sandkamp. The lack of street lights in the settlements creates an unsafe environment for people who need to use toilets and taps at night. The municipality should ensure streetlights are installed to improve safety and provide a form of passive surveillance.

SANITATION

Sanitation shortfall
Access to sanitation services is poorly provided in these settlements and inadequate sanitation is a common risk shared amongst the communities profiled. Khayelitsha B is the outlier with the largest amount of sanitation shortfalls. The municipality needs to provide 491 toilets to meet national standards. There are 767 working toilets across 5 informal settlements which serve an estimated population size of 19707 people. These working toilets include 16 chemical toilets maintained by a service provider in the settlement of Khayelitsha B. The municipality must ensure that it alleviates shortfalls by providing flush toilets that are regularly maintained. There is an average shortfall of 250 toilets and an average of 18 toilets that need to be fixed. The municipality needs to develop a sanitation maintenance and management plan that will alleviate shortfalls and introduce regular maintenance schedules to mitigate the risks associated with inadequate sanitation.

WATER

Water shortfall
Access to water services is poor in these settlements and inadequate access to water is a common risk amongst these communities. There is an average shortfall of 39 taps and an average of 15 taps need to repaired. There are 753 taps across 5 informal settlements which serve an estimated population of 19707 people. The municipality needs to alleviate shortfalls across all relevant settlements and fix existing infrastructure. The community of Khayelitsha A has responded that an amount is deducted from their electricity bill for water usage and that the municipality did not consult them about this deduction. The community in Kompong reported that their water pressure is low. The community and the municipality should develop a maintenance plan that includes regular infrastructure maintenance. The municipality should communicate with the community about billings.

BASIC SERVICE PROVISIONS

Service assessment
The delivery of basic services such as sanitation, water, electricity and waste management is poor across the settlements. The settlements in the municipality have large water, sanitation and electricity shortfalls. There is an opportunity to explore innovative solutions to alleviate these shortfalls. Social facilitation is needed for a community led development process where maintenance and management plans are jointly formulated and implemented by the municipality and the community. This will enable employment for community members (such as through the EPWP programme), assist in the implementation process and can help the community take ownership of infrastructure. This in turn can assist with reducing vandalism. Service delivery should be improved with the implementation of short term interventions in each settlement.
ACCESS TO AMENITIES

The settlements have varied access to educational and health amenities. Most secondary schools and hospitals are located far from the settlements. The municipality needs to ensure that it provides a transport system to and from schools and hospitals for learners and people requiring hospital care. In dense settlements such as Kompong, the municipality should make mobile clinics available to service the shortfall of people who cannot be accommodated by the clinic. The municipality should also encourage communities to build crèches and preschools inside their settlements, which would reduce travel time for parents and save travelling costs when dropping off and collecting children. The communities have access to various other socio-economic amenities such as spaza shops, community facilities, churches, police stations, shebeens and sports fields.

Access to educational amenities
- 80% within 5km of a preschool
- 100% within 5km of a primary school
- 80% settlements in municipal area have access to a secondary school

Access to health facilities
- 80% settlements within 5km radius of a clinic
- 20% settlements within 5km radius of a hospital

QUALITY OF LIFE

Social problems
These communities reported social issues concerning alcohol and drug related crime. The municipality should facilitate drug and alcohol awareness campaigns and support groups. The police also needs to target drug hotspots and attempt to stem the flow of drugs into these communities. Gangsterism is a commonly reported problem. This is potentially linked to drug use. Police must respond to gang related violence. The municipality should look at implementing after-school and vocational training programmes for children and young adults.

Employment
Farm work is the predominant type of employment across all the settlements. As farm labourers can be employed seasonally, the municipality must note that this is an increasing trend. This type of employment creates vulnerable communities because there are periods where people have no access to income. Temporary forms of employment make improving livelihoods of communities even more difficult. The municipality should make EPWP programmes and skills development workshops available as well as encourage entrepreneurial behaviour, especially among women. Manufacturing and security are the other main sources of employment in these communities. The municipality should invest in skills upgrading and training programmes to increase access to employment.

COMMUNITY READINESS / POLITICAL ENVIRONMENT

Ward committee
None of the settlements has a ward representative but Khayelitsha A and B have a leadership committee that has a healthy internal relationship and meets when necessary. Social facilitation is needed so that leadership structures can be established in these settlements.

Relationship with the municipality
The leadership of Khayelitsha A and B meets with the municipality when necessary. They report having a very bad relationship with the municipality. The municipality must establish a working relationship with the community in order to effectively service the needs of this community. The municipality must form working relationships with the other settlements.

Assessment
Only Khayelitsha A and B have a leadership committee, which the municipality regards as the same committee. Social facilitation is needed to form leadership structures in the other settlements. Good leadership structures are essential for effective settlement upgrading. The municipality must attempt to repair its relationship with the Khayelitsha communities. A suggestion is to be transparent about the timeframe of housing delivery and planned relocations.
SUMMARY

The settlements surveyed in this municipality have been selected for in situ upgrading, except for Sandkamp, where urgent relocation is required. All the settlements are located on municipally owned land inside the urban edge and zoned public open space, except for Khayelitsha A, which is zoned residential. The municipality has unduly promised many of these communities housing or relocation to housing projects. Yet the housing pipeline suggests that the municipality will only be able to supply a small percentage of the total households with formal top structures. This has led to a breakdown in relationship between communities and the municipality. This has been worsened by the lack of service delivery, especially in the rapidly expanding settlements of Khayelitsha A and B and Kompong. The municipality must establish working relationships with these communities. This can start by assisting these communities in implementing short term interventions. These include providing an adequate level of basic service delivery, attaining legal electrical connections, providing effective waste management and spatially re-organising settlements to mitigate locational risks such as the sewerage servitude and power lines in the case of Khayelitsha B. In order to alleviate the settlement’s large shortfalls there is a need to introduce innovative approaches to service delivery, which the municipality should investigate. All settlements have good access to community facilities. Access to educational and health amenities is varied. Access can be improved if the municipality provides a transport system.
Khayelitsha A

Municipality: CEDERBERG
Closest town: CLANWILLIAM
Established: 2010
Structures: 2023

HISTORY AS TOLD BY THE COMMUNITY

The settlement used to be located close to a sewerage plant but then the community proposed to Mr Rossouw that the sewerage plant be moved. Mr Rossouw told the community that it is too expensive to move the plant. He then promised to find another location for the residents. That is how Khayelitsha A was established.

SUMMARY

Khayelitsha A is a very high density settlement located on municipally owned land that is zoned residential. The settlement is in a development paradox: it has not been selected for relocation to a housing project even though the municipality claims that it is not suitable for long term development. This is because its rocky nature makes it expensive to develop. This analysis argues that the municipality is obliged to begin upgrading the settlement in situ as the municipality is required to provide adequate service delivery to this community. The municipality needs to find methods to pursue in situ upgrading in a cost effective manner particularly with regard to blasting through rocks. The settlement faces various locational and man made hazards and risks such as inadequate sanitation, inadequate waste management and water logging and drainage issues. It is also situated on a slope and close to a garbage dump. These hazards can be alleviated by in situ upgrading, which involves spatially reorganising the settlement to accommodate its great density and locational drawbacks. The municipality needs to repair broken infrastructure, namely 31 taps and toilets, install concrete storm water channels to alleviate drainage issues, provide a few municipal skips, implement a comprehensive waste management strategy and install prepaid electrical connections to thousands of households. The community has a good leadership structure but thus far the municipality has not attempted to facilitate a working relationship with this group. This needs to be amended and the municipality must incorporate the community in development planning for the settlement.

SHORT TERM INTERVENTIONS

- Facilitate a working relationship with the community.
- Install concrete storm water channels.
- Repair 31 taps and 31 toilets.
- Provide 243 flush toilets.
- Provide electricity incrementally.

DEMOGRAPHICS

2023 STRUCTURES
7 RES. & BUS.
8 BUSINESS
11 OTHER

2823 HOUSEHOLDS

8469 PEOPLE

COMMUNITY PRIORITIES

Short term:
- Access to community facilities
  As there are no sports facilities in this settlement the youth end up in taverns.
- Access to educational facilities
  We want a multi-racial school.
- Shelter
  There are already services on the site. We now need houses.
- Access to employment opportunities
  Unemployment causes crime and the municipality only employs coloured people.
- Access to health facilities
  The clinic is far and we don’t get help immediately. Services are very poor.
- We need connection to Umhlobo Wenene
  We only have Afrikaans radio stations.

COMMUNITY READINESS

Leadership: Leadership committee

Leader relations: Healthy

Relationship with municipality: None

ASSESSMENT

The community has a leadership committee that enjoys a healthy internal relationship as leaders cooperate and respect each other. Residents conduct community meetings when necessary and meet with the municipality when necessary, although they say that officials usually just make announcements to convey information. The community feels that it does not have a relationship with the municipality. The municipality should therefore facilitate a working relationship with the community.

COMMUNITY VOICES

We want the municipality to invite the leadership committee when they hold meetings. Residents feel there should be a change in the municipal official structure. All applications are written in Afrikaans. Instead we request that the advertisement be bilingual. Why are there only pensioners as the municipality officials? They choose people by faces not by qualification. All races must be viewed as equal. When they want to achieve something, they involve us but when there are employment opportunities they don’t consult.

PLANNING RELATED ISSUES

100% Land ownership: Municipality

Zoning: Residential

Servitude: None

Household density: 287HH/Ha

100% Land ownership: Municipality

Evaluation of categorisation
The settlement has not been selected for relocation to a housing project. There is one housing project in the municipal housing pipeline, the Clanwilliam project, which could see some households receive top structures. Unfortunately, this project will not provide housing for all 2823 households. Even if people are resettled elsewhere, their places in the settlement will be occupied by another household due to in-migration and population growth. Therefore, it is prudent for the municipality to upgrade the settlement so that this large population is able to access basic services and have more dignified lives.

Comment on past relocation attempts
The community reported that the settlement was identified for relocation, that municipal plans exist to relocate the settlement to a housing project and to provide top structures. The community claims that they were relocated from Khayelitsha B and that there was no electricity on the service sites. The community therefore refused to be relocated until electricity was provided. The households that share a service site will be relocated to service sites. The municipal housing pipeline indicates that there is a large scale housing projected planned for the Clanwilliam area but the municipality responded that this community is not slated for relocation. The municipality also commented that the land is not suitable for long term development due to its very rocky nature that makes infrastructure installation expensive as it requires blasting.
HAZARDS AND RISKS

Natural
• Flood prone area
• Garbage dump
• Rockfalls
• Slope greater than 18

Man-made
• Inadequate sanitation
• Inadequate waste management
• Poor street network
• Water logging drainage
• Waterborne diseases

Assessment
The settlement faces the locational hazards of being situated on a slope, close to a garbage dump and in an area prone to flooding. It is also reported that there is a sewerage plant near to the settlement. The community faces man made risks associated with high densities and a lack of service delivery, which includes inadequate sanitation, inadequate waste management, a poor street network, water logging and drainage as well as risk of occasional fires. Through upgrading and reblocking, the settlement can be spatially organised to accommodate such a high density. The municipality needs to alleviate shortfalls, introduce a comprehensive waste management plan and install concrete storm water channels. Social problems in the settlement include drug related crime and gangsterism. The community reports that there is group of people from Lesotho who shoot and burn houses. The community has reported this activity to the captain of police. When reported, the community was promised that the issue would be resolved but nothing has happened. The municipality must look to resolve this issue and offer support for drug addicts.

BASIC SERVICES

Service assessment
Access to basic services is very poor in this settlement. There is a large sanitation shortfall of 274 toilets. Only 300 of the 2823 households have access to electricity. Waste collection is irregular and maintenance takes longer than 2 months. No one is specifically in charge of reporting these issues to the municipality. As the municipality needs to repair 31 communal taps and 31 toilets, the municipality and community jointly need to implement a maintenance plan that empowers the community to maintain this infrastructure. It is unlikely that the municipality is able to provide 2523 electrical connections and 274 toilets quickly. Nevertheless, the municipality is mandated to satisfy national ratios of basic service delivery. The municipality should also provide a few municipal skips and ensure regular waste collection. This settlement site is regarded as unsuitable for long term development by the municipality but relocation has not been suggested. The municipality will need to budget for suitable informal settlement upgrading as the community’s basic service requirements need to be met. Even if some households are relocated to a housing project, their places in the settlement are likely to be filled through in-migration. Therefore, it is prudent to upgrade and formalise the settlement to ensure an adequate level of basic service delivery.

SANITATION

Working ratio 1:10 Shortfall 274

291 working flush toilets are maintained by the municipality. There is a massive shortfall of 274 toilets with 31 needing repair. The municipality needs to meet basic service ratio requirements. The community reports that the municipality’s response to maintenance issues is very slow and since toilets are a shared facility, conflict arises among those sharing.

WATER

Working ratio 1:10 Shortfall 0

291 working communal standpipes are located inside the settlement and maintained by the municipality. There is no shortfall but the municipality needs to repair 31 taps. The community reports that water is not clean enough and that it is not safe for drinking. As reported, when the community buys electricity there is a deduction of R40 as a water usage fee. Residents view this as unfair as the municipality did not consult them about this charge.

ELECTRICITY

300 Prepaid

There are 300 prepaid electrical connections in the settlement and 38 street lights.

WASTE

The community dumps waste into a common area outside the settlement. Waste is collected irregularly and the municipality distributes black bags irregularly. The community would like a municipal skip to be provided as well as weekly garbage collection.

HAZARDS AND RISKS

Settlement Map

Legend
• Taps
• Toilets
• Street Lights
• Garbage Dump

Page 103
SOCIO-ECONOMIC AMENITIES

The settlement has poor access to educational facilities with only 50% of children attending school. Access to an informal preschool exists. Primary and secondary schools are approximately 30 minutes walk away. The community can access both a hospital and clinic. However the clinic is more than a 30 minute- and the hospital more than an hour’s walk away. The municipality should therefore provide transport to health care facilities, especially in cases of emergency as well as transport for learners to and from school. The municipality could also formalise the preschool. The community has access to other socio-economic amenities such as sports facilities, churches, 12 spaza shops and shebeens.

ECONOMIC SERVICES
- Shebeen
- Spaza shops

SOCIAL SERVICES
- Church
- Sports facility

EMPLOYMENT PROFILE
% of employed men and women

- 45% Farm work
- 17.5% Security work
- 7.5% Manufacturing
- 30% EPWP

Community members are mostly employed as farm labourers (45%). 60% of women are employed in the EPWP programme. Farm labour may be seasonal while EPWP employment is not constant. These communities could therefore be placed in a vulnerable position when they are without work. The municipality must introduce skills upgrading and training to increase the employment opportunities for this community.
SETTLEMENT PROFILE

Sandkamp

Municipality: CEDERBERG
Closest town: CITRUSDAL
Established: 2003
Structures: 9

HISTORY AS TOLD BY THE COMMUNITY

Residents were relocated from Olifants River by the municipality and placed in Sandkamp.

SUMMARY

Sandkamp is a very low density settlement located on municipally owned land and zoned public open space. It has been slated for relocation by the municipality and should be urgently relocated, not because of locational hazards but because the municipality is not willing to over-invest in a settlement that is due for relocation. The municipality has not provided electricity and waste management to the community. The municipality needs to be transparent with the community and explain exactly when the community can expect to receive housing so that appropriate planning can be implemented. The municipality must repair 3 toilets and investigate the feasibility of temporary access to electricity, potentially by means of a generator. The municipality also needs to provide transport to schools for learners.

SHORT TERM INTERVENTIONS

• Repair 3 flush toilets.
• Investigate temporary access to electricity, such as a generator.
• Social facilitation is needed to form a leadership structure in the community.
• Attempt to repair the relationship with the community by indicating specific timeframes of when residents can expect to receive housing.

COMMUNITY PRIORITIES

Short term:
- Access to electricity
  As the place is very dark, people use paraffin stoves and make fires outside to cook which is dangerous.
- Maintenance and operations
  9 families use one toilet. The community needs more toilets.
- Poor waste management
  The community needs bins and black bags.
- Planned road network for the entrance of the settlement.
- Improved safety and security.
- Clearance of overgrown grass, bushes and weeds
  Due to overgrown trees and bushes the area has become unsafe and a crime hotspot.

COMMUNITY READINESS

Leadership: No leaders
Leader relations: None
Relationship with municipality: Very bad

ASSESSMENT

There is no leadership structure in the community. Residents have never had community meetings and never meet with the municipality. They report a bad relationship with the municipality.

COMMUNITY VOICES

We want the municipality to share the relocation plans and developments plans. We also want the time frames as to when we will move to houses that the municipality promised us.

PLANNING RELATED ISSUES

100% Land ownership: Municipality 100%
Servitude: None
Zoning: Public open space
Household density: 17HH/ha

Evaluation of categorisation
This small settlement has been selected for relocation to a housing project in River View. The community is suffering from a lack of electricity, maintenance and waste management, all of which the municipality does not want to provide because the community is supposed to be relocated. The settlement should therefore be urgently relocated so that the municipality does not have to over-invest in basic service delivery for a temporary settlement.

Comment on past relocation attempts
The community reports that there are municipal plans to relocate them to a housing project in River View. They claim that the municipality informed that they would be first on the waiting list to get new homes. The municipal housing pipeline indicates that the River View project will be providing 181 sites in 2016/17, 157 top structures in 2017/18 and another 70 top structures in 2018/19. Therefore it is likely that this small community will receive housing in the next few years.
HAZARDS AND RISKS

Natural
- Rockfalls
- Sinking soil
- Water body

Man-made
- Inadequate sanitation
- Inadequate waste management
- Poor street network

Assessment
The settlement experiences locational hazards of being situated on sinking soil and being located within 40m of a water body. The community reported that concrete pipes left by municipal contractors at the entrance to the settlement pose a safety risk and that the settlement is very sandy and isolated in the bush. The municipality must remove the concrete piping, clear some vegetation to make the settlement more liveable and cover the sinking soil to mitigate excess sandiness. Man-made risks include inadequate sanitation and inadequate waste management. These can be alleviated by repairing 3 toilets, providing a municipal skip and distributing black bags and collecting waste on a regular basis. Social problems include crime relating to gangsterism, drug and alcohol abuse. The community indicated that criminal offenders are from the nearby community. The local police should investigate, patrol near the settlement more often and be responsive to calls for help.

SETTLEMENT MAP

SANITATION
Working ratio 1:5 Shortfall 0
2 working flush toilets are maintained by the municipality. 3 toilets need to be repaired.

WATER
Working ratio 1:3 Shortfall 0
4 working communal standpipes are located inside the settlement and maintained by the municipality. The community indicates that it has adequate water provision.

ELECTRICITY
1 Street light 0 Pre-paid
The settlement has 0 electrical connections because the municipality is waiting for the community to be relocated to a housing project. There is 1 street light in the settlement.

WASTE
Disorganised deposit
With no waste collection, waste is dumped around the settlement. The municipality should provide a skip and distribute black bags regularly.

BASIC SERVICES

Service assessment
The settlement has good access to water, average access to sanitation and no access to electricity. The municipality needs to repair 3 flush toilets. The municipality has not provided electrical connections to the settlement because the community is supposed to be relocated to a housing project in the near future. The municipality must communicate transparently with the community and indicate when the community can expect housing. In the meantime, the municipality can investigate innovative ways of delivering access to electricity such as using a generator. With no waste collection, waste is dumped around the settlement. The municipality must take responsibility and provide a skip and regularly distribute black bags for the community to dispose of waste. The municipality should implement a maintenance plan as it currently takes more than 2 months to fix infrastructure.
The settlement has poor access to education with no access to a secondary school. Both pre- and primary schools are more than a 1 hour walk away. The municipality must ensure that learners can get to and from school - especially secondary school students, if there are any. The community has excellent access to health care as a hospital is a 5 minute walk away. The settlement has access to other socio-economic amenities such as a playground, a sports facility, a church, spaza shops, general shops, police stations and shebeens. However, none of these are located inside the settlement.

Community members are predominantly (80%) employed as farm workers. As this type of employment can be seasonal it can result in vulnerable livelihoods for these households as they are without income for months at a time. The municipality should extend the EPWP programme to the settlement and implement skills upgrading and training to improve access to employment for this community.
Khayelitsha B

**Municipality:** CEDERBERG  
**Closest town:** CLANWILLIAM  
**Established:** 1988  
**Structures:** 1700

**TOWN LEVEL MAP**

**HISTORY AS TOLD BY THE COMMUNITY**

Residents came from different places in the Eastern Cape and from surrounding farms.

**SUMMARY**

Khayelitsha B is a very high density settlement that is located inside the urban edge, on municipally owned land and that is zoned as public open space. The settlement faces numerous locational hazards and man-made risks including its location on a slope and on a sewerage servitude, under power lines, in an area prone to flooding, near a sewage plant and a waste disposal site. The settlement also experiences a high incidence of fires. It is placed at risk by inadequate sanitation and waterborne disease and suffers from poor drainage and a poor street network. The municipality promised the community that they would be relocated to a housing project. However, the municipal response to this survey and evidence from the municipal housing pipeline suggests that this community will not be relocated anytime in the next 4 years. Therefore, the settlement should be upgraded in situ so that the community’s basic service requirements are met and hazards and risks that hinder their wellbeing can be mitigated. The settlement contains large basic services shortfalls as well as poor access to basic services. The municipality with the support of the community should encourage social organisations to pilot innovative infrastructure to alleviate water and sanitation shortfalls. Additional municipal departments should be involved in implementing short term interventions with the department responsible for waste to facilitate awareness about recycling and provide employment opportunities through the EPWP programme. Part of the settlement is situated under a powerline and on a sewerage servitude. Pending an investigation into the safety of living in Khayelitsha B, this part of the settlement may need to be relocated. The municipality should repair its relationship with the community by explaining that the community is not due for relocation and by co-planning the settlement’s development with the community.

**SHORT TERM INTERVENTIONS**

- Develop an adequate waste management system with the community.
- Provide communal skips, distribute black bags regularly and provide individual bins for 2550 households.
- Address the shortfall of 100 taps in the settlement.
- Fix 2 flush toilets and provide 493 toilets to alleviate the shortfall.
- Provide 2550 households with prepaid electrical connections.
- Apply concrete to community dug out channels.
- Establish a working relationship with the community to effectively service needs.

COMMUNITY PRIORITIES

Short term:
• Access to community facilities
  Children are playing far from their homes, which is dangerous.
• Access to educational facilities
  The schools are far away and the community is worried about this, especially in winter.
• Access to water
  The community is suffering without water.
• Access to electricity
  The community uses izinyoka nyoka, which is illegal.
• Access to shelter
  The community needs more speedy delivery of the serviced plots that they were promised.

DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Structures</th>
<th>Households</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>1700</td>
<td>2550</td>
<td>7650</td>
</tr>
</tbody>
</table>

12 RES. & BUS. 2 OTHER

COMMUNITY READINESS

Leadership:
• Leadership committee

Leader relations:
• Healthy

Relationship with municipality: Very bad

ASSESSMENT

The community’s leadership committee has a healthy internal relationship and meets when necessary. When necessary, the leadership meets with the municipality and reports having a very bad relationship with them. The municipality must establish a working relationship with the community in order to effectively service the needs of this community.

COMMUNITY VOICES

We need better services including water, more toilets, houses, schools, sports facilities and other community services.

PLANNING RELATED ISSUES

100% Land ownership: Municipality 100%

Servitude: Sewer

Zoning: Public open space

Household density: 314HH/Ha

Evaluation of categorisation
The municipality has promised this community houses in a housing project. However, there was no mention of this in the municipality’s response to this survey. In addition, the municipal pipeline does not contain any projects that could accommodate this community. The settlement experiences many locational hazards and risks. These can be mitigated by spatially reorganising the settlement and through in situ upgrading. The settlement is not ideally suited for long term development. Long term development, however, should not be greatly hindered by any locational factors. A part of the settlement is located under power lines. The settlement should be spatially reorganised to minimise any effect of the power lines, the sewerage plant and the waste disposal site. If the power lines are deemed to be too unsafe, that particular section of the community will need to be relocated.

Comment on past relocation attempts
“Our committee reports that the settlement has been selected for relocation to a housing project. They say that the municipality promised that we would be relocated to the service plots. Now we want clarity about that promise.” (The municipality makes no mention that the settlement will be relocated and should be transparent with the community about the proposed relocation.)
SETTLEMENT PROFILE: KHAYELITSHA B

HAZARDS AND RISKS

Natural
- Flood prone area
- Rockfalls
- Slope greater than 18
- Under power lines
- Water body

Man made
- Inadequate sanitation
- Poor street network
- Water logging drainage
- Waterborne diseases

Assessment
The settlement faces numerous locational hazards and man made risks including its location on a slope, under power lines and in an area prone to flooding. It is situated near a sewerage plant and a waste disposal site. Khayelitsha B experiences fires, is placed at risk by inadequate sanitation and waterborne disease and suffers from poor drainage and a poor street network. Through the process of upgrading, the settlement must be spatially organised so that these hazards and risks are mitigated. Many man made risks arise from a lack of basic service delivery. The municipality must alleviate shortfalls and ensure that infrastructure is maintained. Due to the large shortfalls the settlement requires 100 taps and 493 toilets. The municipality should alleviate shortfalls in an innovative manner with the help of the community by encouraging social organisations to pilot new and different kinds of sanitary infrastructure such as enviroloos. Social problems include crime relating to gangsterism. The community reports that it lacks a relationship with the head of the police. The police promised to resolve problems related to gangsterism of the Sothos, which was reported by the community. Yet nothing has happened and the police should investigate this.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
The settlement has poor access to basic services with sanitation shortfalls of 493, water shortfalls of 100 and an absence of legal electrical connections. The municipality needs to address these shortfalls as part of its municipal plans for the settlement and include the provision of services in the infrastructure budget and the IDP. When it rains, the settlement experiences storm water problems. This is due to the lack of an adequate storm water drainage system. The settlement relies on community dug out channels to drain storm water. These channels should be concreted. As part of the settlement’s short term interventions 2550 households should be connected to the municipal electricity grid, street lights should be provided, water and sanitation shortfalls need to be alleviated and 2 flush toilets need to be fixed. The settlement needs to be provided with communal skips, regular distribution of black bags and individual bins. The municipality should develop an infrastructure maintenance plan with the community to improve the general maintenance waiting period of a month.

SANITATION

Working ratio 1:135 Shortfall 493
There are 3 flush toilets. Only 1 toilet is in working order and 2 need to be fixed. These flush toilets are maintained by the municipality 16 chemical toilets in the settlement are maintained by a service provider. There is a shortfall of 493 toilets. The municipality needs to assess whether it has the budget to provide flush toilets to alleviate the shortfall.

WASTE

Disorganised deposit
As there is no organised waste management system, community members throw waste anywhere in the settlement. The settlement has no garbage collection points. The municipality collects waste from the area. The municipality only provides black bags irregularly. The community needs bins for garbage.

WATER

Working ratio 1:1275 Shortfall 100
2 communal standpipes are located on the edge of the settlement. There is a shortfall of 100 taps. The community reported that the amount of available water is inadequate. Residents get water from the neighbouring community.

ELECTRICITY

2550 Illegal 0 Street lights
There are 2550 illegal household connections and 0 street lights.
SOCIO-ECONOMIC AMENITIES

The settlement is located up to 2.5km away from the closest clinic which is a 30 minute walking distance. A hospital is located more than 5km away which is a 1 hour walking distance. 50-75% of children in the settlement attend school. The preschool is informal and located inside the settlement. The primary and secondary school are located 2.5km away from the settlement, which is a 30 minute walk away. 7 spaza shops are located inside the settlement. The community has access to community facilities such as a church and police station.

ECONOMIC SERVICES
- Spaza shops

SOCIAL SERVICES
- Church
- Police station

EMPLOYMENT PROFILE

More than half of the settlement’s working population is employed as farm labourers. In some instances, this type of employment is seasonal and offers low earning potential. Other forms of employment are manufacturing, EPWP and security. The municipality should provide skills capacity workshops to community members free of charge and make employment opportunities available through the EPWP programme as well as facilitate programmes that develop capacity around entrepreneurial activities.
River View

Municipality: CEDERBERG MUNICIPALITY
Closest town: CITRUSDAL
Established: 2011
Structures: 826

HISTORY AS TOLD BY THE COMMUNITY

People came from the hostel Goede Hoop Park Store. Most community members ended up renting a shack in the neighbouring community but since most people were unemployed, the rent was too expensive for them. There were also a lot of racial conflicts, which led to the municipality allocating serviced land where people built shacks.

SUMMARY

River View is a medium density settlement located on municipally owned land, zoned public open space and inside the urban edge. The settlement was established in 2011 and has adequate access to basic services. The implementation of short term interventions will improve the community’s quality of life. The municipality plans to relocate the settlement to a housing project but upgrading the settlement in situ is more suited. This is because bulk infrastructure investment been made. In addition the settlement contains minimal shortfalls that only include electricity and waste management. The settlement faces locational hazards that can be mitigated through spatial reconfiguration and formalising the settlement. The prevalence of fires in the settlement can be improved through electrifying the remaining 100 households. The impact of strong winds that damage structures can be mitigated by creating channels for winds to tunnel through. There is no leadership in the settlement which means that if the community wants to improve conditions in the settlement, social facilitation is required to organise and establish a leadership structure and ward committee. In this way the municipality can engage with the community about implementing innovative approaches to dealing with issues such as electrical service providers, which the community feels it would like to change. The municipality needs to actively support the community readiness process and include settlement upgrading in municipal pipeline projects.

SHORT TERM INTERVENTIONS

- Apply concrete to culverts and community dug out channels.
- Fix 43 flush toilets.
- Repair 43 communal standpipes.
- Provide 100 prepaid electrical connections.
- Change the electrical service provider.
- Provide additional skips and individual bins for an improved waste management strategy.
- Improve the existing relationship with the community.
- Social facilitation is required to establish and capacitate a leadership structure and ward committee in the community.

COMMUNITY PRIORITIES

Short term:

- **Access to educational facilities**
  The community needs pre-schools inside the settlement

- **Access to community facilities**
  The community complains of a hall outside the settlement, where there are racial tensions

- **Storm water and flooding management**
  There is no storm water management, the storm water makes people sick

- **Access to electricity**
  The community wants all the structures to be electrified

- **Access to employment opportunities**
  Most people are not working and they have big families to feed

COMMUNITY READINESS

- **Leadership:** No leaders
- **Leader relations:** None
- **Relationship with municipality:** Average

ASSESSMENT

There are no leaders in the settlement. The community only convenes a general meeting when necessary and has an average relationship with the municipality. The municipality needs to improve its existing relationship with the community. Social facilitation is needed to build a leadership structure and ward committee in the community.

DEMOGRAPHICS

- **826** Structures (800 residential, 17 res. & bus., 2 business, 7 community)
- **917** Households
- **2751** People

COMMUNITY VOICES

We were promised houses for a long time, but we are still waiting.

PLANNING RELATED ISSUES

- **100%** Land ownership: Municipality 100%
- **Servitude:** None
- **Zoning:** Public open space
- **Household density:** 74HH/Ha

Evaluation of categorisation

This medium density settlement was established 5 years ago (2011) and is located on municipally owned land which is zoned public open space. No servitudes or encumbrances prohibit the future development potential of the land. The settlement has bulk infrastructure investment, which necessitates in situ upgrading of the settlement. Short term interventions will assist in developing a sustainable management system, which ensures that infrastructure is managed adequately.

Comment on past relocation attempts

The community reported that the municipality identified the settlement for relocation to a housing project and promised houses to the community. The settlement is not considered to be under threat of relocation. The municipal plans for the settlement include relocation.
HAZARDS AND RISKS

Natural
- Garbage dump
- Sinking soil
- Slope greater than 18
- Fire
- Strong winds

Man-made
- High density
- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Water logging drainage

Assessment
The settlement faces locational hazards such as close proximity to a garbage dump, sinking soil and a slope. These locational hazards are further compounded by man-made risks such as high density, inadequate waste and sanitation services, a poor street network and water logging drainage. The community is negatively impacted by the common occurrences of fire and strong winds. Through implementing short term interventions this community will have good access to basic services as interventions will repair broken infrastructure and improve the operation of existing infrastructure. The community also reported alcohol and drug related violence and petty crimes. The municipality should encourage the community to hold those to account who are responsible for petty crimes and create a protocol for reporting to the police. The municipality should also promote awareness about drug and alcohol abuse.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
The settlement has adequate access to basic services. There are no water and sanitation service shortfalls, however the municipality needs to fix 43 taps and 43 flush toilets. The community has reported long waiting periods for the municipality to maintain and fix existing infrastructure. 89% of the settlement has access to prepaid electricity. The municipality needs to provide 100 prepaid electrical connections to the settlement. The municipality should also ensure that people are being charged standard rates for electricity and assess whether it should discontinue with the private service provider. The settlement needs an improved waste management strategy that provides communal skips in the settlement and provides individual bins. Community dug out channels should be concreted to improve storm water management. The municipality should establish a working relationship with the community and develop a maintenance and infrastructure management plan together with the community. In this way the community can take ownership of existing infrastructure and improve engagement with the municipality. Additionally, quality of life in the settlement would be improved.

SANITATION

Working ratio 1.3
Shortfall 0

There are 495 flush toilets. 452 are working while 43 need to be fixed. The community waits for extended periods of time for sanitation infrastructure to be fixed.

ELECTRICITY

817 Pre-paid

817 households have prepaid electrical connections. There is a shortfall of 100 connections. The settlement has 32 street lights. The community has reported that it needs municipal assistance to change to the municipality’s electrical service provider as the private service provider is very expensive.

WATER

Working ratio 1.3
Shortfall 0

495 communal standpipes are located inside the settlement. 452 are working and 43 need to be fixed. Standpipes are maintained by the municipality.

WASTE

Waste management: Common area inside settlement

A common area located inside the settlement is used by the community to dispose of waste. Black bags are distributed weekly and waste is collected on a weekly basis. Residents feel that more skips are required in the settlement.
The settlement is located up to 5km from the closest clinic, which is a 30 minute walking distance. A hospital is located an hour away, which is more than 5km from the settlement. The preschool is located up to 5km away which is a 30 minute walk. The community would like a preschool inside the settlement so that toddlers can walk to the school. The primary school is located 2.5km from the settlement which is about a 30 minute walk. The secondary school is located more than 5km away which is a 1 hour walk. The community has access to general- and 9 spaza shops. It has community facilities such as a church, community hall, playground, police station and a sports facility.

ECONOMIC SERVICES
- General shops
- Spaza shops

SOCIAL SERVICES
- Church
- Community hall
- Playground
- Police station
- Sports facility

EMPLOYMENT PROFILE
% of employed men and women

- 62.5% Farm work
- 25% Manufacturing
- 12.5% Security

The community is predominantly (62.5%) employed in the farm work sector. Depending on the seasonality of required labour, these communities can face vulnerable periods without access to income, which has a detrimental impact on the quality of livelihoods. The municipality should introduce skills upgrading programmes and vocational training to increase the employment potential of these communities.
Kompong

Municipality: CEDERBERG MUNICIPALITY
Closest town: LAMBERT’S BAY
Established: 2000
Structures: 250

HISTORY AS TOLD BY THE COMMUNITY
The settlement was established due to a lack of shelter for people who migrated from the Eastern Cape. People came for employment opportunities at the fishing factory.

SUMMARY
Kompong is a high density settlement located on municipally owned land, zoned for public open space and located inside the urban edge. It is ideally suited for in situ upgrading. The settlement faces locational hazards such as close proximity to a railway track and water body, sinking soil, man-made risks such as inadequate sanitation and waste management, a poor street network and water logging. Through implementing short term interventions, sanitation and water shortfalls will be alleviated. The introduction of an adequate waste management system, implementation of concrete community dug out channels and electrification of the settlement will improve the lives of community members. The settlement is well located to socio-economic amenities such as a preschool, primary school and a clinic. However, it is far from a secondary school and hospital. The municipality needs to establish a well operated transit system which will transport people to and from the hospital and learners to and from school. The municipality should also provide a mobile clinic to service the area as the existing clinic does not have adequate capacity. The municipality should establish a working relationship with the community so that they can work towards implementing community priorities and short term interventions. Through this working relationship more EPWP opportunities can become available and the community can access employment and improve their current habitation environment.

SHORT TERM INTERVENTIONS
- Facilitate engagements with the community.
- Social facilitation is needed to establish a leadership structure with a ward committee so regular engagements can allow for community priorities to be implemented.
- Provide a communal skip located inside the settlement.
- Regularly distribute black bags and individual bins.
- Provide 7 taps and improve water pressure.
- Fix 9 flush toilets.
- Address the shortfall of 49 toilets.
- Provide 270 legal electrical connections and more street lights.
- Apply concrete to drainage channels.

COMMUNITY PRIORITIES

**Short term:**
- **Access to electricity**
  The community pays a lot of money for electricity that comes from the neighbouring community. Now the community wants its own electricity.
- **Access to sanitation**
  The community needs more toilets as more than 10 families use 1 toilet.
- **Access to water**
  The community needs more taps because 4 taps are not enough for 270 families.
- **Access to employment opportunities**
  The majority of residents are unemployed.

**Medium term**
- **Health facility**
  The existing clinic has no capacity. The residents would like a mobile clinic.

**Long term**
- **Security of tenure**
  The residents want development to take place in the area. Besides that they have no problem residing where they are.

COMMUNITY READINESS

- **Leadership:** No leaders
- **Leader relations:** None
- **Relationship with municipality:** None

ASSESSMENT

There is no leadership structure in the settlement and the community never convenes general meetings. The community also reported having no relationship with the municipality. The municipality should facilitate engagements with the community. Social facilitation is needed to establish a leadership structure with a ward committee so regular engagements can allow for community priorities to be implemented.

DEMOGRAPHICS

- **250** Structures
- **270** Households
- **810** People

PLANNING RELATED ISSUES

- **100%** Land ownership: Municipality 100%
- **Public open space** Zoning
- **None** Servitude
- **135HH/Ha** Household density

Evaluation of categorisation
This high density settlement was established 16 years ago (2000). It is located on municipally owned land, zoned as public open space and is ideal for in situ upgrading. The settlement’s upgrading will benefit the community living there as residents currently have no access to adequate basic services that meet national standards. Upgrading will also mitigate risks associated with locational hazards as well as man made risks.

Comment on past relocation attempts
The community reported that no plans exist to relocate the settlement. The municipality plans to relocate qualifying beneficiaries to a housing project.

COMMUNITY VOICES

We, the residents of Kompong decided not to vote if our needs are not taken into consideration, especially regarding the electricity issue.
HAZARDS AND RISKS

Natural
• Railway track
• Sinking soil
• Water body

Man-made
• Inadequate sanitation
• Inadequate waste management
• Poor street network
• Water logging drainage

Assessment
The settlement experiences locational risks such as close proximity to a railway track, being located on sinking soil and close to a water body. It is a very high density settlement with poor access to basic services. The community thus experiences man-made risks such as inadequate sanitation and waste management, a poor street network and water logging drainage. The community has not experienced significant disasters in the settlement. Existing hazards and risks can be improved through implementing short term interventions and eventually upgrading the settlement in situ. The settlement’s location close to a railway track and the associated risks are minimal. The municipality should erect a boundary wall with fencing to ensure safety precautions and to prevent people from using the settlement as a thoroughfare. There have been no reports of prevalent social issues in the settlement.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
The settlement has poor access to basic services. There is no waste management system, water and sanitation services have shortfalls and infrastructure requires maintenance. All electrical connections are illegal and can be dangerous. The settlement has no access to bulk infrastructure besides toilets, of which less than half are operational. Once reported directly to the municipality, the community waits more than 2 months for general maintenance to occur. The municipality needs to engage with the community and together develop an infrastructure maintenance and management plan as well as place the settlement on plans for bulk infrastructure investment. The municipality has reported that some residents are eligible for relocation to a housing project provided that they qualify. In the interim, the municipality needs to ensure that the community has adequate access to sanitation, water and electricity to decrease vulnerabilities and improve the standard of living in the settlement.

SANITATION

Working ratio 1:54
Shortfall 49

Of 14 flush toilets only 5 are working and maintained by the municipality. 9 flush toilets need to be fixed and there is a shortfall of 49 toilets. The community has reported that the municipality does not respond to the need to fix and maintain toilets.

ELECTRICITY

250

Illegal
There are 250 illegal electrical connections and 1 street light in the settlement. The municipality should provide 270 legal electrical connections and more street lights.

WATER

Working ratio 1:68
Shortfall 7

4 communal standpipes are located in the settlement and maintained by the municipality. There is a shortfall of 7 taps. The community has reported that the water pressure is low.

WASTE

Waste management: Common area outside settlement

There is no adequate waste system in the settlement. The community disposes waste in a common area outside the settlement. Waste is collected by the municipality on a weekly basis. The municipality should provide a communal skip that is located inside the settlement and regularly distribute black bags and individual bins.
The settlement is located up to 2.5km from the closest clinic, which is a 30 minute walking distance. A hospital is located an hour away, which is more than 5km from the settlement. The preschool is located up to 2.5km away which is a 30 minute walk. The community would like a preschool inside the settlement so that toddlers can walk to the school. The primary school is located 2.5km from the settlement which is about a 30 minute walk. The secondary school is located more than 5km away which is a 1 hour walk. The community has access to general- and 9 spaza shops. It has community facilities such as a church, community hall, playground, police station and a sports facility.

Most people in the settlement are employed as farm workers. Due to seasonality, reliance on farm labour is risky and can contribute to vulnerable livelihoods for households. A small portion of people are employed as EPWP workers and in the manufacturing industry. The municipality should make more EPWP opportunities available and facilitate skills capacity workshops.
The settlement categorisation is based on the following categorisation logic. Where applicable, the categorisation also references the municipal IDP’s, housing pipelines and municipal business plans.

- Heidelberg Donkiekamp
- Heidelberg Lawaaikamp
- Melkhoutfontein Noord
- Melkhoutfontein Unknown

**GLOSSARY AND DISCLAIMER**

Hessequa Municipality

This municipal profile does not cover all settlements in the municipality as political and other factors prevented access to some informal settlements. The Hessequa municipal profile therefore includes 11 settlements in the municipal area and excludes the following 4 settlements in the municipal area:

- Heidelberg Donkiekamp
- Heidelberg Lawaaikamp
- Melkhoutfontein Noord
- Melkhoutfontein Unknown

**CATEGORISATION**

The settlement categorisation is based on the following categorisation logic. Where applicable, the categorisation also references the municipal IDP’s, housing pipelines and municipal business plans.

A case by case analysis of each settlement will determine the settlement’s category and will accompany a briefing note explaining the logic why a particular category is recommended.
Three datasets are provided: number of structures, number of households and number of people living in informal settlements.

The number of structures is a triangulation of data received from the municipality, the community (via the focus group discussion) and actual structure counts during the rapid appraisal. In instances where the field team counted structures, this figure is deemed to be most accurate. In instances where an extensive discrepancy with municipal figures occurred, the team conferred with officials.

The number of people in the settlement is based on a ratio of 3 people per household. This falls below the metro ratio of 3 people per household and is considered a good estimate for non-metro informal settlements.

The number of households is based on a community estimate. The general approach used to reflect a more realistic estimate worked with 1.2 households per structure. This ratio is based on CORC’s experience on the ground.

The following density gradients were used:

- **Very Low**
- **Low**
- **Medium**
- **High**
- **Very High**

The sanitation shortfall is based on the national standard of 1 toilet for every 5 households. The number of toilets within a settlement is based on the actual number of working toilets at the time of the rapid appraisal.

The water shortfall is based on the national standard of 1 tap for every 25 households. The number of taps within a settlement is based on the actual number of working taps at the time of the rapid appraisal.
The information in this municipal profile provides an overview of the informal settlements profiled in the municipality: Melrose Place, Plankiesdorp, Thembani, Hoogstraat 11, Arend Geldenhuys, Dollar Square, Nood Erven, Bokraal, De Kloof, Mission 3 and Klipkrans.

**SETTLEMENT CATEGORISATIONS AND SHORT TERM INTERVENTIONS**

<table>
<thead>
<tr>
<th>SETTLEMENT</th>
<th>CATEGORY</th>
<th>SHORT TERM INTERVENTIONS</th>
</tr>
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</table>
| Melrose Place    | B1/B2    | • Repair 1 communal standpipe.  
• Repair 4 flush toilets.  
• Install 14 electrical connections.  
• Provide refuse bags weekly. |
| Plankiesdorp     | B1       | • Repair 5 toilets.  
• Add 2 additional toilets. |
| Thembani         | B1       | • Provide 13 toilets and 2 additional communal standpipes.  
• 25 prepaid electrical connections should be added. |
| Hoogstraat 11    | B1       | • Provide 4 additional prepaid electrical connections.  
• Provide plastic sheeting to water proof shelters.  
• Ascertain clarity on the level of municipal investment allowed, assist the community with the eviction process and with understanding the ESTA legislation (Extension of Security of Tenure Act). |
| Arend Geldenhuys | B1       | • Provide 7 prepaid electrical connections. |
| Dollar Square    | B1       | • Improve the maintenance plan with a quick response time when services are broken.  
• Include a cleaning schedule in the maintenance plan so that toilets can be kept hygienic.  
• Provide electricity to 1 household.  
• Provide each of the 20 households with an individual bin for waste. |
| Nood Erven       | C        | • Provide a communal skip for waste.  
• Provide 43 taps and 87 toilets. |
| Bokraal          | B1       | • Provide adequate waste collection and management services such as communal skips or individual bins.  
• Provide electricity to 43 households.  
• Provide 1 tap and 12 toilets |
| De Kloof         | B1       | • Assist the community with managing 5 flush toilets.  
• Provide 7 households with prepaid electricity.  
• Provide adequate waste collection services such as individual bins or communal skips. |
| Mission 3        | B1       | • Provide an operational maintenance plan for household standpipes.  
• Provide adequate waste collection services such as a communal skip or individual bins. |
| Klipkrans        | C        | • Provide an operational maintenance plan for household standpipes.  
• Provide adequate waste collection services such as a communal skip or individual bins. |
INTRODUCTION

The Hessequa municipal area is located below the Langeberg mountains and is bounded by the Breede river to the west and the Gouritzmond river to the east.

The municipal area contains eight towns namely Albertinia, Gouritz, Heidelberg, Jongensfontein, Riversdale, Slangrivier, Still Bay and Witsand. The region is characterised by a diverse range of plant species and forms part of the Cape Floral Kingdom.

The main economic sectors are trade, community services, construction, financial services, agriculture, transport, and manufacturing. Hessequa’s Integrated Development Plan (IDP) is based on an outcomes based planning process and envisions the municipality as “A caring Municipality where everyone reaps the fruit of cost effective and innovative service delivery, stimulated economic growth and sustainable use of natural resources”.

SUMMARY OF COMMUNITY PRIORITIES

The settlements in the area were established for various reasons including people being temporarily relocated to vacant land while waiting to be placed in formal housing projects. Some settlements are the consequence of relocated farm workers who were evicted and not provided with suitable alternative accommodation. Many people were born in their current localities with some communities recording long histories of living in these settlements. Common forms of employment include construction work, domestic work, gardening and farm work. The most prevalent social issues recorded by the communities are violent protests and crime.

- Access to basic services such as water, sanitation, electricity, storm water, drainage and community facilities
- Adequate shelter and tenure
- Employment opportunities
- Access to health services

EXTRACT FROM COMMUNITY

We are waiting to see what the municipality intends to do about providing us with housing. We were promised that we would only stay for a few months and the municipality must stick to their word. Also they must make sure they look at the emergency houses and there must be an end to corruption in the housing allocation process. - Community of Nood Erven

DEMIGRAPHIC SUMMARY

<table>
<thead>
<tr>
<th>SETTLEMENTS</th>
<th>STRUCTURES</th>
<th>HOUSEHOLDS</th>
<th>PEOPLE</th>
</tr>
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<tbody>
<tr>
<td>11</td>
<td>1130</td>
<td>1176</td>
<td>3528</td>
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The household density of the 11 informal settlements is 36HH/Ha. Based on our density range, the aggregated settlement density can be described as low density; however, there are outlier settlements such as Bokraal and Dollar Square that have very high densities.

DENSITY VS AGE OF SETTLEMENT GRAPH

The graph showing structure density vs the age of the settlement allows us to make certain observations about the rate of growth in the settlements:

- The two variables do not have a strong correlation, meaning that the age of the settlement does not have a strong determining factor on how structurally dense it is going to be.
- Diep Kloof, Nood Erven, Thembani and Plankiesdorp have all shown large growth in a relatively short period of time - these mushrooming settlements hint at a link to farm worker migration and trends affecting farm worker housing.
- Klipkrans, De Kloof, Mission 3 and Hoogstraat 11 have recorded low levels of growth over their age periods.
- Bokraal, Arend Geldenhuys and Melrose Place have all shown average levels of growth over their age periods.
PLANNING OVERVIEW

5 settlements are located on municipally owned land, 3 settlements are located on communal (Act 9) land and 3 settlements are located on privately owned land. 9 settlements are located on land which is zoned for a specific use. Zoning includes public open space, agriculture and residential.

- **Act 9 area (tenure security issues - land reform projects)**
  27% (3 settlements - Bokraal, De Kloof and Klipkrans) fall in Act 9 areas. In these areas people have poor tenure security under an uncertain communal tenure system.

- **Private land (ESTA issues - possible expropriation/land reform or eviction)**
  27% (3 settlements - Hoogstraat 11, Arend Geldenhuys and Mission 3) are located on private land. In these cases municipalities need to clarify under what conditions they can invest in private land, especially in the case of in situ upgrading. Subsequently, the municipality should immediately pursue basic infrastructure grants and subsidies to improve access to basic services such as sanitation and water as is constitutionally mandated. These cases often involve farm workers/other rural people who have lived on the land for generations but have been unable to claim tenure rights. Often, these communities need to make use of the ESTA legislation to clarify their security of tenure in order to initiate land reform projects, which could potentially involve expropriation.

- **Servitudes (Important for partial or total relocation)**
  18% (2 settlements - Melrose Place and Nood Erven) are located on a sewerage servitude. These planning features denote that the space is required for technical use and does not permit a residential component, often because the intended use makes it unsafe for people to live there. Consequently, settlements located on - or partially on - a servitude are at risk of relocation.

**Relocation**
Klipkrans, a low density settlement that has existed for more than 110 years and that falls in an Act 9 area, is the only settlement which has been scheduled by the municipality for relocation. This is due to the natural and man made hazards faced by the community which are so frequent and severe that the community has asked to be moved.

HAZARDS AND RISKS

The most prevalent hazards and risks across the informal settlements are:

- **Inadequate sanitation:** 8 settlements recorded inadequate sanitation, which refers to a lack of adequate service provision to meet shortfalls and a lack of maintaining existing infrastructure.

- **Inadequate waste management:** this is a common problem across all settlements in the municipality. Short term interventions include the provision of communal skips and waste collection points inside the settlements.

**Water logging, poor drainage and poor street networks:** these create conditions for floods and fires to further exacerbate poor living conditions.

**Klipkrans and De Kloof** are the only two settlements located on a slope. This makes it difficult to provide access to basic services.

BASIC SERVICE PROVISIONS

**Service assessment**
Improvements in adequate basic services such as sanitation and water provision are needed across the majority of settlements in the municipal area. Most settlements have adequate access to electricity. Shortfalls can easily be met through implementing short term interventions for less dense settlements such as Melrose Place, Hoogstraat 11, Arend Geldenhuys, De Kloof and Mission 3. Dollar Square is one of the most dense settlements and has a large electricity shortfall. All settlements require an adequate waste management system. Only Melrose Place, Dollar Square and Bokraal have individual bins.
Water shortfall
Access to water is a major issue in many of the settlements with an average water shortfall of 5. However, similar to sanitation, 8 of the settlements reported a shortfall of 0, which means that these communities have access to basic sanitation services. Thembani, Dollar Square and Bokraal were the outlier settlements with large shortfalls reported. Predictively these are also the largest settlements with the highest densities.

Sanitation shortfall
Access to adequate sanitation is a common challenge that faces the informal settlements of Hessequa. When taking into account the national ratio of 1 toilet per 5 households, there is an average shortfall of 15 toilets per settlement. However, 6 of the settlements report a shortfall of 0, which means that these communities have access to basic sanitation services. Thembani, Dollar Square and Bokraal were the outlier settlements with large shortfalls reported. Predictively these are also the largest settlements with the highest densities.

Access to waste management
10 of the 11 communities rely on municipal skips, 9 of which are located outside the settlements. In addition to individual bins, the communities want the municipality to provide black bags for them.

Electricity
The majority of communities make use of pre-paid electricity, with only a few illegal connections recorded in Thembani. There is a definite need for greater access to electricity by communities as many list it as one of their top short term priorities.

Access to educational amenities
90% within 5km of a preschool
100% within 5km of a primary school
100% settlements in municipal area have access to a secondary school

Access to health facilities
72% settlements within 5km radius of a clinic
9% settlements within 5km radius of a hospital

Social Problems
Drug and/or alcohol related crime is an issue in these communities.

Employment
Farm work, gardening, domestic work and construction are the predominant forms of employment in these communities.
Ward committee
There are no ward committees present within the 11 informal settlements surveyed.

Relationship with the municipality
Most communities residing in the informal settlements have a poor relationship with the municipality. The only settlement with a good relationship is De Kloof.

Assessment
The introduction of ward committees and the development of leadership structures in communities will allow for improved public participation and community-led development.

SUMMARY
Nine of the informal settlements examined in Hessequa are suitable for in situ upgrading. This is especially because the most prevalent hazards and risks such as poor sanitation, water logging and flooding can be mitigated by providing basic services to these settlements.

However, three of the settlements - Bokraal, De Kloof and Kilpkrans - are located on private land, three fall in Act 9 areas, and two are situated on sewerage servitudes. This means that there may be legislative complications when pursuing in situ upgrading as municipalities need to determine what level of investment they are eligible to make with regard to private land. This also requires reviewing the tenure security of communities residing on private and communal land and should at some level involve the utilisation of ESTA. One of these settlements, Klipkrans, is scheduled for relocation, which this analysis confirms. Another, Nood Erven, has been identified as a potential candidate for relocation as this medium density settlement is located next to a sewerage treatment works and is prone to frequent flooding. Lastly, Melrose Place is partially situated on a sewerage servitude, subsequently making part of the settlement ineligible for in situ upgrading.
**HISTORY AS TOLD BY THE COMMUNITY**

The settlement was formed as a consequence of overcrowding in Riversdale. The RDP houses were too small and the housing stock too little to accommodate the original Melrose Place community. Subsequently, the community decided to erect their homes on the current location. Currently there is a movement of people in and out of the settlement as some of the residents benefit from housing projects elsewhere. In this regard the analysis assumes that available spaces are filled by in-migration, expanding families or migrant workers as no vacant structures are recorded.

**SUMMARY**

Melrose Place is a low density settlement which is partially situated on a sewerage servitude and experiences regular flooding. The community has identified that a proper sanitation network must be added and maintenance operations need to be carried out so that they can live in a dignified manner. Part of the settlement not affected by the servitude is appropriate for in situ upgrading which should target the community’s most important needs - safety from flooding and improved sanitation services.

**SHORT TERM INTERVENTIONS**

- Repair 1 communal standpipe.
- Repair 4 flush toilets.
- Install 14 additional electrical connections.
- Provide black bags for waste collection once a week.
- Improve interaction with community.

---

COMMUNITY PRIORITIES

Short term:

- **Access to sanitation**
  Each household must have its own toilet and water tap.
- **Maintenance operation**
  General cleaning, landscaping and beautifying.
- **Access to community facilities**
  The community wants a small community hall that could be used as a crèche and soup kitchen.
- **Tenure security**
  We don’t know what to expect in terms of being moved from the land. We want to stay because we have good land. Alternatively we want access to land to sustain ourselves.
- **Storm water and flooding management**
  This will contribute to improved management of flooding.

COMMUNITY READINESS

**Leadership:**
- Khoi Khoi leadership

**Leader relations:**
- Healthy

**Relationship with municipality:** None

ASSESSMENT

The existing leadership structure should meet more frequently with ward committees in order to build a stronger relationship with the municipality.

COMMUNITY VOICES

We want to live in a hygienic area with the same level of services as in the white suburbs.

DEMOGRAPHICS

**31** structures
- Residential: 30
- Business: 1

**30** households

**90** people

COMMUNITY READINESS

**Leadership:**
- Khoi Khoi leadership

**Leader relations:**
- Healthy

**Relationship with municipality:** None

ASSESSMENT

The existing leadership structure should meet more frequently with ward committees in order to build a stronger relationship with the municipality.

COMMUNITY VOICES

We want to live in a hygienic area with the same level of services as in the white suburbs.

PLANNING RELATED ISSUES

**100%** Land ownership: Municipality 100%

**Zoning:** Public open space

**Servitude:** Sewer

**Household density:** 27HH/ Ha

Evaluation of categorisation

The settlement is partially located on a sewerage servitude. Thus part of the settlement must be relocated. Flooding seems to be a major problem but could be mitigated by the introduction of a proper drainage system. There are no immediate reasons to relocate the settlement. Therefore in situ upgrading should be carried out.

Comment on past relocation attempts

In the past backyarders have faced relocation, however people refused to move into the small RDP houses provided.
HAZARDS AND RISKS

Natural
- Flood prone area

Man-made
- Inadequate sanitation
- Inadequate waste management
- Water logging drainage

Assessment
The settlement is located in a flood prone area. Necessary short term interventions include spatially reorganising the settlement to provide an area for runoff to be directed while preparations are made for a more formal drainage system to be installed. To address inadequate basic services, shortfalls and current maintenance issues regarding existing infrastructure should be addressed. Services should be located closer to structures to ensure that the community feels safe to utilise services at night.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
Service delivery in this settlement is above average in comparison to the rest of the municipality. However maintenance operations such as the repair of 1 communal standpipe and 4 flush toilets as well as the installation of 14 electrical connections need to be carried out. An improved maintenance and operation services reporting protocol will ensure improved delivery of basic services to the settlement.

SANITATION
Working ratio 1:10 Shortfall 3
There are 7 flush toilets. 4 are not working and maintenance is required.

ELECTRICITY
16 Pre-paid
There are 16 legal prepaid connections. 14 additional connections are needed so that every household has access to electricity.

WATER
Working ratio 1:10 Shortfall 0
Of 4 communal standpipes 1 needs maintenance work.

WASTE
30 Individual bins
Waste is deposited in a common area outside the settlement. People buy their own black bags and take them to central collection points.
There is no clinic within a 5km radius to the settlement but there is a hospital within a 5km radius. A pre-school, primary school and secondary school are located within a 2.5km radius to the settlement. The settlement has adequate access to educational and healthcare facilities and there is a general shop in the vicinity. However there are no social amenities in the immediate surrounds.

**ECONOMIC SERVICES**
- General shops

**SOCIAL SERVICES**
- None

**EMPLOYMENT PROFILE**
% of employed men and women

- 25% Self employed
- 20% Restaurant
- 15% Construction
- 15% Farm work
- 10% Gardening
- 15% Domestic work

A predominant portion of men in the settlement are self employed. Women in the settlement are largely employed by restaurants. The earning potential of being self employed is limiting. There is no continuity in terms of work nor a constant influx of money.

As one of their short term priorities, community members have identified access to a community hall that can also be used as a crèche and a soup kitchen. Social development projects should be implemented to decrease the vulnerability that low earning employment creates in this community.
**SETTLEMENT PROFILE**

**Plankiesdorp**

Municipality: **HESSEQUA MUNICIPALITY**
Closest town: **RIVERSDALE**
Established: **2005**
Structures: **80**

**CATEGORISATION CODE/S**

**B1**

**B1 - IN SITU UPGRADING**

Growth potential: **MEDIUM**

**TOWN LEVEL MAP**

![Town Level Map of Plankiesdorp](image)

**HISTORY AS TOLD BY THE COMMUNITY**

Most people living in Plankiesdorp came from Riversdale and from farms in the surrounding area. Initially, the settlement mostly consisted of wooden structures. Since housing provision in the municipality, some community members relocated close by while some remained behind.

**SUMMARY**

Plankiesdorp is a **medium density settlement** that is **safe from natural hazards** but suffers from **poor sanitation**. Residents enjoy access to electricity and there is no water shortfall. There are no municipal plans for relocation. Plankiesdorp is ideal for reblocking and in situ upgrading due to its location **near a local road**, the **presence of bulk services, sports facilities and a community hall**.

**SHORT TERM INTERVENTIONS**

- Repair 5 flush toilets.
- Add 2 toilets.
- The municipality needs to improve how it interacts with the community.

COMMUNITY PRIORITIES

Short term:
• **Access to sanitation**
  Every person must get access to a toilet. People get sick because of poor sanitation.
• **Access to electricity**
  Reduce the cost of electricity as people cannot afford the rising costs of electricity.
• **Storm water and flooding management**
  Provide storm water pipes to improve drainage as water logging causes health problems. Stagnant water causes a stench and health problems.
• **Access to community facilities**
  The current crèche facility is inadequate and there is no space for sports activities and facilities.
• **Access to employment opportunities**
  There is high unemployment amongst women.
• **Create skills development for youth without high school passes**
  The college in town does not provide access to children who have only passed lower grades.

COMMUNITY READINESS

Leadership:
**Individual leaders**

Leader relations:
**Competitive**

Relationship with municipality: **Bad**

ASSESSMENT

- Individual leadership structures should create open lines of communication with the municipality.

COMMUNITY VOICES

Every person must get access to a toilet as people get sick because of poor sanitation. Housing is also an urgent need and no one in Plankiesdorp has benefitted from housing projects. The municipality must visit more and share more information.

DEMographics

- **80** structures
- **82** households
- **246** people

PLANNING RELATED ISSUES

- **100%** Land ownership: **Municipality 100%**
- **Servitude:** **None**
- **Zoning:** **Agriculture**
- **Household density:** **76HH/Ha**

Evaluation of categorisation
The settlement is not situated on a servitude and there are no natural hazards. Man made risks (associated with poor access to water and sanitation services) can be mitigated by settlement reblocking and subsequent in situ upgrading.

Comment on past relocation attempts
The settlement has not been slated for relocation and there are no municipal plans for relocation.
HAZARDS AND RISKS

Natural
• Road side

Man-made
• High density
• Inadequate sanitation
• Poor street network
• Water logging drainage

Assessment
Overall the settlement experiences low levels of locational hazards and risks. Poor sanitation and poor drainage means that waterborne diseases are a risk. These can be mitigated by formalising the road network and introducing a drainage system. Situated close to a local street, provisions must be made to ensure children are protected from vehicular traffic.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
On average the settlement experiences decent basic service delivery but urgently requires improved sanitation. 5 toilets need to be repaired and an additional 2 need to be added in order to meet the national standard. A basic service operations maintenance plan needs to be introduced so that infrastructure can provide maximum utility to the community.

SANITATION

Working ratio 1:10  Shortfall 8

13 flush toilets are maintained by the municipality. 5 of these are not working and need maintenance; 2 toilets need to be added.

WATER

Working ratio 1:16  Shortfall 0

5 working communal standpipes are located inside the settlement and maintained by the municipality.

ELECTRICITY

82  Pre-paid

There are 82 legal prepaid connections. All households have access to electricity.

WASTE

Waste management: Outside settlement
Waste is deposited in a common area outside the settlement. People buy their own black bags and take waste to central collection points.
SOCIODECONOMIC AMENITIES

The settlement has no access to health facilities or services within close proximity. The pre-school is located less than 1km away from the settlement. Other educational facilities such as primary and secondary schools are located more than 5km away. The settlement has immediate access to a community hall, playground and sports facility.

ECONOMIC SERVICES

- None

SOCIAL SERVICES

- Community hall
- Sport facility
- Playground

EMPLOYMENT PROFILE

% of employed men and women

- 20% Manufacturing
- 30% Farm work
- 30% Unemployed
- 15% Construction
- 5% Restaurant

Most men are employed in the manufacturing industry. This form of employment is characterised by a wage payment system which often serves the daily needs of families in the community. More than half of women are unemployed. The municipality and social movements need to create opportunities for people to gain skills to mobilise themselves. The community has also identified a short term priority of establishing a skills development programme for youth who have completed high school.

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Western Cape Government- Department of Human Settlements
Tel: 021 483 4145
Email: David.Alli@westerncape.gov.za
**SETTLEMENT PROFILE**

**Thembani**

**Municipality:** HESSEQUA MUNICIPALITY  
**Closest town:** RIVERSDALE  
**Established:** 2006  
**Structures:** 70

**CATEGORISATION CODE/S**

**B1**  
**B1 - IN SITU UPGRAADING**  
**Growth potential:** MEDIUM*

**TOWN LEVEL MAP**

**HISTORY AS TOLD BY THE COMMUNITY**

Thembani was formed when people from other settlements were relocated by ASLA contractors and were dumped in the area.

**SUMMARY**

Thembani is a high density settlement. Along with identifying the glaring need for sanitation and access to water, the community identified the provision of electricity as a top priority. This settlement should be considered for in situ upgrading in order for residents to enjoy their constitutionally mandated rights and amenities.

**SHORT TERM INTERVENTIONS**

- Provide 2 communal standpipes and 13 toilets.  
- Add 25 pre-paid connections.  
- Social facilitation is needed to establish small community working groups to implement community priorities.

COMMUNITY PRIORITIES

Long term:
- **Access to electricity**
  We need electricity because the municipality does not provide for all of us.
- **Access to water**
  We need water because we only have 1 tap.
- **Access to employment opportunities**
  There is a lack of employment.
- **Storm water and flooding management**
  Our settlement floods when it rains and water gets into our shacks.
- **Maintenance operations**
  It is dirty, the municipality can organise sanitation because it is not healthy for our children.

COMMUNITY READINESS

Leadership:
- **Individual leaders**

Leader relations:
- **Healthy**

Relationship with municipality: **Bad**

ASSESSMENT

The existing leadership should establish smaller working groups based on various community priorities so that more frequent meetings with the municipality can occur.

COMMUNITY VOICES

The municipality threatened to move us because they said there’s metal in this land and that’s why they can’t help us in any way. There are issues with toilets and water taps because we are so many people with so few services. It’s dirty and the municipality can organise better sanitation because it’s not healthy for our children. We want access to more toilets because there are 70 people using 1 toilet.

DEMOGRAPHICS

- **70** Structures
- **70** Households
- **210** People

PLANNING RELATED ISSUES

**100%** Land ownership: **Municipality 100%**

- **Servitude:** **None**
- **Zoning:** **Agriculture**
- **Household density:** **90HH/Ha**

Evaluation of categorisation

The settlement is not at risk of natural hazards and is not located on a servitude. Some man-made hazards associated with high density living and poor waste collection can be alleviated by in situ upgrading that targets sanitation, access to water and waste management.

Comment on past relocation attempts

The settlement has not been slated for relocation, however the community claims that the municipality has threatened to relocate people because “there is metal in the land”.

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HAZARDS AND RISKS

Natural
• Road side
• Rock falls
• Water body

Man-made
• High density
• Inadequate waste management

Assessment
The settlement experiences low levels of natural hazards. Man made risks associated with informal high density living, poor access to basic services, poor waste collection, and no drainage system result in unhealthy living conditions. These detrimentally affect the community’s well being. These risks can be mitigated by formalising the settlement, improving sanitation services and constructing and maintaining a proper drainage network. A barrier between the nearby local road and the settlement would also protect children from motor vehicle traffic.

SETTLEMENT MAP

SANITATION
Working ratio 1:70  Shortfall 13
1 flush toilet is maintained by the municipality. 13 additional toilets need to be added.

WATER
Working ratio 1:70  Shortfall 2
1 communal standpipe is located on the edge of the settlement and maintained by the municipality. 2 additional standpipes need to be added.

ELECTRICITY
10  Illegal  45  Pre-paid
There are 45 legal prepaid connections and 10 illegal connections. Therefore, 25 legal connections need to be added so that all households can have access to electricity.

WASTE
0  Individual bins
Waste is deposited in a common area outside the settlement. The municipality should provide the community with skips and bins.

BASIC SERVICES

Service assessment
The settlement requires urgent provision of basic services. 2 communal stand pipes and 13 toilets need to be provided. In addition 25 prepaid electrical connections can be added. The continued provision of adequate basic services and infrastructure requires a clearly defined operations and maintenance management plan.
**SOCIO-ECONOMIC AMENITIES**

The settlement has access to a clinic within a 2.5km radius but no access to a hospital. Educational facilities are located within close proximity to the settlement: a preschool is less than 1km away, a primary school is 1km away and a secondary school is located within 2.5kms. The community has a church and sports facility.

**ECONOMIC SERVICES**
- None

**SOCIAL SERVICES**
- Church
- Sport facility

**EMPLOYMENT PROFILE**

- **75%** Unemployed
- **10%** Construction
- **10%** Gardening
- **5%** Domestic work

More than half of men and 90% of women in the settlement are unemployed. The community has identified access to employment as one of their priorities. The municipality should make EPWP work available so that people can have some earning potential. There is also a need for social movements, NGOs and local government to facilitate skills development workshops and empower people to become entrepreneurial.
Hoogstraat 11

Municipality: HESSEQUA MUNICIPALITY
Closest town: HEIDELBERG
Established: 1966
Structures: 9

HISTORY AS TOLD BY THE COMMUNITY

The community of Hoogstraat 11 has a long history on the land. The initial residents were housed in a privately owned boarding house on the site. Some of them came from Heidelberg. The community does not know how the property was transferred to its current owners. On 27 April 2016 the land owner gave an eviction notice to community members because they fell behind with rental payments. The community has refused to be relocated and is standing together in resistance.

SUMMARY

Hoogstraat 11 is a low density settlement situated on residentially zoned private land and located inside the urban edge. The settlement is not threatened by natural or man-made hazards, although the sanitation situation needs to be improved. It would be ideally placed for in situ upgrading. However, because residents are situated on private land it is unlikely that the municipality can pursue this without first clarifying what investment the municipality is legally eligible to provide. Residents who have been threatened with eviction need to assess their security of tenure, making use of ESTA legislation to pursue the expropriation of land under an approved land reform project. This would be a long term project.

SHORT TERM INTERVENTIONS

• Provide 4 prepaid electrical connections.
• Appoint a community liaison officer to assist with establishing a well capacitated leadership structure that can deal with eviction proceedings.
• Provide plastic sheeting to water proof shelters
• Ascertain clarity on the level of municipal investment allowed
• Assist the community with the eviction process and understanding the ESTA (Extension of Security of Tenure Act) legislation.

COMMUNITY PRIORITIES

Short term:

• Municipal engagement
  We want the municipality to consult us more often and to inform us about future plans.

• Access to electricity
  Every household needs to have access to its own electricity box. This will provide a more reliable supply of electricity.

• Access to sanitation
  Every household should get its own toilet - this is more convenient and easier to maintain. It is also safer and more hygienic.

• Tenure security
  We are currently renting from the land owner. We would like to own our own piece of land and build houses for our families. We don’t want to be dependent on a landlord for access to services.

• Access to employment
  It is difficult to work. We would like more job creation projects in the community.

COMMUNITY READINESS

Leadership:
  No leaders

Leader relations:
  None

Relationship with municipality:
  Very bad

ASSESSMENT

There is a need to develop a leadership structure that can engage with the municipality in an effective manner. The municipality should appoint an official to assist with the eviction proceedings facing the community.

DEMographics

<table>
<thead>
<tr>
<th>Structures</th>
<th>Households</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>10</td>
<td>30</td>
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</tbody>
</table>

Community Voices

The municipality approached the land owner to buy the land for development, but we are not clear about the outcome. We have received eviction notices from the owner.

PLANNING RELATED ISSUES

100% Land ownership: Private 100%

Servitude: None

Zoning: Residential

Household density: 37HH/Ha

Evaluation of categorisation

Hoogstraat 11 is located on private land. This means that residents have to evaluate their security of tenure via the ESTA legislation (Extension of Security of Tenure Act). The municipality is constrained when providing investment in terms of large scale in situ upgrading on private land. However, the municipality is constitutionally mandated to provide basic services which can be pursued through various infrastructure subsidies but would require consultation with the land owner and agreement on a way forward. Expropriation by means of a land reform project could be a means to grant this community tenure security as well as giving the municipality access to carry out in situ upgrading in the settlement.

Comment on past relocation attempts

The settlement is not slated for relocation by the municipality but the private land owner has sent eviction notices to the community.
HAZARDS AND RISKS

Natural
- None

Man-made
- Inadequate sanitation
- Water logging drainage

Assessment
The settlement does not suffer from any locational hazards but poor sanitation services and poor drainage result in unhygienic conditions. Although the number of working toilets satisfies the national average, residents have highlighted these as a risk. Increased maintenance of sanitation services could help alleviate this.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
Basic service provision in the settlement meets national standards. However the community feels that 2 flush toilets are inadequate and unhygienic for 10 households. The toilets are maintained by the community who highlighted poor sanitation as an issue. This should be reviewed by an official to determine whether more toilets are necessary. Additionally, 4 prepaid electrical connections can be provided. The agent responsible for maintaining infrastructure needs to be clarified because infrastructure is located on private land.

SANITATION

Working ratio 1:5 Shortfall 0
2 flush toilets are maintained by the community.

WATER

Working ratio 1:5 Shortfall 0
2 communal standpipes are located inside the settlement and maintained by the community.

ELECTRICITY

6 Pre-paid
6 prepaid electrical connections are present and 4 should be added.

WASTE

Waste management: Outside settlement
Waste is deposited in a common area outside the settlement.
SOCIO-ECONOMIC AMENITIES

The clinic is located within 1km from the settlement but there is no access to a hospital. The settlement is in close proximity to educational facilities. It is within 1km from a preschool and primary school and 2.5km from a secondary school. The settlement has a church and community hall.

ECONOMIC SERVICES
• None

SOCIAL SERVICES
• Church
• Community hall

EMPLOYMENT PROFILE
% of employed men and women

Most men and women are unemployed. The community expressed difficulty in sourcing job opportunities and work. The municipality should provide EPWP opportunities. There is an opportunity to equip the local community with skills to make them more marketable for potential job opportunities.
HISTORY AS TOLD BY THE COMMUNITY

The settlement’s original name, Donkiekamp, comes from the land being used as a holding ground for donkeys. The land is privately owned and the settlement is located in the backyard of the property. Some residents are migrants from the surrounding farms. Others are originally from Heidelberg but were unable to access housing there and were forced to relocate.

SUMMARY

Arend Geldenhuys is a small, low density settlement that is not at risk of natural or man-made hazards. It would be ideally placed for in situ upgrading but because residents are situated on private land it is unlikely that the municipality can pursue this without first clarifying what investment it is eligible to make. Residents who have been threatened with eviction need to assess their security of tenure, making use of the ESTA legislation to pursue the expropriation of land under an approved land reform project. This would be a long term project.

SHORT TERM INTERVENTIONS

- Provide 7 additional prepaid electrical connections.
- Ensure social facilitation to establish a leadership structure that is able to engage with the municipality on a regular basis.

COMMUNITY PRIORITIES

Short term:
- Storm water and flooding management
  Our settlement needs road improvement and general drainage.
- Access to water
  We want every house to get its own water collection point.
- Access to electricity
  The community does not want to be reliant on the landlord for electricity and the provision of street lights.
- Access to employment opportunities
  The community wants job opportunities as there is high unemployment.
- Access to community facilities
  We want a playground for children.

COMMUNITY READINESS

Leadership:
No leaders

Leader relations:
Generally cooperative

Relationship with municipality:
Bad

ASSESSMENT

There is a need to establish a leadership or committee structure that is capacitated to meet with the municipality to discuss community priorities and concerns.

COMMUNITY VOICES

Why are some people paying for water when it is shared? When is the municipality building houses? We need a fence around our community because the tikkoppe come in and steal.

DEMOGRAPHICS

18 STRUCTURES
18 HOUSEHOLDS
54 PEOPLE

PLANNING RELATED ISSUES

100% Land ownership: Private 100%

Servitude: None

Zoning: Residential

Household density: 45HH/Ha

Evaluation of categorisation
Other than poor drainage this small settlement is safe from man made and natural disasters. There is no water or sanitation shortfall and residents enjoy decent access to education, religious and other amenities - excluding access to a police station. However, as the settlement is on private land it means that it is unlikely that the municipality is able to pursue major in situ upgrading. Residents need to assess their tenure security under ESTA. This will allow them to see whether or not they are eligible to apply for expropriation action and for a land reform project to be carried out.

Comment on past relocation attempts
The settlement has not been slated for relocation and there are no municipal plans for relocation.
HAZARDS AND RISKS

Natural
• None

Man-made
• Water logging drainage

Assessment
The settlement does not suffer from any major locational hazards. Poor drainage adversely affects the settlement. This can be alleviated by constructing concrete storm water channels.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
There is an adequate level of basic service provision in the settlement. The addition of 7 prepaid electrical connections will see all households afford access to electricity. A basic operations and maintenance plan should be introduced by the municipality to assist the community with the upkeep of services.

SANITATION
Working ratio: 1:2 Shortfall: 0
All 9 flush toilets are working and are maintained by the community.

ELECTRICITY
11 Pre-paid
As there are 11 prepaid connections 61% of households have electricity. 7 more connections should be added. The cost of electricity must also be assessed as it is currently too high for the community.

WATER
Working ratio: 1:6 Shortfall: 0
3 communal standpipes are located inside the settlement and maintained by the community.

WASTE
1 Waste management: Deposited in a common area outside the settlement.
People buy their own black bags and take them to central collection points.
The settlement has access to a clinic located within 500m but no access to a hospital. A preschool and primary school are located less than 1km away from the settlement. A secondary school is located within 1km. The community has a church, community hall, mosque, police station, sports facility and spaza shops.

**SOCIO-ECONOMIC AMENITIES**

**ECONOMIC SERVICES**
- Spaza shops

**SOCIAL SERVICES**
- Church
- Community hall
- Mosque
- Police station
- Sports facility

**EMPLOYMENT PROFILE**

<table>
<thead>
<tr>
<th>Employment Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unemployed</td>
<td>20%</td>
</tr>
<tr>
<td>General work</td>
<td>20%</td>
</tr>
<tr>
<td>Domestic work</td>
<td>30%</td>
</tr>
<tr>
<td>Farm work</td>
<td>15%</td>
</tr>
<tr>
<td>Construction</td>
<td>15%</td>
</tr>
</tbody>
</table>

The men in the settlement have very labour intensive jobs. Just less than half of the women are unemployed. As a short term priority the community has identified that they need access to employment opportunities because unemployment levels are high. The municipality should provide employment opportunities such as EPWP work.
**HISTORY AS TOLD BY THE COMMUNITY**

Previously called Khayelitsha, Dollar Square is located next to the river and the N2 highway. In 1997 the municipality undertook a survey of housing needs in the area. This survey data was used to relocate people who did not get houses which is why people were relocated to this land.

**SUMMARY**

Dollar Square is an *unzoned very high density settlement* in *urgent need of in situ upgrading*. Community reports suggest that access to *sanitation* is a *top priority*. The community claims to have been *politically marginalised* with no planning or housing pipeline evident. They claim that the municipality did a survey on the land and deemed it unsuitable for development. The uncertainty about the long term future of this large settlement must be addressed urgently as it concerns the livelihoods and living standards of over 1000 citizens.

**SHORT TERM INTERVENTIONS**

- Provide 52 toilets
- Repair 2 broken toilets.
- Social facilitation is needed to ensure assistance with establishing a community leadership structure that engages with the relevant municipal departments.

COMMUNITY PRIORITIES

Short term:

- **Access to water**
  We want every house to have its own tap.

- **Access to sanitation**
  Better toilets, every household should have its own toilet.

- **Storm water management and flooding**
  Management of flooding.

- **Access to community facilities**
  We need land for churches and a playground for children because they play in the road.

- **Access to health facilities**
  We want better quality services provided by clinic.

COMMUNITY READINESS

**Leadership:**
No leaders

**Leader relations:**
None

**Relationship with municipality:**
Bad

ASSESSMENT

There is a need to develop a leadership structure which represents the community when engaging with the municipality.

DEMOGRAPHICS

- **Structures:** 350
- **Households:** 350
- **People:** 1050

COMMUNITY VOICES

We don’t want government to just visit us when it’s elections. The ward councillor has never even visited the settlement. The municipality needs to listen to what the community wants and what we want is a meeting just for Dollar Square with proper translation.

PLANNING RELATED ISSUES

- **Land ownership:** Municipality 100%
- **Servitude:** None
- **Zoning:** Other
- **Household density:** 231HH/Ha

Evaluation of categorisation
This is a very high density settlement this is located within 40m of a waterbody. The settlement experiences a massive sanitation shortfall which results in a detrimental living environment as waterborne diseases and other health and human dignity issues arise. Access to electricity should be increased. Dollar Square is in critical need of in situ upgrading.

Comment on past relocation attempts
The settlement is not slated for relocation but the municipality has deemed the land to be unsuited for development.
BASIC SERVICES

Service assessment
The current state of basic service delivery in the settlement is very poor. Massive improvements in sanitation and electrical provision need to be carried out. 52 additional toilets are required. 2 need repair and 250 prepaid electrical connections need to be installed. A general maintenance plan must be implemented that deals with the locational hazards of sanitation and water provisions.

HAZARDS AND RISKS

Natural
- Flood prone area
- Proximity to water body

Man-made
- Inadequate sanitation
- High density
- Inadequate waste management
- Water logging drainage

The settlement suffers from poor drainage and flooding. It is located within 40m of a large water body and has very poor sanitation capacity. This places the residents at major risk to waterborne diseases and other health risks associated with unhygienic, high density environments such as TB. The settlement needs to have its storm water management system upgraded. This should start by constructing concrete storm water channels and would extend to implementing a management plan for flooding.

SETTLEMENT MAP

The settlement suffers from poor drainage and flooding. It is located within 40m of a large water body and has very poor sanitation capacity. This places the residents at major risk to waterborne diseases and other health risks associated with unhygienic, high density environments such as TB. The settlement needs to have its storm water management system upgraded. This should start by constructing concrete storm water channels and would extend to implementing a management plan for flooding.

SANITATION
Working ratio 1:21 Shortfall 54
16 flush toilets in the settlement are maintained by the municipality. 52 more toilets need to be added and 2 need to be repaired to address the sanitation shortfall.

ELECTRICITY
100 Pre-paid
There are 100 prepaid connections. Therefore 28% of households have access to electricity. 250 additional connections can be added.

WATER
Working ratio 1:25 Shortfall 0
14 communal standpipes are located inside the settlement and maintained by the municipality.

WASTE
350 Individual bins inside settlement
Waste is deposited in a common area inside the settlement.
The settlement has access to a clinic within 1km but no access to a hospital. The community enjoys good access to educational services with preschools, primary schools and high schools all within 1km. There is access to a community hall but no access to any economic amenities.

**ECONOMIC SERVICES**

- None

**SOCIAL SERVICES**

- Community hall

**EMPLOYMENT PROFILE**

<table>
<thead>
<tr>
<th>Type of Employment</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Farm work</td>
<td>30%</td>
</tr>
<tr>
<td>Unemployed</td>
<td>30%</td>
</tr>
<tr>
<td>Self employed</td>
<td>20%</td>
</tr>
<tr>
<td>Construction</td>
<td>10%</td>
</tr>
<tr>
<td>Domestic work</td>
<td>10%</td>
</tr>
</tbody>
</table>

Most men and women are employed as farm workers. This type of employment is characterised by low income and seasonal work. There are high unemployment rates in the settlement amongst women. The municipality needs to facilitate job opportunities that are less seasonal so that people in the community are less economically vulnerable. An opportunity exists to establish women’s daily savings groups in which group members can help each other to meet daily needs.
Nood Erven

Municipality: HESSEQUA MUNICIPALITY
Closest town: HEIDELBERG
Established: 2010
Structures: 19

HISTORY AS TOLD BY THE COMMUNITY

The settlement is closely located to a sewerage treatment plant which makes the land unsuitable for housing. Community members feel they cannot invest in their structures.

SUMMARY

Nood Erven is a medium density settlement that experiences high occurrences of fires and floods. Residents suffer from poor living conditions that detrimentally impact on their health and well-being. The community has identified short term priorities as access to housing, access to sanitation, access to water and improved storm water facilities to mitigate flooding and tenure security. Relocation should be considered due to the precarious position of the settlement on a flood plain, near a water body and on a sewerage servitude. This could improve the living conditions and well-being of the community while avoiding the increasing costs of mitigating frequent natural hazards as well as the risk of health conditions associated with the current location.

SHORT TERM INTERVENTIONS

- Improve the maintenance plan with a quick response time when services are broken.
- Include a cleaning schedule in the maintenance plan so that toilets are kept hygienic.
- Provide electricity to 1 household.
- Provide each of the 20 households with an individual bin for waste.
- Improve community interaction with municipality through facilitating a well capacitated community leadership structure.

COMMUNITY PRIORITIES

Short term:
- **Access to adequate shelter**
  Better insulation, waterproofing and privacy in the structure.
- **Access to sanitation**
  Each household should have its own toilet.
- **Access to water**
  Each household should have its own tap so people do not need to walk to use a shared tap.
- **Storm water and flooding management**
  We are tired of the cold and damp.
- **Tenure security**
  The land is not suitable for housing and we can’t invest in our own structures.

COMMUNITY READINESS

Leadership:
- **No leaders**

Leader relations:
- **None**

Relationship with municipality:
- **Very bad**

ASSESSMENT

Social facilitation is needed to develop a leadership structure so that the community can meet with the municipality.

COMMUNITY VOICES

We are waiting to see what the municipality intends to do about providing us with housing. We were promised that we would only stay for a few months and the municipality must stick to their word. Also they must make sure they look at the emergency houses and there must be an end to corruption in the housing allocation process.

PLANNING RELATED ISSUES

- **100%** Land ownership: **Municipality 100%**
- **Servitude:** **Sewer**
- **Zoning:** **Other**
- **Household density:** **62HH/Ha**

Evaluation of categorisation

The settlement is located on a flood plain, within 40m of a water body and on a sewerage treatment plant. There are high occurrences of fires and floods. Due to the cold and damp found within the settlement, people have health-related issues. Urgent relocation is required because of the locational characteristics of the settlement.

Comment on past relocation attempts

The settlement is located on a sewerage servitude and meets the criteria for relocation.
HAZARDS AND RISKS

Natural
- Flood prone area
- Rock falls
- Water body

Man-made
- High density
- Inadequate sanitation
- Poor street network
- Waterborne diseases
- Water logging drainage

Assessment
The settlement’s locational characteristics have a direct impact on the population’s health status. Relocation will improve health conditions and the implementation of short term interventions will improve living conditions until relocation occurs.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
Services are maintained by the municipality. They are all in working order and meet national standards. Only 1 household in the settlement does not have access to electricity. 4 communal skips for waste are located outside the settlement.

SANITATION
Working ratio 1:4 Shortfall 0
5 flush toilets are maintained by the municipality.

WATER
Working ratio 1:4 Shortfall 0
5 communal taps are located inside the settlement and maintained by the municipality.

ELECTRICITY
19 Pre-paid
19 households have access to prepaid electricity. There is a shortfall of only one household.

WASTE
4 Waste collection points
Waste is collected in a common area outside the settlement.
The community has access to a clinic 1km away and no access to a hospital. The settlement is locationally well placed with regard to educational services: a preschool, primary school and high school are all nearby. A church and general shop are also nearby.

**ECONOMIC SERVICES**
- General shops

**SOCIAL SERVICES**
- Church

**EMPLOYMENT PROFILE**
\[\% \text{ of employed men and women}\]

- Domestic work: 30%
- Unemployed: 20%
- Self employed: 15%
- Farm work: 20%
- Gardening: 15%

Most men in the settlement are employed as farm workers. This often means seasonal employment and earning a low income. More than half of the women are employed as domestic workers or are unemployed. The municipality should facilitate opportunities for skills development that will result in residents being able to obtain forms of employment that are less seasonal.
**SETTLEMENT PROFILE**

**Bokraal**

Municipality: **HESSEQUA MUNICIPALITY**  
Closest town: **SLANGRIVIER**  
Established: **1947**  
Structures: **500**

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**TOWN LEVEL MAP**

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**HISTORY AS TOLD BY THE COMMUNITY**

Some of Bokraal’s residents were born in Slangriver while others moved in from different places. Some people came from the surrounding farms to find alternative accommodation. The municipality gave people permission to settle in Bokraal but also wanted to move them to Onder-rivier.

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**SUMMARY**

Bokraal is a well located, very high density settlement that enjoys relatively good access to amenities. The settlement does not experience fires or floods but requires **bulk infrastructure investment** to improve the drainage systems so that living conditions - especially sanitation - align with national standards. With an existing road network already in place, the settlement is ideally placed for in situ upgrading.

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**SHORT TERM INTERVENTIONS**

- Provide a communal skip for waste.  
- Provide 43 taps and 87 toilets.  
- Develop working groups that represent the settlement's needs and that can communicate with the relevant municipal departments.

---

COMMUNITY PRIORITIES

Short term:
- Be treated better by the municipality
- Access to sanitation
  Every household needs its own toilet.
- Access to employment opportunities
  Jobs need to be provided for everyone. Sometimes there are jobs provided but we don’t know how people are selected for these jobs.
- Access to adequate shelter
  The municipality should provide plastic for structures as it leaks when it rains.
- Access to electricity
  Whilst all households have access to electricity, it is very expensive to buy electricity.

COMMUNITY READINESS

Leadership:
- No Leaders

Leader relations:
- None

Relationship with municipality: Very bad

ASSESSMENT

Based on the settlement density, working groups should be established that represent various parts of the settlement so that community priorities can be communicated to the municipality.

COMMUNITY VOICES

What is happening to the houses? We want to receive houses in Bokraal and not be re-located to some other housing project. We want to be treated better by the municipality. When people struggle to pay for water the municipality is quick to turn off taps for non-payment but not to come and fix toilets when they are broken.

PLANNING RELATED ISSUES

100% Land ownership: Other 100%

Servitude: None

Zoning: Agriculture

Household density: 120HH/Ha

Evaluation of categorisation
The settlement has no locational risks. The people in the settlement experience water logging and poor sanitary conditions. The settlement requires bulk infrastructure investment to improve sanitation conditions and a proper drainage system to improve water logging. The settlement is well located in terms of access to amenities. It is ideally suited for in-situ upgrading.

Comment on past relocation attempts
The municipality wants to relocate the community to a temporary relocation area (TRA) but the community has refused to move and is uncertain about the municipality’s reasoning for the temporary relocation.
HAZARDS AND RISKS

Natural
• None

Man-made
• Inadequate sanitation
• Water logging drainage

Assessment
There are no locational risks present in the settlement. Based on the high household density the settlement experiences poor sanitation conditions and water logging. Current conditions can be improved if short term interventions are met such as addressing basic service shortfalls.

SETTLEMENT MAP

BASICS SERVICES

Service assessment
The municipality needs to provide adequate basic services based on the density of the settlement. The maintenance management plan of existing infrastructure needs to be improved in order to meet national standards.

SANITATION

Working ratio 1:38 Shortfall 87
There are 8 flush toilets and 5 pit latrines which are not maintained. The shortfall is 87 toilets.

WATER

Working ratio 1:62 Shortfall 43
8 communal standpipes are located inside the settlement and not maintained by anyone. There is a shortfall of 43 taps.

ELECTRICITY

500 Pre-paid
Every household has access to prepaid electricity.

WASTE

500 Black bags are collected
The municipality collects 500 black bags from each structure that are deposited in a common area outside the settlement.
The community has access to a clinic 2.5kms away but is unable to access a hospital. Educational amenities are far away with pre-schools and high schools both more than 5km away and primary schools 2.5km away. This means that the municipality needs to assist by providing transport to school for children. The settlement is located close to a church, has access to a community hall, playground and sports facility. The only economic service close by is a shebeen.

**SOCIO-ECONOMIC AMENITIES**

**ECONOMIC SERVICES**
- Shebeen

**SOCIAL SERVICES**
- Community hall
- Sport facility
- Playground
- Church

**EMPLOYMENT PROFILE**

<table>
<thead>
<tr>
<th>% of employed men and women</th>
<th>Farm work</th>
<th>Domestic work</th>
<th>Construction</th>
<th>Gardening</th>
</tr>
</thead>
<tbody>
<tr>
<td>65%</td>
<td>15%</td>
<td>7.5%</td>
<td>65%</td>
<td>12.5%</td>
</tr>
</tbody>
</table>

The community has listed access to employment as one of their short term priorities. Community members are employed predominantly (65%) as farm labourers, with some (15%) employed as domestic workers, some (12.5%) as gardeners and the remainder (7.5%) as construction workers. The community reports that occasionally people are provided with jobs but that the community does not know how these people are selected.
**HISTORY AS TOLD BY THE COMMUNITY**

Some people were born in the settlement while others stayed on nearby farms and moved to Slangriver when they no longer worked on the farms.

**SUMMARY**

De Kloof is a very low density settlement that does not experience natural hazards. However, the community experiences poor sanitation conditions, a poor street network and common occurrences of water logging. The community has identified its short term priorities as access to services, the provision of adequate shelter, access to community facilities and access to employment opportunities. Current living conditions can be improved by providing bulk services. The settlement should be formalised through in situ upgrading, taking the locational characteristics into account.

**SHORT TERM INTERVENTIONS**

- Provide adequate waste collection and management services such as communal skips or individual bins.
- Provide electricity to 43 households to meet the shortfall.
- Provide 1 tap and 12 toilets.
- The leadership should capacitate themselves by meeting more frequently and engage more with the municipality.
- The municipality should improve communication with the community.
COMMUNITY PRIORITIES

Short term:
- **Access to water**
  Each household needs their own tap.
- **Access to adequate shelter**
  We want our own place so that we can improve our shelter.
- **Youth programmes**
  We need programmes so that the youth can be kept occupied.
- **Access to community facilities**
  We want improved social services.
- **Access to employment opportunities**
  We need agricultural projects for the local community to be involved in.

COMMUNITY READINESS

- **Leadership:**
  - Leadership committee
- **Leader relations:**
  - Undetermined
- **Relationship with municipality:**
  - Very bad

ASSESSMENT

- Existing leadership structures should meet more frequently and attempt to engage with more than one municipal department.

DEMOGRAPHICS

- **36** Structures
- **72** Households
- **216** People

COMMUNITY VOICES

The municipality must give us opportunities for entrepreneurship, improved communications, provide playgrounds for children, improve social services and provide people with their own place so they can improve their shelter.

PLANNING RELATED ISSUES

- **100%** Land ownership: Other 100%
- **Servitude:** None
- **Zoning:** Agriculture
- **Household density:** 4HH/Ha

Evaluation of categorisation
The settlement has no locational risks that result in hazards or risks for the community. It is a low density settlement with no bulk infrastructure. Current services available to the community are informal. The settlement is ideal for in situ upgrading.

Comment on past relocation attempts
The municipality wants to relocate the community to a temporary relocation area due to lack of services but the community has refused to move.
HAZARDS AND RISKS

Natural
- Slope greater than 18

Man-made
- Inadequate sanitation
- Poor street network
- Water logging drainage

Assessment
The locational characteristics of the settlement have resulted in man-made risks such as a poor street network, water logging and inadequate sanitation. Necessary short term interventions include providing improved sanitation services. Improved spatial arrangement of the settlement can resolve water logging as well as access/egress arrangements.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
The municipality should provide adequate sanitation services such as flush or chemical toilets. The municipality should develop a sustainable operational management plan. Electricity should be provided to the shortfall of 43 households.

SANITATION
Working ratio 1:2 Shortfall 12
36 pit latrine toilets are managed by the municipality. There is a shortfall of 12 toilets.

ELECTRICITY
29 Pre-paid
29 households have access to prepaid electricity. 40% of the settlement has access to electricity and the household shortfall is 43.

WATER
Working ratio 1:2 Shortfall 1
36 household standpipes are maintained by the municipality and are all in working order. There is a shortfall of 1 tap.

WASTE
1 Waste collection point is situated in a common area outside the settlement.
SOCIO-ECONOMIC AMENITIES

The community has no access to a clinic or hospital - a dedicated mobile clinic must be made available to the community at regular frequencies. The community is located less than 500m from a preschool and primary school but the high school is more than 5km away. The settlement makes use of the social amenities of a church, community hall and sports facility but there are no economic amenities in the surrounding area.

<table>
<thead>
<tr>
<th>ECONOMIC SERVICES</th>
<th>SOCIAL SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Church</td>
</tr>
<tr>
<td></td>
<td>Community hall</td>
</tr>
<tr>
<td></td>
<td>Playground</td>
</tr>
<tr>
<td></td>
<td>Sports facility</td>
</tr>
</tbody>
</table>

EMPLOYMENT PROFILE

% of employed men and women

- 55% Farm work
- 15% Unemployed
- 20% Domestic work
- 10% Gardening

The community has listed access to employment opportunities as one of their short term priorities. They want to be involved in agricultural projects which benefit the local community. Currently 55% are employed as farm labourers, 20% as domestic workers, 10% in gardening jobs and 15% are unemployed.
Mission 3

Municipality: HESSEQUA MUNICIPALITY
Closest town: HEIDELBERG
Established: 1986
Structures: 10

HISTORY AS TOLD BY THE COMMUNITY
Residents have resided in the settlement for 11 - 26 years. They moved to the settlement because their housing application for the Joe Slovo housing project was unsuccessful. Most people come from surrounding farm areas.

SUMMARY
Mission 3 is a low density settlement located on privately owned land and zoned as residential. There are no associated locational risks and the settlement has access to socio-economic amenities. The community manages its own sanitation and maintains it to a level that satisfies national standards. The community’s priorities are access to sanitation, access to shelter, tenure security and access to electricity. This informal settlement is ideally suited for in situ upgrading since the community has been residing here for more than 20 years and experiences no locational risks or hazards. However, the municipality will have to clarify what investments it is eligible to make on privately owned land, especially if the residents have uncertain tenure.

SHORT TERM INTERVENTIONS
- Assist the community with managing 5 toilets.
- Provide 7 households with prepaid electricity.
- Provide adequate waste collection services such as individual bins or a communal skip.
- The municipality should meet with the community on a regular basis and follow a community-led development process.

COMMUNITY PRIORITIES

Short term:
• **Access to sanitation**
  Every structure needs its own toilet.
• **Access to adequate shelter**
  The community wants the quality of structures to be improved.
• **Tenure security**
  The municipality must buy the land and transfer it to the community so that they can invest in their structures.
• **Safety of children**
  The municipality needs to install speed bumps so children can cross the street safely as Mission Street is unsafe.
• **Access to electricity**
  Electricity costs are too high.

COMMUNITY READINESS

Leadership:
**Individual leaders**

Leader relations:
**Competitive**

Relationship with municipality: **Good**

ASSESSMENT

More regular community meetings are necessary to facilitate positive progress in the settlement.

DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Structures</th>
<th>Households</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>17</td>
<td>51</td>
</tr>
</tbody>
</table>

COMMUNITY VOICES

We prefer to stay where we are but there is a real need for housing. The municipality must buy land and transfer it to the people living here so they can invest in their structures.

PLANNING RELATED ISSUES

- **100%** Land ownership: Private 100%
- Servitude: **None**
- Zoning: **Residential**
- Household density: **55HH/Ha**

Evaluation of categorisation

The settlement has no risks or hazards and is low density. The community has been there for 20+ years. Access to sanitation and water services is above national standards. The community also has access to social services within their settlement such as a church, community hall, mosque and playground. The settlement is ideal for in situ upgrading.

Comment on past relocation attempts

No relocation is planned and the community is happy with its current position.
HAZARDS AND RISKS

Natural
• None

Man-made
• None

SETTLEMENT MAP

BASIC SERVICES

Service assessment
Mission 3 has an acceptable level of service provision that meets national standards. The municipality can assist by managing flush toilets in the settlement and addressing the shortfall of electricity provision.

SANITATION

Working ratio 1:3 Shortfall 0
5 flush toilets are all in working order and maintained by the community.

ELECTRICITY

10 Pre-paid
10 households have access to prepaid electricity. 59% of the settlement has access to electricity and the household shortfall is 7.

WATER

Working ratio 1:2 Shortfall 0
1 communal standpipe and 7 household standpipes are all located inside the settlement and maintained by the municipality.

WASTE

1 Collection point
Waste is collected in a common area outside settlement.
The settlement does not have access to a pre-school or a hospital but has good access to other educational amenities and is within 500m of a clinic. There is a church, community hall, mosque and playground in the immediate vicinity but no economic amenities are present.

More than half (55%) of the employed population work as farm labourers. This could mean that these households experience seasonal vulnerability due to temporary or seasonal work. 25% of people are employed in domestic jobs and 10% in the construction industry. A few (5%) do gardening and some (5%) are employed by the municipality.
HISTORY AS TOLD BY THE COMMUNITY

The existing community consists of people who were born there.

SUMMARY

Klipkrans is a poorly located, very low density settlement that experiences frequent fires and floods, which pose a threat to the livelihood and well-being of the community. The community should be relocated urgently to improve its standard of living. There is a municipal pipeline project to relocate people in this community to formal houses.

SHORT TERM INTERVENTIONS

- Provide households with water standpipes.
- Establish a maintenance plan and make it operational.
- Provide adequate waste collection services such as a communal skip or individual bins.
- Assist the community with developing a leadership structure that is well capacitated.

COMMUNITY PRIORITIES

Short term:
- **Access to community facilities**
  We need a sports ground because our children are being chased away from the nearby township’s sports facility.
- **Access to adequate sanitation**
  We need flush toilets because the chemical toilets have a lot of flies and carry diseases like tuberculosis.
- **Access to employment opportunities**
  Women in the community are unemployed; they need the municipality to support them.
- **Access to health facilities**
  We need a mobile clinic.
- **Adequate shelter**
  We want houses that were promised to us.

COMMUNITY READINESS

- **Leadership:**
  No leaders
- **Leader relations:**
  None
- **Relationship with municipality:**
  Very bad

ASSESSMENT

Developing a leadership structure is essential for continued engagement with the municipality.

DEMOGRAPHICS

- **Structures:** 7
- **Households:** 7
- **People:** 21

COMMUNITY VOICES

We need flush toilets and better water maintenance. We want the municipality to relocate us quickly so we can avoid the disaster risks of Klipkrans.

PLANNING RELATED ISSUES

- **Land ownership:** Other 100%
- **Zoning:** Agriculture
- **Servitude:** None
- **Household density:** 1HH/Ha

Evaluation of categorisation
The settlement experiences a high level of man-made risks such as floods and fires. Due to its geographic location, the settlement experiences strong winds, which destroy structures and pose a threat to the community’s well-being. The settlement’s density is very low. Relocation would result in improved access to socio-economic services and an improved standard of living.

Comment on past relocation attempts
The community has been selected for relocation by the municipality and will be relocated to a housing project.
HAZARDS AND RISKS

Natural
- Slope greater than 18

Man-made
- Inadequate sanitation
- Inadequate waste management
- Water logging drainage
- Waterborne diseases

Assessment
The settlement experiences high levels of locational hazards and risks because of its location on a slope. Fire proof material needs to be provided so as to limit the amount of structures destroyed in the case of a fire. Grey water and storm water runoff can be controlled through municipal assistance in creating informal dug out channels with the help of the community. This would prevent flooding from causing damage to structures or personal belongings. An adequate water quality management plan must be implemented to prevent waterborne diseases.

SETTLEMENT MAP

LEGEND
- Taps
- Toilets
- Street Lights

SANITATION
Working ratio 1:1 Shortfall 0
5 pit latrine toilets are working.

ELECTRICITY
7 Pre-paid
There are 7 prepaid electrical connections

WATER
Working ratio 1:1 Shortfall 0
5 individual standpipes are all working.

WASTE
1 Collection point
Waste is disposed in a common area outside the settlement. The community needs black bags, skips and individual bins.

BASIC SERVICES

This low density settlement has adequate access to basic services. Maintenance of existing water services can be improved. While the community is awaiting relocation, improved sanitation can be provided.
The settlement has excellent access to educational amenities and average access to health care facilities. The clinic is 2.5km away and the hospital 5km away. There is a lack of economic amenities in the current vicinity. Residents have access to a church and a police station.

In this settlement only men are employed. They are predominately (60%) employed as farm workers. 30% are employed as gardeners and 10% work in the construction industry. The community has listed access to employment as one of its short term community priorities. They have asked the municipality for assistance especially in supporting unemployed women with finding work.
CATEGORISATION

The settlement categorisation is based on the following categorisation logic. Where applicable, the categorisation also references the municipal IDP’s, housing pipelines and municipal business plans.

The number of structures is a triangulation of data received from the municipality, the community (via the focus group discussion) and actual structure counts during the rapid appraisal. In instances where the field team counted structures, this figure is deemed to be most accurate. In instances where an extensive discrepancy with municipal figures occurred, the team conferred with officials.

The number of people in the settlement is based on a community estimate. The general approach used to reflect a more realistic estimate worked with 1.2 households per structure. This ratio is based on CORC’s experience on the ground.

The following density gradients were used:

- > 25 people/km²: VERY LOW
- 26 - 50 people/km²: LOW
- 51 - 75 people/km²: MEDIUM
- 76 - 100 people/km²: HIGH
- ≥ 101 people/km²: VERY HIGH

The number of households is based on a community estimate. The general approach used to reflect a more realistic estimate worked with 1.2 households per structure. This ratio is based on CORC’s experience on the ground.

The sanitation shortfall is based on the national standard of 1 toilet for every 5 households. The number of toilets within a settlement is based on the actual number of working toilets at the time of the rapid appraisal.

The water shortfall is based on the national standard of 1 tap for every 25 households. The number of taps within a settlement is based on the actual number of working taps at the time of the rapid appraisal.
Kannaland is situated in the Little Karoo and forms part of the Eden district municipality. Geographically the municipality is located between two mountain ranges, the Swartberg and Anysberg. It has a population of approximately 25 000 people and 6749 households. Two well known cheese factories, wine and brandy cellars are situated in the town of Ladismith and are the main economic contributors and employers in the municipal area. The RAP project identified four informal settlements: Zoar-Plakkerskamp, Plakkerskamp, Valentine’s Town and Ladismith Plakkers Makeba Square. The vision of the municipality is “to be a place of choice”.

**MUNICIPAL PROFILE**

**Kannaland Municipality**

Kannaland is situated in the Little Karoo and forms part of the Eden district municipality. Geographically the municipality is located between two mountain ranges, the Swartberg and Anysberg. It has a population of approximately 25 000 people and 6749 households. Two well known cheese factories, wine and brandy cellars are situated in the town of Ladismith and are the main economic contributors and employers in the municipal area. The RAP project identified four informal settlements: Zoar-Plakkerskamp, Plakkerskamp, Valentine’s Town and Ladismith Plakkers Makeba Square. The vision of the municipality is “to be a place of choice”.

**CONTEXTUAL MAP OF MUNICIPALITY**

**MUNICIPAL PROFILE**

**Kannaland Municipality**

<table>
<thead>
<tr>
<th>SETTLEMENT</th>
<th>CATEGORY</th>
<th>SHORT TERM INTERVENTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zoar-Plakkerskamp</td>
<td>B1</td>
<td>• Provide a communal skip and individual bins to 46 households.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide 1 tap and 9 flush toilets to meet national standards.</td>
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<td></td>
<td></td>
<td>• Provide electricity to all households in the settlement.</td>
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<tr>
<td></td>
<td></td>
<td>• Install concrete drainage channels.</td>
</tr>
<tr>
<td>Valentine’s Town</td>
<td>B1</td>
<td>• Provide a communal skip and individual bins for 28 households.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Repair 2 communal standpipes.</td>
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<tr>
<td></td>
<td></td>
<td>• Repair 4 flush toilets and provide 2 additional toilets.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Supply 28 prepaid electrical connections.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Apply concrete to community dug out drainage channels.</td>
</tr>
<tr>
<td>Plakkerskamp</td>
<td>B1</td>
<td>• Provide 5 flush toilets.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Add 27 prepaid electrical connections.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Establish a drainage network with concrete storm water channels.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide a regular waste collection service that includes distributing refuse bags to the community</td>
</tr>
<tr>
<td>Ladismith Plakkers Makeba Square</td>
<td>B1</td>
<td>• Provide 2 communal standpipes.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Fix the doors of current toilets.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide additional 21 toilets.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Apply concrete to storm water channels.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Distribute refuse bags more regularly.</td>
</tr>
</tbody>
</table>
INTRODUCTION

This profile provides an overview of four informal settlements in the Kannaland municipal area. These settlements, excluding Zoar-Plakkerskamp, were established by people who moved off farms. As they did not have alternative accommodation, they were forced to settle in an informal settlement. These peri-urban settlements suffer from poor sanitation and water services, poor waste management services, low levels of access to electricity and informal storm water drainage channels.

Only the community of Ladismith Plakkers Makeba Square has a leadership structure and a good relationship with the municipality. This is also the only community for which partial relocations have been planned. These settlements have high rates of unemployment. Those employed, work as farm labourers. Besides the existing lack of basic services, all settlements profiled are well located in terms of access to socio-economic amenities such as health, educational and community facilities.

SUMMARY OF COMMUNITY PRIORITIES

The most common community priorities are access to sanitation, access to electricity, access to employment opportunities, access to community facilities and shelter. The first two can be met through adequate provision of basic services - i.e. repairing broken services, meeting shortfalls and installing prepaid electrical connections.

Community facilities are a more difficult priority to accommodate. In these cases, however, communities want access to sports facilities or parks for the youth. In response, the municipalities can implement short term solutions such as transporting people to these facilities. The municipality will need to provide access to shelter through housing projects as well as adopt an incremental development approach to the provision of housing.

EXTRACT FROM COMMUNITY

According to the municipality, the slope makes it hard to install infrastructure. Sometimes there is not enough water. In summer time we get water in the morning only. None of the toilets have doors and there are not enough toilets for everyone. The municipality says that they plan to build 480 houses in the 2016 budget year and that some of the people that qualify will be relocated to the housing project. We just want housing and access to jobs.

- Community of Ladismith Plakkers Makeba Square

SUMMARY OF COMMUNITY PRIORITIES

- Access to sanitation
- Access to electricity
- Access to employment opportunities
- Access to community facilities
- Shelter

DEMOGRAPHIC SUMMARY

22HH/Ha

Density (HH/ha)

Based on the density scale created, this figure indicates a very low density.
DENSITY VS AGE OF SETTLEMENT GRAPH

The graph showing structure density vs the age of the 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) Age and density have a strong positive correlation (coefficient = 0.89) as all 4 settlements display densities that seem to relate to the time they were established - except Zoar-Plakkerskamp in which case the density is greater than the age - consequently leading to the observation that age is a determining factor in the structural density of the settlements.

ii) Zoar-Plakkerskamp is the only settlement that seems to have experienced a rapid increase in growth and may continue growing at a faster rate than the other settlements.

iii) The majority of the settlements were established by in-migration, predominantly from farm dwellers being moved off-farm. The municipality must be sure to track these patterns as they could be indicators of evictions.

INFORMAL SETTLEMENTS SURVEYED IN KANNALAND

DENSITY OF STRUCTURES (STRUCTURES PER HA)

Act 9 area (tenure security issues - land reform projects)
1 settlement - Zoar-Plakkerskamp - is located in an Act 9 area. In these areas, people have poor tenure security under an uncertain communal tenure system.

Private land (ESTA issues - possible expropriation/land reform or eviction)
1 settlement - Plakkerskamp - is located on private land, which is owned by a church. For the most part development should therefore be largely unconstrained by issues of ownership. The municipality may, however, need to seek permission to develop this land. The other settlements are situated on municipally owned land.

PLANNING OVERVIEW

All four settlements are located on municipally owned land, except for Plakkerskamp where 20% of the land is owned by a church. The land on which the settlements are located is not zoned. There are no servitudes or encumbrances which prohibit the future development potential of the land. All settlements in the municipal area have been categorised for in situ upgrading. As Plakkerskamp falls outside the urban edge, the urban edge must be amended to allow for in situ upgrading.

95% settlements which are municipally owned
0% settlements which are zoned
100% settlements categorised for in situ upgrading
0% settlements categorised for relocation

Act 9 area (tenure security issues - land reform projects)
1 settlement - Zoar-Plakkerskamp - is located in an Act 9 area. In these areas, people have poor tenure security under an uncertain communal tenure system.

Private land (ESTA issues - possible expropriation/land reform or eviction)
1 settlement - Plakkerskamp - is located on private land, which is owned by a church. For the most part development should therefore be largely unconstrained by issues of ownership. The municipality may, however, need to seek permission to develop this land. The other settlements are situated on municipally owned land.

Servitudes (Important for partial or total relocation)
No settlements in Kannaland are located on servitudes.

Relocation
Only a portion of the community in Ladismith Plakkers Makeba Square has been scheduled for relocation. The municipality reports that it will be providing top structures for Zoar-Plakkerskamp, Ladismith Plakkers Makeba Square and Plakkerskamp, although these plans were not confirmed by the communities’ responses.
HAZARDS AND RISKS

The most prevalent hazards and risks across the settlements stem from inadequate sanitation, poor waste management and result in waterborne diseases. These can be alleviated through providing basic services of sanitation and water infrastructure, installing concrete storm water channels and implementing a waste management plan. Common hazards include fires and strong winds, which are due to a poor street network and the settlements’ respective locational characteristics. This could be mitigated by reblocking the settlements and formalising the roads and pathways. Zoar-Plakkerskamp, Plakkerskamp and Ladismith Plakkers Makeba Square are all located on a slope. Zoar Plakkerskamp is the only settlement at risk of rockfalls. The municipality should explore methods of reducing this risk. As Valentine’s Town is located next to a road, a boundary fence should be erected to protect people, especially children, from motor vehicle traffic.

BASIC SERVICE PROVISIONS

Service assessment
All 4 settlements need major improvements to basic service provision. Maintenance of existing infrastructure is required and bulk infrastructure investment is needed to meet shortfalls. Most hazards and risks stem from inadequate service provision.

The municipality can improve the settlements’ current living conditions by adopting a functional maintenance plan to fix and manage existing sanitation and water services. Only Zoar-Plakkerskamp has regular waste collection. The settlements all have inadequate drainage systems and all rely on community dug out channels. This can be alleviated if the municipality upgrades the channels with concrete.

SANITATION

| 60% | 1:38 |
| Current working sanitation | Sanitation working ratio |

Sanitation shortfall
Access to adequate sanitation is a common problem with an average shortfall of 10.25 toilets. Ladismith Plakkers Makeba Square has the highest shortfall of 21 toilets. The settlement also has the largest population and density. There is a lack of adequate sanitation infrastructure across all settlements. Existing infrastructure is largely managed by the community.

WATER

| 92% | 1:4 |
| Current working water | Water working ratio |

Water shortfall
Access to water is an issue in Zoar-Plakkerskamp and Ladismith Plakkers Makeba Square. Zoar-Plakkerskamp is the only settlement which reported a shortfall of individual standpipes: community members created their own connections to a water pipe installed by the municipality, which 3 households still need to connect to.

ELECTRICITY

| 56% |
| Households with access to electricity |

Electricity
In the informal settlements profiled, electricity provision is poor with only Ladismith Plakkers Makeba Square reporting access to electricity and Valentine’s Town reporting 1 illegal connection. Zoar-Plakkerskamp and Plakkerskamp have no access to electricity. Therefore an urgent intervention is required to provide this basic service.

WASTE

Access to waste management
In Valentine’s Town and Plakkerskamp waste removal is poor, with communities dumping and burning their waste. Only Zoar-Plakkerskamp has regular waste collection. While Ladismith Plakkers Makeba Square has a communal skip inside the settlement, people often dump their waste elsewhere. A waste management scheme must be implemented and refuse bags must be distributed at regular intervals, i.e. once a week.
MUNICIPAL PROFILE: KANNALAND MUNICIPALITY

ACCESS TO AMENITIES

All settlements in Kannaland are well located and enjoy access to socio-economic amenities such as clinics and educational facilities. Only Zoar-Plakkerskamp and Ladismith Plakkers Makeba Square are within a 5km radius to a hospital. All 4 settlements have access to general shops, a church and a police station in their immediate vicinity.

ACCESS TO EDUCATIONAL AMENITIES
- 100% within 5km of a preschool
- 100% within 5km of a primary school
- 100% settlements in municipal area have access to a secondary school

ACCESS TO HEALTH FACILITIES
- 100% settlements within 5km radius of a clinic
- 50% settlements within 5km radius of a hospital

QUALITY OF LIFE

Social Problems
Crime, specifically related to alcohol abuse, is an issue.

Employment
Farm work is the dominant type of employment.

COMMUNITY READINESS / POLITICAL ENVIRONMENT

Ward committee
No ward committees or leadership structures are present in Zoar-Plakkerskamp, Plakkerskamp and Valentine’s Town. Only Ladismith Plakker’s Makeba Square has a strong leadership structure, which communicates with the municipality.

Relationship with the municipality
The communities’ relationships with the municipality are generally poor or non-existent. Only Ladismith Plakkers Makeba Square has a good relationship with the municipality.

Assessment
Zoar-Plakkerskamp, Plakkerskamp, and Valentine’s Town require social facilitation to assist with establishing well capacitated community leadership structures that can strategically communicate with the municipality to address inadequate living environments. The municipality must support this by directly engaging with these communities. It is imperative that leadership structures be formed so that meaningful public participation and community dialogue can be used to positively direct development for these communities.

SUMMARY

The settlements in Kannaland are all suitable for in situ upgrading, especially since the most prevalent hazards and risks (inadequate sanitation, waste management and waterborne diseases) can be mitigated by providing and maintaining basic services. Major improvements across the settlements should include constructing concrete storm water channels and the immediate provision of sanitation facilities as there is an average shortfall of 10.25 toilets. Improvements should also include providing prepaid electrical connections to Zoar-Plakkerskamp, Plakkerskamp and Valentine’s Town and introducing a waste management plan that includes the regular distribution of refuse bags.

Social facilitation is needed to form leadership structures in Zoar-Plakkerskamp, Plakkerskamp and Valentine’s Town as currently these communities have no effective ways of engaging with the municipality. This is partly why their needs go unheard. Lastly, transport arrangements need to be made for high school learners in Plakkerskamp.
Zoar-Plakkerskamp is a very low density settlement situated on a slope with the risk of rocks falling on the structures. The settlement has poor access to sanitation services and falls short of national standards, with only 1 toilet to 46 households. The community took the initiative to make their own water connections to a municipal water pipe. Based on the fact that the settlement has a low density, it should be upgraded in situ which will allow for the provision of basic services. Structures can be spatially organised to mitigate the risk of rock falls.

**SHORT TERM INTERVENTIONS**

- Provide a communal skip and individual bins to 46 households.
- Provide 1 tap.
- Provide 9 flush toilets.
- Provide electricity to all households.
- Construct concrete drainage channels.

- Ensure social facilitation to establish a leadership structure that can actively engage with the municipality.

**SUMMARY**

COMMUNITY PRIORITIES

Short term:
- Access to sanitation
  We don’t have toilets.
- Access to electricity
  We don’t have electricity.
- Access to employment opportunities
  Most people don’t work, only seasonal work is available.
- Access to community facilities
  We need parks for the children.

Medium term:
- Street lights
  We need street lights because it is dark at night and dangerous.

COMMUNITY READINESS

Leadership: No leaders

Leader relations: None

Relationship with municipality: None

ASSESSMENT

There are no leaders in the settlement. The only way the community communicates with the municipality is through the ward councillor. The community should establish a leadership structure to communicate more effectively with the municipality.

DEMographics

46 structures
46 households
138 people

COMMUNITY VOICES

We want to be better informed by the municipality.

PLANNING RELATED ISSUES

100% Land ownership: Municipality 100%

Zoning: Not zoned

Servitude: None

Household density: 19 HH/Ha

( HH/Ha - households per hectare)

Evaluation of categorisation
The settlement is 6 years old with a very low density. As the settlement has poor access to sanitation, electricity and storm water drainage, in situ upgrading will allow for an incremental approach to providing these basic services. Given the low density of the settlement, structures can be spatially arranged to mitigate locational risks and hazards.

Comment on past relocation attempts
The municipality is in the process of putting together a business plan for housing.
BASIC SERVICES

Service assessment
The provision of adequate basic services is necessary to meet settlement density requirements. The settlement has good access to water but the small household shortfall of 3 individual standpipes should be attended to. The provision of sanitation services is poor with a shortfall of 9 toilets. There are no electrical connections in the settlement. The municipality should provide bulk infrastructure investment to alleviate these shortfalls, specifically aiming to provide electricity to this community. The municipality should also upgrade the current drainage system to concrete storm water channels.

HAZARDS AND RISKS

Man-made
- Inadequate sanitation
- Poor street network

Natural
- Rockfalls
- Slope greater than 18
- Floods

Assessment
The settlement experiences the risk of rock falls because of its location on a slope. The settlement requires spatial organising which will mitigate the risk of rocks falling and destroying structures. The provision of basic adequate services will mitigate the occurrence of fires and improve poor sanitary conditions.

SANITATION

Working ratio 1:46 Shortfall 9
1 flush toilet is maintained by the community. There is a shortfall of 9 toilets.

WATER

Working ratio 1:2 Shortfall 3
43 household standpipes are maintained by the community and all are in working order. The municipality installed a main water pipe and the community created their own connections. There is a shortfall of 3 households that have not connected to the pipe. Based on the national standard there is a shortfall of 1 tap.

ELECTRICITY

N/A
No electrical connections are present in the settlement.

WASTE

Waste management: 1 Communal skip
1 communal skip is located outside the settlement and the community receives black bags irregularly. Waste is picked up on a weekly basis.
SOCIO-ECONOMIC AMENITIES

The settlement is reasonably well located in terms of access to amenities. There is a clinic within 1km and a hospital within 2.5km. Educational amenities such as a preschool and primary school are within 1km and a secondary school is within a 2.5km radius. Residents in the settlement have access to economic amenities within the immediate vicinity such as general shops and a shebeen. The settlement has access to social facilities such as a church, community hall, police station and a sports facility.

ECONOMIC SERVICES
- General shops
- Shebeen

SOCIAL SERVICES
- Church
- Community hall
- Police station
- Sports facility

EMPLOYMENT PROFILE
% of employed men and women

- Farm work: 80%
- Construction: 5%
- Cheese factory: 5%
- Domestic work: 5%
- CWP: 5%

The majority (80%) of residents are employed as farm workers, however this work is often seasonal which means that employees experience vulnerable livelihoods. The rest of the community is employed in construction work, in the local cheese factory, in domestic work and in the CWP programme. The community has listed access to employment opportunities as one of their short term priorities.
**SETTLEMENT PROFILE**

**Valentine's town**

Municipality: **KANNALAND MUNICIPALITY**  
Closest town: **CALITZDORP**  
Established: **2006**  
Structures: **28**

**CATEGORISATION CODE/S**

**B1**  
**B1 - IN SITU UPGRADING**  
Growth potential: **Very low**

**TOWN LEVEL MAP**

**HISTORY AS TOLD BY THE COMMUNITY**

People migrated to the settlement from surrounding farms. There were no formal houses to live in, so they built their own informal structures.

**SUMMARY**

Valentine’s Town is a very low density settlement situated within close proximity to a road. The settlement is at risk of flooding. Service provision is also limited. The settlement has no waste management process. Waterborne diseases are therefore prevalent and further exacerbated by an inadequate drainage system. In situ upgrading will allow for the incremental upgrading of the settlement which will solve issues around basic services, health and safety - specifically regarding the settlement’s close proximity to a road.

**SHORT TERM INTERVENTIONS**

- Ensure adequate waste management by providing a communal skip and individual bins for 28 households.
- Repair 2 communal standpipes.
- Repair 4 flush toilets.
- Add 2 flush toilets to meet the shortfall of 6 toilets.
- Provide electrical connections to 28 households.
- Apply concrete to community dug out drainage channels.
- Maintain existing infrastructure to have an immediate impact on the lives of people in the settlement.
- Ensure social facilitation to assist with establishing a leadership structure that can engage with relevant municipal departments and play an active role in community led development processes.

COMMUNITY PRIORITIES

Short term:
- **Access to electricity**
  We have no access to electricity.
- **Access to employment opportunities**
  We have no access to employment opportunities.
- **Access to health facilities**
  The clinic and hospitals are far away. The ambulance takes long to respond to the community.
- **Access to sanitation**
  We each need our own toilet and existing toilets need to be fixed.
- **Shelter**
  We need houses.

COMMUNITY READINESS

- **Leadership:** No leaders
- **Leader relations:** None
- **Relationship with municipality:** None

ASSESSMENT

The settlement is 10 years old, has a very low density and is located close to a road. This locational risk can be solved by building a boundary wall or erecting a boundary fence to protect children from going into the road. In situ upgrading is an appropriate intervention to address inadequate waste management and mitigate waterborne diseases.

COMMUNITY VOICES

The fire engine was called when there was fire but it never responded. We want houses and more communication with the municipality. The municipality must come out and check our problems. We want alternative shelter solutions because when it rains the roofs are leaking. According to the municipality there are plans for water provision.

DEMOGRAPHICS

- **Structures:** 28
- **Households:** 28
- **People:** 84

PLANNING RELATED ISSUES

- **Land ownership:** Municipality 100%
- **Servitude:** None
- **Zoning:** Not zoned
- **Household density:** 21 HH/Ha (HH/Ha - households per hectare)

Evaluation of categorisation

The settlement is 10 years old, has a very low density and is located close to a road. This locational risk can be solved by building a boundary wall or erecting a boundary fence to protect children from going into the road. In situ upgrading is an appropriate intervention to address inadequate waste management and mitigate waterborne diseases.

Comment on past relocation attempts

The municipality informed the community that only people of 40 years and older will receive houses in a housing project. 250 houses are being built and only some of the community members will be relocated there. The municipality also indicated that plans for in-situ upgrading in the settlement exist, but that an EIA (environmental impact assessment) needs to be conducted.
HAZARDS AND RISKS

Man-made
- Inadequate waste management
- Waterborne diseases

Natural
- Floods
- Road side

Assessment
The settlement is located next to a road side, which impacts the safety of children. This locational risk can be mitigated through constructing a boundary wall or fence. The settlement requires an urgent infrastructure maintenance plan as a large portion of the existing basic service infrastructure is not operational.

BASIC SERVICES

Service assessment
Besides adequate water connections, the settlement has poor access to basic services. Adequate basic services (based on national standards) need to be provided to the settlement. Maintenance is also a problem. The municipality should include the settlement in its maintenance plan so that existing infrastructure can become operational.

SANITATION

Working ratio 1:7
Shortfall 6
Of 4 flush toilets in the settlement, 0 are in working order even though they are supposed to be maintained by the municipality. There is a shortfall of 6 toilets.

ELECTRICITY

1 Illegal
Besides 1 illegal connection, the settlement has no electricity.

WATER

Working ratio 1:7
Shortfall 0
4 communal standpipes are located inside the settlement. Only 2 are working and these are maintained by the municipality.

WASTE

Waste management: Disorganised waste management
The settlement has no organised waste disposal site and the community dumps waste in a nearby trench. The municipality does not collect waste.
The settlement is located in close proximity to socio-economic amenities. There is a clinic within a 2.5km radius to the settlement. There is no hospital. Educational amenities such as a pre- and primary school are located within a 1km radius. A secondary school is located within a 2.5km radius. Residents have access to general shops and social facilities such as a church and police station.

**ECONOMIC SERVICES**
- General shops

**SOCIAL SERVICES**
- Church
- Police station

**EMPLOYMENT PROFILE**
% of employed men and women

100%
Farm work

Community members are entirely employed as farm labourers. This could be problematic because these can be seasonal or temporary positions that can result in vulnerable livelihoods. The community has listed access to employment as one of their short term priorities.
Plakkerskamp

Municipality: KANNALAND MUNICIPALITY
Closest town: VANWYKSDORP
Established: 2003
Structures: 27

SUMMARY

Plakkerskamp is a low density settlement, situated on a slope and outside of the urban edge. The community experiences low levels of service delivery with poor access to sanitation, water and electricity. Quality of life can be drastically improved by providing adequate basic services, improving tenure security and providing electricity. Therefore, this settlement requires in situ upgrading. The municipality has identified that the land is suitable for development and that top structure provision has been planned. However, the urban edge will need to be amended to enable development and service delivery.

SHORT TERM INTERVENTIONS

- Provide 5 flush toilets.
- Add 27 prepaid electrical connections.
- Introduce a drainage network with concrete storm water channels.
- Provide a regular waste collection service which includes providing refuse bags to the community.
- Social facilitation is needed to establish community working groups that can communicate the community’s needs and priorities to the municipality.

HISTORY

AS TOLD BY THE COMMUNITY

The first people to build shacks here came from the Buffelhoek farm. They were forced to relocate after the farmer illegally evicted them. Subsequently, the municipality gave the small community permission to construct shacks. Over the years people from different areas built their shacks on the site.

COMMUNITY PRIORITIES

Short term:
- **Community facilities**
  Upgrade the sports facility for the youth.
- **Access to educational facilities**
  The nearest high school is 50km away in Ladismith.
- **Access to sanitation**
  The current toilets are pit latrines. They are not working and not safe for children. We need toilets for each household.
- **Access to electricity**
  There is no electricity in the settlement.

Medium term:
- **Tenure security**
  We want plots with services so that we can build our own shelters.

COMMUNITY READINESS

- **Leadership:** No leaders
- **Leader relations:** None
- **Relationship with municipality:** None

ASSESSMENT

There is no leadership and no engagement with the municipality. The municipality must facilitate a community working group and initiate communication.

DEMOGRAPHICS

- **27 Structures**
- **27 Households**
- **81 People**

COMMUNITY VOICES

We want flush toilets so that our children are safer. There are only three taps for the whole area and that’s not enough for everyone. The municipality said that electricity is supplied by Eskom and not by the municipality. We’re struggling year after year to get good services. The services we do get are very poor.

PLANNING RELATED ISSUES

- **100% Land ownership:** Municipality 80%  Church 20%
- **Servitude:** None
- **Zoning:** Not zoned (outside the urban edge)
- **Household density:** 32 HH/Ha

Evaluation of categorisation

This low density settlement is located on a slope and suffers from poor access to sanitation and water. There is no waste management. These hazards and risks are compounded by the poor street network, which also exacerbates the severity of fires. The settlement should be considered for in situ upgrading in order to increase the standard of living and well being of the community.

Comment on past relocation attempts

In 2000, some people were relocated to a housing project in Vanwyksdorp. No other relocations are planned but the municipality is planning on providing top structures to the community. However, first the urban edge must be amended.
HAZARDS AND RISKS

Natural
- Slope greater than 18

Man-made
- Inadequate waste management
- Poor street network

Assessment
The settlement is situated on a slope, has a poor road network, no storm water drainage network, is prone to very occasional fires and experiences inadequate waste management. Reblocking the settlement and installing concrete storm water channels will mitigate the risks of fires, poor drainage and limit top soil erosion. The municipality needs to carry out a waste management intervention and extend regular waste collection services to the community. As there is no drainage infrastructure, the municipality should provide concrete storm water channels to mitigate the effects of water logging and erosion, especially since the settlement is located on a slope. Maintenance is an issue with reported problems taking more than 2 months to fix. Therefore, the municipality together with the community must implement a full basic services operations and maintenance plan for the settlement.

BASIC SERVICES

Service assessment
Basic service delivery to the settlement needs major improvement. 5 flush toilets need to be added and 27 prepaid electrical connections need to be provided. Currently there is no formal waste collection service. This results in waste being dumped and/or burnt. The municipality needs to carry out a waste management intervention and extend regular waste collection services to the community. As there is no drainage infrastructure, the municipality should provide concrete storm water channels to mitigate the effects of water logging and erosion, especially since the settlement is located on a slope. Maintenance is an issue with reported problems taking more than 2 months to fix. Therefore, the municipality together with the community must implement a full basic services operations and maintenance plan for the settlement.

SANITATION

Working ratio 1:27 Shortfall 5

1 pit latrine is maintained by the municipality. 5 more toilets (preferably flush toilets) need to be provided to meet the national standard.

WATER

Working ratio 1:14 Shortfall 0

2 communal standpipes are located on the edge of the settlement and maintained by the municipality.

ELECTRICITY

N/A

The settlement has no electrical connections. According to reports the residents have been waiting for electricity for a long time. The municipality told the community that Eskom supplies electricity and that the municipality is not able to assist. The municipality must endeavour to provide these 27 households with prepaid electricity connections.

WASTE

Waste management: Disorganised waste management

The settlement has no waste collection points. Consequently waste is not collected; instead it is dumped around the settlement. Residents also burn waste in a dumping area that was intended for small-scale community farming. The community also indicated that the municipality requested that residents pay for each bag of waste that the municipality collected.
The settlement enjoys good access to pre- and primary schools as both are within a 5min walking distance. However, the nearest secondary school is 1 hour away. The community is located within 1km to the nearest clinic but does not have access to a hospital. In terms of social amenities, a church, community hall, police station and sports facility are located in the vicinity. A general shop is 10 minutes away. Therefore, the community has a fair access to amenities. The municipality, however, should assist with transporting secondary school learners to and from school during the week.

The majority of community members (80%) are employed as farm labourers. If these employees are only seasonally employed, they will experience vulnerable livelihoods. The remaining community members are employed as factory workers, construction workers, CWP workers or at Oasis.
Ladismith Plakkers Makeba Square

Municipality: KANNALAND MUNICIPALITY
Closest town: LADISMITH
Established: 2006
Structures: 126

TOWN LEVEL MAP

SUMMARY

Ladismith Plakkers Makeba Square is a very low density settlement situated on a slope and is at risk of flooding and strong winds. Even though the municipality planned to relocate some community members to a new housing development, it needs to be noted that current levels of access to sanitation and water are extremely poor with high sanitation and water shortfalls reported. Waste management issues also exist. The settlement should be upgraded in situ to ensure that the community has access to basic needs, particularly because the housing process will take years to complete and the settlement will continue to expand.

SHORT TERM INTERVENTIONS

- Add 2 communal stand pipes.
- Repair the doors of existing toilets.
- Provide 21 toilets.
- Provide concrete storm water channels.
- Distribute refuse bags more regularly.

- The leadership structure should engage with other municipal departments such as Waste and Engineering Services to meet community needs.
- The municipality should proactively engage with the community.

COMMUNITY PRIORITIES

Short term:
• Access to employment opportunities
  Most people in the settlement are unemployed.
• Access to educational facilities
  We want a daycare / crèche so that mothers in the community can look for jobs.
• Access to water
  We want every structure to have standpipes because currently the tap is located in someone’s yard.
• Access to community facilities
  We want a playground for the community as the youth get beaten up if they access community facilities on the other side because of racial issues.
• Shelter
  We want houses.

COMMUNITY READINESS

Leadership: Leadership committee

Leader relations: Healthy

Relationship with municipality: Very good

ASSESSMENT

The settlement has good leadership structures and a positive relationship with the municipality. However, the community should facilitate discussions with other departments besides Human Settlements.

COMMUNITY VOICES

According to the municipality, the slope makes it difficult to install infrastructure. Sometimes there is not enough water. In summer time we get water in the morning only. The toilets do not have doors and there are not enough toilets for everyone. The municipality says that they intend to build 480 houses in the 2016 budget year and that some of the people that qualify will be relocated to the housing project. We just want housing and access to jobs.

DEMOGRAPHICS

126 STRUCTURES
123 HOUSEHOLDS
369 PEOPLE

PLANNING RELATED ISSUES

100% Land ownership: Municipality 100%

Servitude: None

Zoning: Not zoned

Household density: 24 HH/Ha

( HH/Ha - households per hectare)

Evaluation of categorisation
The settlement suffers from poor access to sanitation and water. It is located on a slope, prone to floods and strong winds. Although some community members will be relocated to a new housing development, existing levels of service delivery must be upgraded to ensure that national standards and constitutionally mandated rights are met. Even if some people are relocated, other migrants will take their place in the settlement. Therefore, it is prudent to upgrade the settlement in situ.

Comment on past relocation attempts
The municipality has said that some community members are going to be relocated to a new housing project.
HAZARDS AND RISKS

Natural
- Floods
- Strong winds
- Slope greater than 18

Man-made
- Inadequate waste management
- Waterborne diseases

Assessment
The settlement is at risk of floods, strong winds and to a lesser extent, of fires. Its location on a slope requires the provision of a drainage system. The municipality should work with the community to add concrete storm water channels. This will mitigate flooding and waterborne diseases. The municipality should also assess how structures can be reinforced to make them more resistant to strong winds. The upgrading of basic services and establishment of an operations and maintenance plan are required so that risks associated with the failure to deliver basic services are minimised. The upgrading process should incorporate the spatial reorganisation of the settlement in order to reduce fire hazards.

BASIC SERVICES

Service assessment
The settlement requires urgent interventions to improve sanitation and water access to meet national standards. 2 standpipes need to be repaired and 21 toilets need to be provided. The community has good access to electricity. Consultation with the community needs to be increased to determine where to place services. A basic services operations and maintenance plan needs to be established and developed with the community.

SANITATION

Working ratio 1:31  
Shortfall 21

There are 4 working flush toilets, which are maintained by the municipality. The community has complained that these toilets do not have doors. There is a shortfall of 21 toilets.

WATER

Working ratio 1:21  
Shortfall 1

4 working communal standpipes are located on the edge of the settlement and are maintained by the municipality. An additional 2 standpipes need to be repaired. In summer residents complain that they are only able to access water in the mornings. The reason for this must be assessed and a solution needs to be found.

ELECTRICITY

126 Pre-paid

All 126 structures have access to electricity via prepaid connections.

WASTE

Waste management: 1 Communal skip

1 communal skip is located in the settlement and emptied by the municipality weekly. The municipality irregularly distributes black bags and reports that waste is often dumped in various places around the settlement.
SOCIO-ECONOMIC AMENITIES

The community has good access to education with the majority of children (75-100%) attending school. The community also has good access to health facilities including a clinic and hospital. The settlement enjoys access to various other amenities that are a short distance away such as churches, sports facilities, a community hall, a police station, general and spaza shops.

ECONOMIC SERVICES
- General shops
- Spaza shops

SOCIAL SERVICES
- Church
- Community hall
- Police station
- Sports facility

EMPLOYMENT PROFILE
% of employed men and women

Community members listed access to employment as one of their short term priorities because the majority of people in the settlement are unemployed. 85% of working people are employed as farm labourers. This can mean that they experience vulnerable livelihoods as their employment may be of a seasonal or temporary nature. Some people are employed in factories and others as security guards.
The settlement categorisation is based on the following categorisation logic. Where applicable, the categorisation also references the municipal IDP’s, housing pipelines and municipal business plans.

This municipal profile does not cover all settlements in the municipality as political and other factors prevented access to some informal settlements. The Knysna municipal profile therefore includes 17 settlements in the municipal area and excludes the following 19 settlements in the municipal area:

- Beverley Hills
- Concordia A
- Concordia B
- Die Plakkers
- Edameni
- Erven 3447 - 3448
- Erven 4353 - 4358
- Ethembeni
- Fenter
- Greenfields
- Khayalethu Valley
- Knysna Unknown
- Lapland
- Onderste Gaaitjie
- Oupad
- Rhobololo
- Rhobololo Unknown
- White Location A
- White Location C

**GLOSSARY AND DISCLAIMER**

Knysna Municipality

**CATEGORISATION**

The settlement categorisation is based on the following categorisation logic. Where applicable, the categorisation also references the municipal IDP’s, housing pipelines and municipal business plans.

A tool by data analysis of each settlement will determine the category and will accompany a risk matrix explaining the logic why a particular category is recommended.
The number of structures is a triangulation of data received from the municipality, the community (via the focus group discussion) and actual structure counts during the rapid appraisal. In instances where the field team counted structures, this figure is deemed to be most accurate. In instances where an extensive discrepancy with municipal figures occurred, the team conferred with officials.

The number of people in the settlement is based on a ratio of 3 people per household. This falls below the metro ratio of 3 people per household and is considered a good estimate for non-metro informal settlements.

The number of households is based on a community estimate. The general approach used to reflect a more realistic estimate worked with 1.2 households per structure. This ratio is based on CORC’s experience on the ground.

The following density gradients were used:

- > 25: VERY LOW
- 26 - 50: LOW
- 51 - 75: MEDIUM
- 76 - 100: HIGH
- 101+: VERY HIGH

SANITATION SHORTFALL

The sanitation shortfall is based on the national standard of 1 toilet for every 5 households. The number of toilets within a settlement is based on the actual number of working toilets at the time of the rapid appraisal.

WATER SHORTFALL

The water shortfall is based on the national standard of 1 tap for every 25 households. The number of taps within a settlement is based on the actual number of working taps at the time of the rapid appraisal.
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 km², 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: Khayalethu South, Bongani, Love Corner, Nekkies 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: Rholololo, White Location, Hlalani Phase 2, Khayalethu Valley, Gaatjie, 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).

Knysna Municipality

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<thead>
<tr>
<th>SETTLEMENT</th>
<th>CATEGORY</th>
<th>SHORT TERM INTERVENTIONS</th>
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| Khayalethu South | B1 | • Install storm water channels to alleviate storm water flooding.  
• Provide 9 flush toilets to alleviate shortfall.  
• Provide 60 legal electrical connections and more street lights.  
• Provide communal skips. Distribute black bags regularly. Collect waste weekly.  
• Engage with the community on a regular basis and encourage a community led development approach.  
• Ensure social facilitation to assist with developing smaller working groups that can implement short term interventions and community priorities. |
| Bongani | C | • Urgently relocate the settlement so that the community can receive basic services.  
• Provide a temporary toilet and water supply in the interim.  
• Assist residents with digging channels to mitigate flooding in the interim.  
• Establish a working relationship with the community. |
## SETTLEMENT CATEGORISATIONS AND SHORT TERM INTERVENTIONS

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<tr>
<th>SETTLEMENT</th>
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| Love Corner        | B1       | • Provide a storm water drainage system in the form of concrete channels and culverts.  
• Fix 3 flush toilets and provide 24 toilets closer to the homes of the community.  
• Provide 7 taps to meet the shortfall. Provide drainage for water from the taps.  
• Provide communal skips, regular waste collection and black bag distribution.  
• Social facilitation is needed to assist the community to mobilise and ready itself.  
• The municipality should regularly engage with the community. |
| Nekkies East       | A        | • Establish social development programmes to address gang related crime.  
• Establish safe pedestrian crossings and safe play areas for children.  
• Provide 190 toilets to meet the shortfall.  
• Provide 40 water taps to meet the shortfall.  
• Provide electricity for 7 structures. Educate community members on electricity usage to reduce costs.  
• Establish planned access roads to the settlement for both vehicular and pedestrian purposes.  
• Develop a joint waste management plan with the community. |
| Blade Square       | A        | • Apply concrete to community dug out channels and install culverts for improved drainage.  
• Assess the possibility of providing other sanitation services besides pit latrines.  
• Relocate sanitation services to safeguard the community.  
• Improve maintenance of existing water services.  
• Provide 50 legal electrical connections and street lights.  
• Develop a joint waste management plan with the community. |
| Bloemfontein       | A        | • Implement the maintenance plan.  
• Repair 18 toilets.  
• Install concrete storm water channels.  
• Provide prepaid electrical connections. |
| Oupad              | A        | • Ensure social facilitation by intermediary organisations to improve the relationship between the community and the municipality.  
• Facilitate social support programmes and drug awareness and rehabilitation interventions.  
• Establish safe pedestrian crossings and safe play areas for children.  
• Establish a joint maintenance plan with the community and the municipality.  
• Provide the shortfall of 12 toilets.  
• Improve access to sports facilities and playgrounds.  
• Implement a recycling programme to limit waste and create income earning opportunities.  
• Install street lights to enhance passive surveillance and mitigate criminal activities. |
| Slangepark         | B1       | • Fix 5 toilets.  
• Relocate water taps inside the community to increase accessibility.  
• Address the sanitation shortfall.  
• The community should join a community policing forum to prevent crime and house break-ins.  
• Conduct feasibility studies on electrical connections and soil stability.  
• Improve the community’s access roads for medical and rescue services. |
| White Location B   | B1/B2    | • Provide the shortfall of 24 toilets and 5 taps.  
• Introduce social development programmes to increase awareness of drug related violence and crime.  
• Conduct a feasibility study on electricity installation.  
• Improve the community’s access roads, especially for medical and rescue services.  
• Increase the number of street lights to improve passive surveillance and minimise criminal activities.  
• Implement reblocking to establish access roads, lower the density and increase accessibility.  
• Install a concrete drainage system.  
• Conduct an environmental feasibility study.  
• Implement pest control measures to respond to the number of snakes. |
| Love Corner Dam    | A        | • Fix 2 water taps and provide 2 taps.  
• Provide 8 toilets to meet the sanitation shortfall.  
• Develop a joint maintenance plan to increase the municipality’s response time to maintenance issues.  
• Improve access to waste collection.  
• Implement access routes for both vehicular and pedestrian use.  
• Assess the feasibility of installing electricity and street lights in the settlement.  
• Improve storm water drainage by applying concrete to community dug out channels.  
• Improve response from emergency services such as ambulance vehicles and fire services. |
| Soweto             | B1       | • Maintain 1 water tap and 7 toilets.  
• Provide 74 toilets and 14 water taps to address respective shortfalls.  
• Develop a joint maintenance plan with the community.  
• Install electricity.  
• Introduce social development and drug rehabilitation programmes.  
• Improve access to social amenities.  
• Improve emergency response time and access roads.  
• Install a concrete drainage system. |
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<tr>
<th>Location</th>
<th>A or B</th>
<th>Services Provided</th>
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| Qolweni TRA       | A      | • Fix 4 non functional taps.  
• Develop a joint water and sanitation services maintenance plan with the community.  
• Provide electricity.  
• Provide skills training for community members working in the construction sector to maintain skills and access to sustainable jobs.  
• Improve access roads in the settlement. |
| Qolweni           | A      | • Establish a service maintenance plan.  
• Provide 6 toilets.  
• Repair 5 toilets and 2 water taps.  
• Connect 6 illegal connections to prepaid electrical connections.  
• Install street lights for passive surveillance against crime.  
• Improve access roads for emergency services to enter the settlement with greater ease.  
• Improve access to community facilities such as sports facilities, play grounds and spaza shops. |
| Hlalani           | A      | • Install a storm water drainage system to mitigate flooding.  
• Provide 10 taps and 57 toilets to meet the respective water and sanitation shortfalls.  
• Establish a joint maintenance plan to speed up service maintenance.  
• Fix 1 broken tap and 5 broken toilets.  
• Improve access roads for medical and rescue services.  
• Implement social development programmes to address criminal activities associated with drug use.  
• Improve the number of street lights to increase passive surveillance.  
• Improve access to sports facilities. |
| Club Timber       | B1     | • Develop a joint water and sanitation maintenance plan with the community.  
• Replenish the community’s water on a regular basis.  
• Address the settlement’s access to electricity.  
• Engage an intermediary organisation to facilitate building community capacity.  
• Increase access to economic activities by facilitating participation in agricultural projects.  
• Make use of the ESTA legislation (Act 62 of 1997) to establish secure land tenure.  
• Facilitate access to socio-economic facilities like a secondary school, community hall, sports facility and improve access to transportation.  
• Improve access to health facilities and improve the emergency response time. |
| Die Skool Gaatjie | A      | • Provide 5 toilets and fix 4 toilets.  
• 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.  
• Implement reblocking to ensure access roads, a low density and increased overall accessibility.  
• Address access to waste management. |
| Makhaphela        | B1     | • Provide 13 taps and 65 toilets.  
• Fix 1 toilet.  
• Develop a joint maintenance plan with the community to increase the municipality’s response times to maintenance issues.  
• Assess the feasibility of installing street lights and pre-paid electricity in the settlement.  
• Introduce social development programmes to create awareness around drug use.  
• Install a storm water drainage system to mitigate flooding.  
• Create access routes to assist with densifying the settlement and increasing access to basic services and the response time of emergency services. |
| Rhobololo         | B6     |                                                                                                                                                                                                                  |
| White Location    | B5     |                                                                                                                                                                                                                  |
| Hlalani Phase 2   | B4     |                                                                                                                                                                                                                  |
| Khayalethu Valley | B3     |                                                                                                                                                                                                                  |
| Gaatjies          | B2     |                                                                                                                                                                                                                  |
| The Dunes         | B1     |                                                                                                                                                                                                                  |
| Edameni           | B0     |                                                                                                                                                                                                                  |
| Lapland           | B1     |                                                                                                                                                                                                                  |
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**

**SETTLEMENTS**
- 17 (RAP)
- 8 (NUSP)

**STRUCTURES**
- 3321 (RAP)
- 670 (NUSP)

**EXCLUDES NUMBER OF STRUCTURES FOR THE DUNES AS THERE WAS NO DATA (NUSP)**

**HOUSEHOLDS**
- 3354 (RAP)
- 670 (NUSP)

**EXCLUDES NUMBER OF STRUCTURES FOR THE DUNES AS THERE WAS NO DATA (NUSP)**

**PEOPLE**
- 8883 (RAP)
- 670 (NUSP)

**ESTIMATED NUMBERS**

**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) Khayalethu 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.
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 (Rhobololo, 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 Rhobololo’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. Khayalethu 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. Khayalethu 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 Nekkies 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 - Rhobololo, 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 an 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 Khayalethu 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.

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. The settlements surveyed in the NUSP process have poor access to sanitation services. Only 25% or 2 of the NUSP settlements 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 provision. In the RAP process, there are no settlements that have no electrical connections. In the NUSP settlements, 88% (7 settlements) have illegal electrical 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. Nekkies East settlement showed 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. Nekkies 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% of settlements have no access to electricity. These include the communities of Khayalethu 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).
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 (Khayalethu 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 Khayalethu 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.

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.

Access to educational amenities
With the exception of Khayalethu 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.

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

Water

<table>
<thead>
<tr>
<th>Current working water</th>
<th>Water working ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>83%</td>
<td>1:60</td>
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</table>

WATER

WASTE

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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
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 Slangpark, 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, Nekkies East, Love Corner and Khayalethu 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 (Khayalethu South, Bongani, Love Corner, Nekkies 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.
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. 4 settlements (Khayalethu South, Blade Square, Love Corner Dam Se Boss and Hlalani) 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 Khayalethu 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 (Khayalethu South, Blade Square, Love Corner Dam Se Boss and Die Skool Gaatjie) have no waste management system. Most settlements in Knysna (except for Khayalethu 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 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, Nekkies East, Love Corner and Khayalethu 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 Rhobololo 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.
Khayalethu South

Municipality: **KNYSNA MUNICIPALITY**
Closest town: **KNYSNA**
Established: **1995**
Structures: **62**

**SUMMARY**

Khayalethu South is a residentially zoned, very low density settlement located inside the urban edge. The settlement experiences no locational risks and is not significantly affected by natural or man made hazards. A road servitude is located in the settlement. The settlement is ideally located for in situ upgrading as there are no housing projects or relocation plans for the settlement. In addition, the community requires adequate access to basic services such as sanitation, waste collection and electricity. The municipality should engage with the community to implement a reblocking process in order to formalise the street network, alleviate risks posed by high densities and provide prepaid electrical connections to 60 households. The municipality should also formulate a waste and sanitation maintenance plan and ensure adequate access to socio-economic amenities such as shops and community facilities. The community has asked for assistance in dealing with the social issues of drug and alcohol related crime. The municipality should ensure support, rehabilitation and awareness programmes as well as provide additional street lights to increase passive surveillance and reduce crime.

**SHORT TERM INTERVENTIONS**

- Install storm water channels to alleviate storm water flooding.
- Provide 9 flush toilets to alleviate the shortfall.
- Provide 60 legal electrical connections and more street lights.
- Provide communal skips.
- Regularly distribute black bags.
- Collect waste on a weekly basis.
- Engage with the community on a regular basis.
- Ensure social facilitation to develop smaller working groups that can implement short term interventions and community priorities.
- Support a community-led approach to developing the settlement.

**HISTORY AS TOLD BY THE COMMUNITY**

The settlement was previously located in a bush. Residents cut off the trees in the surrounding area and built their own houses.

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COMMUNITY PRIORITIES

Short term:
- Access to electricity
- Access to shelter

Medium term:
- Build a barricade wall
  A barricade needs to be built at the edge of the settlement to prevent possible accidents caused by cargo trucks.
- Access to employment opportunities
  Employment is very scarce.

Long term:
- Storm water and flooding management
  The current storm water and flooding management is not working.

COMMUNITY READINESS

Leadership: Leadership committee

Leader relations: Healthy

Relationship with municipality: Bad

ASSESSMENT

The community has a leadership committee and leaders share a healthy internal relationship characterised by co-operation and respect for each other. The role of the leadership committee is to meet with the municipality, resolve conflicts and govern the settlement. The community convenes general meetings only when necessary. The leadership meets with the municipality on a monthly basis. However, the community reports having a bad relationship with the municipality. The municipality should meet with the community to improve the relationship as well as facilitate the development of working groups to implement community priorities.

DEMographics

<table>
<thead>
<tr>
<th>Structures</th>
<th>Households</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>62</td>
<td>60</td>
<td>180</td>
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COMMUNITY VOICES

We rely on programmes like Bambanani for crime watch in the community.

PLANNING RELATED ISSUES

100% Land ownership: Municipality 100%

Servitude: Road

Zoning: Residential

Household density: 17 HH/Ha

(17 HH/Ha - households per hectare)

Evaluation of categorisation

The settlement has been there for 20 years, is very low density, is located on municipally owned land, zoned for residential purposes and inside the urban edge. The site’s zoning allows the future development potential of the site to be residential. The road servitude can be addressed through spatially organising the site. The settlement experiences no significant disasters and those present can be mitigated through formalising the settlement. The settlement is ideally suited for in situ upgrading. There are no municipal plans for relocating the settlement. The settlement is well located to health and educational amenities. The municipality should ensure that it implements short term interventions, alleviates shortfalls and adopts a community led development process so that community needs can be implemented.

Comment on past relocation attempts

The community reported that there are no relocation or municipal plans for the settlement.
HAZARDS AND RISKS

Man-made
- High density

Natural
- Fire
- Floods
- Flood prone area
- Road side
- Rock falls
- Slope greater than 18

Assessment
As the settlement does not experience any significant natural or man made hazards, high density is listed as the only risk. Some insignificant natural disasters exist, which can all be mitigated through settlement reblocking and formalising the street network. This will also result in alleviating densities and creating defined vehicular and pedestrian routes. As the community reported a high concentration of mosquitoes, the municipality supported by the Department of Health should ensure that the community has access to vaccines to mitigate malaria as well as regular fumigation to control mosquitoes and other pests. The municipality should also assess the community’s need for a barricade wall to mitigate the reported risk of cargo trucks posing a threat to the community. The settlement experiences social problems such as alcohol and drug related violence and petty crimes. The municipality should ensure mobile police service the settlement and install more street lights as a form of passive surveillance to reduce the occurrence of petty crimes. Additionally, the municipality should raise awareness around drug and alcohol related abuse and provide support and rehabilitation programmes.

BASIC SERVICES

Service assessment
The settlement generally has poor access to basic services, except for its access to water provision, which is good. The settlement has no storm water drainage system, no waste management system, a shortfall of 9 flush toilets, no legal electrical connections and no reported infrastructure maintenance management plan. General maintenance is reported to the community leadership. It takes up to a week for infrastructure to be fixed or maintained. The high density of the settlement and lack of adequate basic services pose a risk to the community. The community needs to be capacitated to assist with maintaining existing infrastructure through, e.g. developing a maintenance management plan. The lack of legal electricity provision must be addressed as the reported illegal connections present a serious health hazard. The municipality can also use the provision of prepaid electrical connections as a step towards formalising the settlement, especially since top structure provision is planned. Waste collection and management is poor as residents dump and burn waste in a communal area. The municipality needs to communicate the importance of waste management to the community. The provision of skips and distribution of black bags is essential for developing a waste management plan. The municipality should regularly engage with the community and support residents in a community-led development process to implement short term interventions and community priorities.

SANITATION

Working ratio 1:20  Shortfall 9

The settlement’s 3 flush toilets are all in working order and maintained by a service provider. There is a shortfall of 9 toilets. The community reported that residents lock the toilets to make the cleaning of toilets more manageable.

WATER

Working ratio 1:20  Shortfall 0

3 communal standpipes are located inside the settlement and managed by the municipality.

ELECTRICITY

0  Pre-paid

The settlement has 0 legal electrical connections and 1 street light. The community reported that residents connect illegally through the street light. Community members take turns to buy electricity and about 4 people share a box.

WASTE

Waste management: Common area inside settlement

There are 0 waste collection points and the community burns waste.
The community has good access to health facilities. The clinic and hospital are located less than 1km away, which is a 30 minute walk. The settlement is well located to educational amenities. Most children (75-100%) in the settlement attend school. The preschool is located a 15 minute walk away, which is 1km from the settlement. The primary school is located 2.5km away, which is a 30 minute walk. The secondary school is a 15 minute walk from the settlement and is located 1km away. The community has no access to socio-economic amenities.

A large portion (75%) of the working population engages in domestic work. Other forms of employment are working as a petrol attendant, gardening, restaurant work and working in a shipping centre. Domestic workers have low income earning potential and are often low skilled. The municipality should ensure that it provides skills capacity workshops and encourages entrepreneurial behaviour so that communities can sustain themselves.
Bongani

Municipality: KNYSNA MUNICIPALITY
Closest town: KNYSNA
Established: 1990
Structures: 7

**As Told by the Community**

The community was supposed to be relocated some years ago when the municipality urged people to sign up for a housing subsidy. Those people who signed up were relocated however the ones who did not, remained on the land that constitutes the settlement today.

**Summary**

Bongani is a very low density settlement, located on municipally owned land, situated in a flood prone area, zoned public open space and inside the urban edge. The community reports that the current community, consisting of 2 households and 7 structures, was left behind after the rest of the community was relocated to a housing project. The municipality did not indicate the existence of any plans for this settlement. The community suffers from poor service delivery and petty crime. The settlement has no access roads and very poor access to basic services. The municipality should urgently relocate this small community to a housing project or nearby settlement so that they can receive adequate access to basic services. The municipality must establish a working relationship with this community and be honest and transparent about the relocation process.

**Short Term Interventions**

- Urgently relocate the settlement so that residents can receive basic services.
- Provide a temporary toilet and water supply in the interim.
- Assist community with digging channels to mitigate flooding in the interim.
- The municipality should establish a working relationship with this community.

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COMMUNITY PRIORITIES

Short term:
- Access to water
  Currently we are getting water from the formal houses.
- Access to electricity
  We have illegal electricity connections.
- Access to sanitation
  We are using the bushes as our toilet.

Medium term:
- Shelter
  We want proper housing.

Long term:
- Tenure
  We want land to be given to us so we can build our own houses.

COMMUNITY READINESS

Leadership: **No leaders**

Leader relations: **None**

Relationship with municipality: **Bad**

ASSESSMENT

The community reports that there is no leadership structure in the settlement but that the community usually attends meetings convened by the ward councillor and attended by the greater community. The community does not often meet with the municipality and reports having a bad relationship with the municipality.

COMMUNITY VOICES

Since we were not present when people were given houses, we want to know what is going to happen to us.

DEMOGRAPHICS

7 STRUCTURES
   1 VACANT

2 HOUSEHOLDS

6 PEOPLE

PLANNING RELATED ISSUES

**Land ownership:** Municipality 100%

**Zoning:** Public open space

**Servitude:** None

**Household density:** 3 HH/Ha

( HH/Ha - households per hectare)

Evaluation of categorisation

This very low density settlement is situated on municipally owned land. The community suffers from poor access to basic services. The community experiences locational challenges of flooding, inadequate sanitation and petty crime. The municipality recently relocated the community to a housing project but did not provide housing for 2 households. The municipality should relocate these 2 households to a housing project as it is not sustainable to provide bulk service delivery to 6 people. In the interim the municipality must ensure that residents receive adequate access to basic services.

Comment on past relocation attempts

The community reports that most community members were relocated to a housing project and that now only 7 structures remain. The community is not sure what the plan for the remaining households is. The municipality did not respond to questions regarding the future of this community.
HAZARDS AND RISKS

Natural
- Flood prone area
- Slope greater than 18

Man-made
- Inadequate sanitation

Assessment
The settlement is located in a flood prone area, on a slope and without drainage infrastructure. The community reports that members are at risk of inadequate sanitation. Social issues include petty crime. The municipality relocated the rest of the broader community but left these 2 households in the settlement. The municipality should urgently relocate these 2 households to a housing project where they do not face undue hazards or risks. In the interim the municipality must provide the community with adequate sanitation and should assist with digging drainage channels to mitigate the severity of flooding.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
The community suffers from poor access to basic services with no access to sanitation, no access to water and some access - partially illegal - to electricity. Community members use bushes to relieve themselves and collect water from formal houses nearby. The settlement has no water taps or toilets. The community has access to 1 municipal skip for waste collection. General maintenance is conducted in the settlement. The municipality should urgently relocate this community to a housing project so that residents are able to receive adequate basic service provision. In the interim, the municipality must ensure that residents have access to sanitation and water.

SANITATION

As there are no working toilets in the settlement the community reports using the bushes. There is a shortfall of 1 toilet.

WATER

There are no working taps in the settlement. Residents report that they get water from formal houses nearby.

ELECTRICITY

There is 1 prepaid electrical connection and 6 illegal connections. There are no street lights.

WASTE

The community deposits waste in a municipal skip. Waste is collected weekly by the municipality and black bags are distributed weekly. The community requested individual bins.
The community has good access to education, even though residents do not access a secondary school, presumably because none of the children are old enough to attend secondary school. A preschool is located 10 minutes away and a primary school 30 minutes away. The settlement is approximately a 30 minute walk away from a hospital and clinic. Other socio-economic amenities that the community can access include spaza shops, a church, a community hall, sports facilities and a playground.

The community, which consists of 2 households and an estimated population of 6, is employed in the security industry and engages in gardening and domestic work. The municipality must ensure that when this community is relocated that residents still keep access to their employment.
**HISTORY**

**AS TOLD BY THE COMMUNITY**

Most residents moved from the Eastern Cape looking for jobs.

**SUMMARY**

Love Corner is over 20 years old and is a very high density settlement. The settlement experiences locational risks such as being situated on a slope and in a flood prone area. The community experiences risks such as fires and strong winds, which are linked to poor access to basic services. The settlement is ideally located for in situ upgrading as there are no housing projects or relocation plans for the settlement. In addition, the community requires adequate access to basic services such as sanitation, electricity provision, developing a waste management system, water services and drainage. The municipality should engage with the community to implement a reblocking process. This will formalise the street network and alleviate risks associated with the settlement's high density. Reblocking should also include providing prepaid electrical connections to 200 households, formulating a waste and sanitation maintenance plan and ensuring adequate access to socio-economic amenities such as shops and community facilities. The community has also asked for assistance in dealing with social issues related to crime. The municipality is advised to add additional street lights to increase passive surveillance and assist with reducing crime through awareness programmes.

**SHORT TERM INTERVENTIONS**

- Provide a storm water drainage system in the form of concrete channels and culverts.
- Fix 3 flush toilets.
- Provide 34 toilets to meet the shortfall.
- Assess the feasibility of providing toilets closer to the homes of the community.
- Provide 7 taps to meet the shortfall.
- Provide drainage for the water from the taps.
- Provide 201 prepaid electrical connections and street lights.
- Establish a waste management system through providing communal skips, regularly collecting waste and distributing black bags.
- Social facilitation is needed to support residents to ready themselves through regular meetings and developing working groups that address community priorities.
- The municipality should engage with the community.

COMMUNITY PRIORITIES

Short term:
- Access to electricity
  We want our own electricity as illegal connections are not safe.

Medium term:
- Access to water
  1 tap is not enough to serve everyone in the community.

Long term:
- Access to sanitation
  We want more toilets to be installed in our community.
- Security of tenure
  We want land so we can build our own homes.
- Access to health facilities
  A mobile clinic that comes around on a weekly basis would be appreciated.

COMMUNITY READINESS

Leadership: **Leadership committee**

Leader relations: **Unspecified**

Relationship with municipality: **Very bad**

ASSESSMENT

There is a leadership committee in the settlement who has been tasked with conflict resolution and governing the settlement. The community convenes a general meeting twice a month. The community and municipality have a bad relationship and they never meet. The community needs to ready itself and strengthen its leadership with regular meetings and develop working groups which deal with addressing community priorities. The municipality should facilitate engagements with the community.

COMMUNITY VOICES

We want the municipality to build a better and more respectable relationship with us.

PLANNING RELATED ISSUES

**100%** Land ownership: **Municipality 100%**

Servitude: **None**

Zoning: **Public open space**

Household density: **138 HH/Ha**

(EH/ha - households per hectare)

Evaluation of categorisation

Love Corner is located on municipally owned land, zoned as public open space and inside the urban edge. The community has resided there for 26 years. The settlement is ideally suited for in situ upgrading as the municipality owns the land and no servitudes or encumbrances prohibit the future development potential of the land. The settlement has poor access to basic services and the community has a very bad relationship with the municipality. The municipality should implement short term interventions with the support of the community. These will help build a working relationship with the community. The settlement has adequate access to health and educational amenities. Risks can all be mitigated through providing basic services and upgrading the settlement in situ.

Comment on past relocation attempts

The community reported that the settlement would be relocated to the Lindiwe Sisulu housing project. There are no municipal plans for the settlement.
BASIC SERVICES

Service assessment
The settlement has poor access to basic services. There is no general maintenance in the settlement and the community reported that the municipality has not returned to the settlement since the flush toilets were installed. The community suffers from inadequate sanitation services with only 3 functional flush toilets, a shortfall of 34 toilets, 1 communal tap without water drainage, a shortfall of 7 taps, no waste management system and no electrical connections. The municipality does not assist the community with any infrastructural maintenance as the community maintains and manages infrastructure on their own. The community should ready themselves and approach the municipality about alleviating infrastructure shortfalls and developing a waste management system with an infrastructure maintenance plan. If the municipality supports the community’s continued management of infrastructure, it should provide resources to the community and provide employment opportunities through the EPWP programme.

HAZARDS AND RISKS

Natural
- Fire
- Strong winds
- Flood prone area
- Slope greater than 18

Man-made
- Inadequate sanitation
- Inadequate waste management
- Waterborne diseases

Assessment
The community experiences locational risks that stem from being situated in a flood prone area and on a slope. Man made hazards include inadequate sanitation, waste management, and waterborne diseases. The community also experiences fires and strong winds, which cause structural damage. These risks are attributed to the poor provision of basic services. The municipality should implement short term interventions that will improve risks and create a better living environment. The community reported social problems of crime related to alcohol and drug abuse, violence and petty crime. The municipality needs to facilitate drug and alcohol awareness, rehabilitation and support programmes. Social organisations should support the community in developing passive surveillance approaches. These can include installing windows that front onto paths and streets and providing lighting of communal areas where taps and toilets are situated. The police should service the settlement regularly and set up a mobile unit.

SANITATION

Working ratio 1:34
Shortfall 34

Of 6 flush toilets, 3 need to be fixed and there is a shortfall of 34. The toilets are maintained by residents who reported that they lock toilets for cleaning reasons. Toilets are shared by a certain number of households who take care of their daily maintenance. The community requests more toilets and that toilets should be moved closer to the houses.

ELECTRICITY

200 illegal

There are 200 illegal connections and no street lights. There is a shortfall of 201 prepaid electrical connections, which needs to be provided. This includes 1 structure that is used as a community facility.

WATER

Working ratio 1:200
Shortfall 7

1 communal water tap is located inside the settlement. Taps are maintained by the residents, who reported that they need drainage for the taps. There is a shortfall of 7 taps.

WASTE

Waste management: Common area inside settlement

The community disposes waste in a common area inside the settlement. Waste is not collected by the municipality and black bags are not distributed. The municipality should establish a waste management system with communal skips, regular waste collection and black bag distribution.
SOCIO-ECONOMIC AMENITIES

The settlement has varied access to health facilities: the clinic is located 2.5km away from the settlement which is a 30 minute walk and the hospital is located about 5km away which is over a 30 minute walk away. The community has varied access to educational amenities. 75-100% of the children attend school in the settlement. The pre- and primary schools are located 2.5km away from the settlement, which is a 30 minute walk. The secondary school is located more than 5km away, which is an hour’s walk. The community has access to socio-economic amenities such as a church and a spaza shop.

EMPLOYMENT PROFILE

% of employed men and women

- Security: 30%
- Construction: 15%
- Gardening: 5%
- Domestic work: 35%
- Restaurant: 7.5%
- Shopping centre: 7.5%
- Construction: 15%

The community’s working population has low income earning types of employment with limited possibilities for the community to attain additional skills. The municipality should ensure that it provides skills capacity workshops and encourages entrepreneurial behaviour so that communities can sustain themselves. The municipality should support engagements between social organisations and the community that assist residents to mobilise themselves.
**SETTLEMENT PROFILE**

**Nekkies East**

Municipality: **KNYSNA MUNICIPALITY**

Closest town: **KNYSNA**

Established: **1981**

Structures: **1007**

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**HISTORY AS TOLD BY THE COMMUNITY**

The settlement started because of a relocation from Soutana. It later grew with people coming from the Eastern Cape to look for jobs.

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**SUMMARY**

Nekkies East is a very high density settlement zoned for residential use. The settlement is suitable for in situ upgrading because the zoning allows for future residential development. According to the SDF, the municipality plans to provide 104 site and service plots through UISP. The provision of top structures has also been approved. The settlement experiences locational risks of high densities, inadequate sanitation and inadequate waste management. It also experiences flooding and steep slopes, which can be mitigated through installing a storm water drainage system. Inadequate sanitation can be improved by increased access and addressing the toilet shortfalls. The community experiences social problems such as crime, drug and alcohol related violence and reported that the “youth in the settlement have nothing to do, making it easy for them to fall into alcohol, drugs or criminal activities. The community wants activities for the youth.” As the settlement is located next to the national highway, safety measures for pedestrians and children need to be established. Due to the presence of gang related crimes, there is a need to establish social support and development programmes. Given the settlement’s poor access to basic services, the shortfall of 190 toilets and 40 water taps needs to be addressed. Electricity needs to be provided for 7 structures as well as education on the use of electricity to reduce costs. Street lights need to be installed as a form of passive surveillance against crime.

**SHORT TERM INTERVENTIONS**

- Facilitate social support and development programmes due to the presence of gang related crimes.
- Establish safe pedestrian crossing areas as well as safe play areas for children due to the settlement’s close proximity to the road.
- Address the shortfall of 190 toilets and 40 water taps.
- Provide electricity for 7 structures and educate residents on efficient use of electricity to reduce costs.
- Install streetlights as a form of passive surveillance against crime.
- Establish planned access roads into the settlement for both vehicular and pedestrian access.
- Provide skills training or development programmes so the community can access skilled jobs.

COMMUNITY PRIORITIES

Short term:
- Access to water
  There is no water in the settlement.

Long term:
- Security of tenure
  Residents want land ownership to build their own homes.
- Access to sanitation
  There are pit toilets in the settlement.
- Access to employment opportunities
  Most residents are unemployed.
- Access to health facilities
  We have to travel long distances to health facilities.
- Closer access to policies services
  Crime has increased in our area.

COMMUNITY READINESS

Leadership: Ward committee
Leader relations: Political tension
Relationship with municipality: Very bad

ASSESSMENT

The community has a ward committee representation, however, residents feel that there is political tension among the leaders. Community meetings are only held when necessary. As the relationship between the community and the municipality is very bad, meetings occur irregularly with the Department of Human Settlements.

DEMOGRAPHICS

1007 STRUCTURES
1000 HOUSEHOLDS
3000 PEOPLE

COMMUNITY VOICES

We would like the municipality to support us. Youth in the settlement have nothing to do, making it easy for them to fall into alcohol, drugs or criminal activities. The community wants activities for the youth.

PLANNING RELATED ISSUES

100% Land ownership: Municipality 100%

Servitude: None

Evaluation of categorisation
Nekkies East is about 20 years old and characterised by very high densities. The settlement is located on municipal land, inside the urban edge and zoned for residential purposes. It is suitable for in situ upgrading because the zoning of the land allows for future residential development. According to the SDF, the municipality plans to provide 104 site and service plots through UISP. The provision of top structures has also been approved. The settlement experiences locational risks of high densities, inadequate sanitation and inadequate waste management. It also experiences flooding and steep slopes, which can be mitigated through installing a storm water drainage system. High densities and access to the settlement can be addressed through informal settlement upgrading and rearranging the layout of the settlement to increase access for both pedestrians and vehicles, especially given that roads in the settlement are not planned and emergency services are not able to enter. The settlement’s inadequate sanitation and water provision can be improved by increasing access and addressing the shortfalls of toilets and water taps. Regarding inadequate waste management, the municipality should investigate whether a communal skip is needed. General maintenance issues are reported to the councillor or directly to the municipality. It takes about 1 week for someone to attend to these. The settlement is well located to transportation routes, employment opportunities and socio-economic amenities. The community has reasonable access to health facilities such as a clinic (30 minutes away) and to educational facilities. 75-100% of school going children attend school on a regular basis. The pre-, primary and secondary schools are located about 2.5km and a 30 minute walk from the settlement. The settlement has 5 spaza shops and 2 churches.
Comment on past relocation attempts
The community reports that the municipality wants to remove some structures to decrease the density in the settlement. According to the SDF, the municipality plans to provide 104 site and service plots through UISP. Top structure provision has also been approved.

HAZARDS AND RISKS

Natural
- Strong winds
- Flood prone area
- Road side
- Slope greater than 18

Man-made
- High density
- Inadequate sanitation
- Inadequate waste management

Assessment
As the settlement is located next to the national highway, safety measures for pedestrians and children need to be established. The settlement also experiences flooding and steep slopes, which can be mitigated through installing a storm water drainage system. The settlement also experiences high densities, which can be reduced through informal settlement upgrading and rearranging the settlement’s layout to increase access for both pedestrians and vehicles. The community also experiences social problems such as crime, drug, and alcohol related violence.

BASIC SERVICES

Service assessment
The settlement has poor access to basic services. Roads are not planned and emergency services are not able to enter the settlement. General maintenance issues are reported to the councillor or directly to the municipality and it takes about 1 week for these to be attended to. 7 structures are illegally connected to electricity and can pose a danger to residents. The settlement has street lights as well as 10 functional pit latrine toilets, which, according to community reports, are locked to keep them tidy. The sanitation shortfall is 190 toilets. There are no water taps in the settlement. The water shortfall is 40 taps. The community reported locational man made risks associated with waterborne diseases. Waste is collected on a weekly basis by the municipality and community members have individual waste bins. A communal skip may be needed. The municipality needs to further investigate this with the community.

SANITATION

Working ratio 1:100  Shortfall 190
The settlement has 10 functional pit latrine toilets. The community reported that toilets are locked to keep them tidy. The sanitation shortfall is 190 toilets. The community reported man made risks associated with inadequate sanitation.

WATER

Working ratio 0  Shortfall 40
There are no water taps in the settlement. The water shortfall is 40 taps.

ELECTRICITY

1000 Pre-paid  7 Illegal
The settlement has 1000 prepaid connections, 7 illegal connections and no street lights. The community reports that costs for electricity are too high.

WASTE

Waste management: Individual bins
Community members have individual bins. The municipality collects waste on a weekly basis.
The community has reasonable access to health and educational facilities as the clinic is located 30 minutes away from the settlement and between 75-100% of school going children attend school on a regular basis. The pre-, primary and secondary schools are located about 2.5km and a 30 minute walk from the settlement. 5 spaza shops and 2 churches are located within the immediate vicinity. Residents make use of shebeens in neighbouring communities. The community has no access to a playground, sports facility, community hall, police station or general shops.

**EMPLOYMENT PROFILE**

% of employed men and women

- 80% of the settlement’s residents are employed as domestic workers and 25% are employed in semi skilled jobs such as security and restaurant work. These jobs offer a stable household income, however the availability of jobs is seasonal as domestic work, for example, may only be prevalent when a high number of tourists visit Knysna. The municipality needs to invest in skills development to improve access to skilled jobs and offer EPWP jobs to decrease the community’s vulnerability to unemployment.
**SETTLEMENT PROFILE**

**Blade Square**

Municipality: **KNYSNA MUNICIPALITY**  
Closest town: **KNYSNA**  
Established: **1996**  
Structures: **50**

**TOWN LEVEL MAP**

**HISTORY AS TOLD BY THE COMMUNITY**

The settlement used to be an open piece of land on which people built their shacks.

**SUMMARY**

Blade Square was established 20 years ago and is located on municipally owned land, zoned as residential and located inside the urban edge. It is a very low density settlement that experiences many locational and man-made risks. The community has requested to be relocated from the current site due to locational risks. However, through upgrading the settlement and municipal top structure provision, risks present can be mitigated. The settlement has a high unemployment rate and the community has alluded that this is related to increased crime rates in the settlement. Despite experiencing harsh locational risks, the settlement is well located to social amenities and is ideal for in situ upgrading due to its long term development potential.

**SHORT TERM INTERVENTIONS**

- Apply concrete to community dug out channels and install culverts for improved drainage.
- Assess the possibility of providing better sanitation services other than pit latrines (According to community reports, these are dangerous for children.)
- Relocate sanitation services to safeguard the community (Currently toilets are only located in the lower section of the settlement, which requires residents from the top portion to walk down the slope to access the toilets).
- Improve maintenance of existing water services.
- Provide 50 legal electrical connections and street lights.
- Develop a joint waste management plan with the support of the community.

COMMUNITY PRIORITIES

Long term:
- **Access to electricity**
  Illegal connections are not safe.
- **Access to shelter**
  We want adequate housing to restore our dignity.
- **Security of tenure**
  We want our own plots so that we can build our own homes.
- **Access to employment opportunities**
  Employment is very scarce and as a result people just sit and do nothing.
- **Maintenance and operations**
  Broken toilets and taps take forever to get fixed. We would like the municipality’s response time to be a lot quicker.

COMMUNITY READINESS

Leadership: **Leadership committee**

Leader relations: **Healthy**

Relationship with municipality: **None**

ASSESSMENT

The settlement has an established leadership committee, which has a healthy internal relationship. The leadership meets with the community twice a month and with the municipality only when it is necessary. The community reports that it has no relationship with the municipality.

COMMUNITY VOICES

Pit latrines are dangerous for children. Toilets are only located in the lower section of the settlement so residents from the top portions must walk down the slope to access the toilets.

PLANNING RELATED ISSUES

**Land ownership:** Municipality 100%

**Zoning:** Residential

**Servitude:** None

**Household density:** 15 HH/Ha

(STR - households per hectare)

Evaluation of categorisation

Blade Square is located on municipally owned land, zoned residential and inside the urban edge. The settlement has adequate access to amenities, however the community has already requested to be relocated from the site due to locational risks. The settlement is close to a waste dump and the soil is unstable. This decreases accessibility to the settlement and basic services. Residents also experience flooding which may be mitigated through providing a storm water drainage system. The municipal plan for housing has earmarked the settlement as a UISP project with top structure provision and a Breaking New Ground (BNG) housing model. Based on the analysis of the settlement and the community’s willingness to relocate, the settlement should be upgraded in situ as all risks can be mitigated through implementing short term interventions and upgrading the settlement.

Comment on past relocation attempts

The community has requested the municipality to assist with a relocation. Residents have no specific place in mind for relocation. Residents reported that they want to be relocated due to sinking soil and steep slopes.
BASIC SERVICES
Service assessment
The settlement has varied access to basic services. The community reported issues with maintaining infrastructure as well as inadequate sanitation services such as pit latrines. The community has no access to waste collection services. General maintenance of services is very poor and takes up to 2 months. The municipality should develop a maintenance reporting protocol that addresses maintenance issues in the best time possible. The settlement should be spatially rearranged to move toilets closer to safeguard community members from the dangerous, steep slope. The community relies on community dug out channels as a storm water drainage system.

HAZARDS AND RISKS
Natural
- Floods
- Strong winds
- Flood prone area
- Garbage dump
- Sinking soil
- Slope greater than 18

Man-made
- High density
- Inadequate sanitation
- Poor street network

Assessment
The settlement experiences locational hazards and risks related to being situated in a flood prone area, near a garbage dump, on sinking soil and on a steep slope. The community experiences significant natural disasters such as floods and strong winds as these severe weather conditions reportedly destroyed some shacks in early May 2016. Man made risks include high density, inadequate sanitation and a poor street network. Locational hazards can be mitigated through upgrading and spatially reconfiguring the settlement in a way that the steep slope does not present a hazard. The hardening of surfaces and installing of drainage will mitigate flooding. Through rehabilitating the land (currently used as a waste site) into a park the impacts of being located in a garbage dump area will be improved. Man made hazards can be mitigated through implementing short term interventions that will improve access to basic services. Social problems reported by the community include high crime rates. The municipality should ensure the presence of a mobile police unit to service the settlement and encourage community crime awareness campaigns. The municipality should also install street lights for passive surveillance of public areas. The community should establish a neighbourhood watch.

SANITATION
Working ratio 1:3
10 flush toilets and 10 pit latrines are managed by the community. There is no shortfall.

WATER
Working ratio 1:9
6 communal taps are located inside the settlement. The community reports that maintenance problems relate to taps that leak and do not work properly.

ELECTRICITY
50 Illegal
The settlement has 50 illegal connections and 0 streetlights.

WASTE
Waste management: Disorganised deposit
Waste is thrown anywhere in the settlement. Black bags are not distributed. Residents reported that they want a big skip for waste.
The community has questionable access to health facilities as the clinic and hospital are located far away, namely up to 5km or more than a 30 minute walking distance. The community has good access to educational amenities. A preschool is located 1km and a 30min walk from the settlement. The primary school is located 2.5km and a 30 minute walk away. The secondary school is located up to 5km away which is more than a 30 minute walk. The community has access to socio-economic amenities such as a church, 15 spaza shops and a shebeen.

The community's working population has low income earning employment with limited possibility for attaining additional skills. 25% of the community is employed as farm labourers. This type of employment is often seasonal and therefore does not provide for a sustainable, improved quality of life. The municipality should ensure providing skills capacity workshops and encourage entrepreneurial behaviour so that communities can sustain themselves. The municipality should support social organisations to engage with and support communities to mobilise themselves.
**SETTLEMENT PROFILE**

**Bloemfontein**

Municipality: **KNYSNA MUNICIPALITY**

Closest town: **KNYSNA**

Established: **1999**

Structures: **156**

**TOWN LEVEL MAP**

The land used to be an area in which seasonal workers and contractors used to build houses. When the workers left, people moved in.

**SUMMARY**

Bloemfontein is a very high density settlement, located on a road servitude, inside the urban edge and on land owned by the South African National Roads Agency Limited (SANRAL). The community reported that a relocation to a housing project would take place. However, the municipality’s housing pipeline indicates that the municipality will construct 151 Breaking New Ground (BNG) houses in the settlement as part of a wider UISP project. This means that the municipality negotiated with SANRAL (South African National Roads Agency Limited) to develop the land. This analysis deems the land suitable for long term development and recommends in situ upgrading to improve the community’s well being. The municipality needs to address maintenance issues, alleviate sanitation shortfalls, provide legal electrical connections and install concrete storm water drainage to mitigate flooding. Locational hazards such as being situated on a slope, near a local road, experiencing landslides and suffering from strong winds can be minimised by spatially reorganising the settlement. The municipality should make use of its good relationship with the community and support a process of community-led development.

**SHORT TERM INTERVENTIONS**

- Establish and implement a maintenance plan.
- Repair 18 toilets.
- Install concrete storm water channels.
- Provide prepaid electrical connections.

**HISTORY**

AS TOLD BY THE COMMUNITY

**CATEGORISATION CODE/S**

A - IN SITU UPGRADING WITH PLANNING UNDERWAY

Growth potential: **Very high**

COMMUNITY PRIORITIES

Short term:
- **Access to electricity**
  Residents do not have formal electricity and they have to pay (R200) for their current illegal connections.
- **Access to employment**
  Most youth have matric but are unemployed.
- **Storm water flooding**
  There are floods in the rainy season.
- **Maintenance operations**
  Toilets need to be cleaned.

Long term:
- **Shelter**
  This is needed for safety and security purposes.

COMMUNITY READINESS

- **Leadership:** Leadership committee
- **Leader relations:** Healthy
- **Relationship with municipality:** Good

ASSESSMENT

The community reports having a formal leadership structure that enjoys a healthy internal relationship and convenes general meetings weekly. The committee meets with the municipality when necessary and reports having a good relationship with them. They usually meet with the Department of Human Settlements about crime, sanitation, electricity and housing.

DEMOGRAPHICS

- **Structures:** 156
- **Households:** 151
- **People:** 453

COMMUNITY VOICES

We would like the municipality to avail themselves when we need assistance. We have to pay rent and our total monthly expenditures amount to R300.

PLANNING RELATED ISSUES

- **Land ownership:** Private 100%
- **Zoning:** Public open space
- **Servitude:** Road
- **Household density:** 164 HH/ Ha

Evaluation of categorisation

The settlement is located on a road servitude on land owned by SANRAL. It experiences numerous locational problems such as being situated on a slope, on sinking soil and being placed at risk by landslides. The community reports that they are to be relocated to a housing project but that they are not under current threat of relocation. The municipality’s housing pipeline indicates that 151 BNG houses will be built on the site as part of a UISP project. This analysis supports this indication as it deems the settlement suitable for long term development. The settlement should therefore be upgraded in situ to improve the residents’ well being. As an initial phase of settlement upgrading, residents located on the road servitude should be spatially reorganised so that the servitude is not occupied.

Comment on past relocation attempts

The community reports that the municipality selected the settlement for relocation to a housing project but that the community is currently not under threat of relocation. The municipality’s housing pipeline indicates that 151 BNG top structures are awaiting approval.
HAZARDS AND RISKS

Man-made
Inadequate sanitation

Natural
- Flood prone area
- Road side
- Landslides and rock falls
- Sinking soil
- Slope greater than 18
- Snakes
- Strong winds

Assessment
The settlement experiences many locational hazards including being situated in a flood prone area, on a slope and near to a local road. It also experiences landslides and snakes. The community reported a high incidence of floods and strong winds. Flooding can be mitigated by establishing a formal concrete storm water drainage system. Residents are also placed at risk by inadequate sanitation, which can be mitigated by alleviating the sanitation shortfall and effectively maintaining broken services. The municipality should address the safety risk posed by the nearby road by adding areas for a pedestrian crossing, caution signs for motorists and potentially installing a barrier between the settlement and the road. The low incidence of fires in the settlement can be reduced by providing electricity. Spatially re-organising the settlement can minimise the effects of the slope, the road, fires, strong winds and landslides. Social issues reported by the community include alcohol related violence, petty crime, violent protests and mob justice. The municipality should implement support groups as well as increase the presence of police in the settlement. Police must be responsive with regards to stopping mob justice.

SANITATION

- Working ratio: 1:7
- Shortfall: 25

24 working flush toilets are maintained by the municipality. 18 toilets need to be repaired and there is a shortfall of 25 toilets. The community reports that the municipality should employ people to clean the toilets as they are smelly.

WATER

- Working ratio: 1:17
- Shortfall: 0

9 working communal standpipes are located on the edge of the settlement and are maintained by the municipality. There is no shortfall. The community reports that sometimes there is no water.

ELECTRICITY

- 151 Illegal

There are 151 illegal electricity connections and 9 street lights. The community reports that when it rains there is no electricity and that residents pay R200 for electricity.

WASTE

Waste management: Common area outside settlement
There are 3 waste collection points outside the settlement. The municipality collects waste bi-weekly and distributes black bags irregularly.

SETTLEMENT PROFILE: BLOEMFONTEIN

Service assessment
The community has a poor level of service delivery with a large sanitation shortfall and no legal electrical connections. There is no water shortfall and waste is collected bi-weekly. The municipality needs to alleviate the sanitation shortfall, provide a municipal skip inside the settlement and distribute black bags regularly. It should also provide pre-paid electrical connections for the community. Maintenance issues are reported to community leaders and usually take more than 2 months to complete. This must be addressed through establishing an effective maintenance plan that empowers residents to maintain their infrastructure.
The community has good access to educational amenities with 75-100% of children attending school. The community has access to formal and secondary schools, which are located about a 30 minute walk away. Access to health facilities is poor as both the clinic and hospital are located about an hour's walking distance away. The community has access to other socio-economic amenities such as 3 spaza shops, a church (located inside the settlement), a sports facility, community hall, playground, general shops, shebeens and a police station.

Employment Profile

70% of employment opportunities in the settlement are related to the tourism sector in Knysna, through which the community has access to semi-skilled employment in shopping centres. The prevalence of shopping centre jobs in the settlement is also due to the close proximity of the settlement to the city centre. Employment seems reasonably stable but depends on the town’s ability to attract tourists over time. The prevalence of construction jobs may be linked to the high activity of constructing social housing in the surrounding areas. The municipality needs to implement skills training, capacity workshops and encourage entrepreneurial behaviour to increase the community’s potential to access economic opportunities.
**SETTLEMENT PROFILE**

**Oupad**

Municipality: **KNYSNA MUNICIPALITY**  
Closest town: **KNYSNA**  
Established: **1980**  
Structures: **110**

**TOWN LEVEL MAP**

**HISTORY**

**AS TOLD BY THE COMMUNITY**

The settlement used to be an open piece of land with houses and shacks nearby.

**SUMMARY**

Oupad is a very low density settlement, located on municipal land inside the urban edge. The settlement has reasonable access to socio-economic amenities such as schools, community halls and health facilities. According to the SDF, the municipality has plans to implement 81 site and service plots through UISP and top structures have also been approved. However due to its proximity to the road, safety measures such as safe play areas and pedestrian crossings need to be implemented. Given the municipal plans for a UISP project and the settlement’s close proximity to social and economic opportunities, it is suited for in situ upgrading. The settlement does not experience significant locational challenges. Most risks can be mitigated through informal settlement upgrading, addressing sanitation shortfalls and installing a storm water drainage system. The settlement also experiences social problems such as crime, violent protests, drugs and alcohol related violence. The community has good access to water, electricity and waste collection services. All water taps are working and there are no shortfalls. All structures have prepaid electricity and waste is collected on a regular basis. However, access to sanitation is poor. The settlement has 10 functioning pit latrine toilets and a shortfall of 12 toilets. Toilet maintenance is done by the community. General maintenance problems are not reported and it takes more than 2 months for maintenance issues to be attended to. Access roads in the settlement are not planned and emergency services are unable to enter the settlement. The response time for ambulance vehicles and fire engines is more than an hour.

**SHORT TERM INTERVENTIONS**

- Ensure social facilitation by intermediary organisations to improve the relationship between the community and the municipality.
- Establish social support programmes and drug awareness and rehabilitation interventions as a response to alcohol and drug related violence.
- Establish safe pedestrian crossings and safe play areas for children as the settlement is located close to a road.
- Establish a joint maintenance plan with the community and the municipality.
- Address the shortfall of 12 toilets.
- Improve access to sports facilities and playgrounds.
- Implement a recycling programme to limit the amount of waste generated and create access to income earning opportunities.
- Install street lights to enhance passive surveillance and mitigate criminal activities.

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COMMUNITY PRIORITIES

Short term:
- **Access to water**
  Communal taps are too far away.
- **Access to sanitation**
  Residents want flush toilets.
- **Storm water flooding**
  Landslides and flooding occur in winter.
- **Tenure security**
  Residents want to own land so they can build houses.
- **Maintenance operations**
  The community wants a quicker response from the municipality when broken facilities need to be fixed.

COMMUNITY READINESS

- **Leadership:** *No leaders*
- **Leader relations:** *None*
- **Relationship with municipality:** *Average*

ASSESSMENT

Formal ward committee meetings usually take place at the community hall. The meetings are addressed by the Department of Human Settlements.

DEMOGRAPHICS

- **Structures:** 110
- **Households:** 110
- **People:** 330
- **2 vacant**
- **4 shebeens**

COMMUNITY VOICES

We don’t want to be relocated. We want to stay here and build our own homes.

PLANNING RELATED ISSUES

- **Land ownership:** *Municipality 100%*
- **Zoning:** *Public open space*
- **Servitude:** *Road*
- **Household density:** *8 HH/Ha*

Evaluation of categorisation

According to the SDF, top structures have been approved and the municipality plans to implement 81 site and service plots through UISP. The settlement is about 20 years old, zoned for public open space and inside the urban edge. The settlement is located on a municipal road servitude but given that the densities are very low, reorganising the settlement’s layout can prevent construction on the servitude. The settlement is suited for in situ upgrading because there are municipal plans for a UISP project and because the settlement is located close to social and economic opportunities. Oupad does not experience significant locational challenges. Most risks can be mitigated by upgrading the settlement, addressing sanitation shortfalls and installing a storm water drainage system. Due to the settlement’s location next to the road, the municipality should establish safety measures such as safe pedestrian routes and play areas for children.

Comment on past relocation attempts

According to the SDF, top structures have been approved and the municipality has plans to implement 81 site and service plots through UISP.
HAZARDS AND RISKS

Natural
- Flood prone area
- Road side
- Slope greater than 18

Man-made
- High density
- Inadequate sanitation
- Poor street network

Assessment
The settlement is located next to the road, which is dangerous for residents, especially children. Safe pedestrian routes and play areas for children need to be established. Through upgrading the settlement, flooding can be improved through installing a drainage system. Upgrading can also improve the street layout, which in turn improves access roads to the settlement. This allows emergency services to enter, and decreases the response time for ambulance vehicles and fire engines, which is currently more than an hour. Social problems in the community include crime, violent protests and drug related violence. Street lights need to be installed to increase passive surveillance against crime.

BASIC SERVICES

Service assessment
The community has good access to water with 2 communal and 7 individual standpipes all in working order, located inside the settlement and maintained by the municipality. Access to sanitation is poor with 10 functional pit latrine toilets and a shortfall of 12 toilets. Toilets are maintained by the community. Access to prepaid electricity is good as there are 110 prepaid electrical connections but there are no street lights. The community has good access to waste management with 2 waste collection points located outside the settlement and waste being collected by the municipality on a weekly basis. As the settlement’s access roads are not planned, emergency services are unable to enter the settlement, which results in an ambulance and fire response time that is more than an hour. General maintenance problems are not reported and it takes more than 2 months for maintenance issues to be attended to.

SANITATION
Working ratio 1:11 Shortfall 12
There are 10 pit latrine toilets, which are all working. The community reported that the toilets are maintained by residents and that they are not locked. There is a shortfall of 12 toilets.

WATER
Working ratio 1:13 Shortfall 0
There are 2 communal and 7 individual standpipes that are all in working order, located inside the settlement and maintained by the municipality.

ELECTRICITY
110 Pre-paid
There are 110 prepaid connections and no street lights in the community.

WASTE
Waste management: Common area outside settlement
There are 2 waste collection points outside the settlement. Waste is collected by the municipality on a regular, weekly basis. Black bags are distributed regularly but the community reported that 1 bag per week is not enough.
The community has good access to educational amenities with 75-100% of school-going children attending school. The preschool is located 1km and a 15-minute walk away. The primary and secondary schools are 2.5km and a 30-minute walk from the settlement. The community has good access to health amenities with the clinic and hospital located 2.5km or a 30-minute walking distance from the settlement. Amenities such as a church, community hall and police station are located 2.5 km or a 30-minute walk from the settlement. The settlement has 4 shebeens and residents use spaza shops from neighbouring communities. The community does not have access to sports facilities and playgrounds.

Approximately 50% of the settlement’s residents are employed in semi-skilled service jobs such as gardening, domestic work and security. 15% of the residents are employed by restaurants, which may be related to the tourism sector. 25% of residents are employed in the construction sector and 10% in the shopping centre due to the settlement’s close proximity to the city centre. The municipality should ensure that it provides skills capacity workshops and encourages entrepreneurial behaviour so that communities can sustain themselves.
**SETTLEMENT PROFILE**

**Slangepark**

Municipality: **KNYSNA MUNICIPALITY**
Closest town: **SEDGEFIELD**
Established: **2002**
Structures: **350**

**TOWN LEVEL MAP**

**HISTORY AS TOLD BY THE COMMUNITY**

The settlement started with an influx of people from the formal housing area who were looking for their own stands to start new families.

**SUMMARY**

Slangepark is a high density settlement that is zoned for public open space purposes. The zoning of the land, however, can be negotiated and communal public open spaces for recreational purposes can jointly be developed with neighbouring settlements. The settlement is situated on municipal land. Locational challenges include high densities and a poor street network, which can be mitigated through reconfiguring the settlement layout to allow for defined access routes. Informal settlement upgrading is a suitable option for the settlement as it is well located and close to social amenities and economic activities. The settlement is ideally located for in situ upgrading as the municipality is currently planning a UISP development as well as rental units for those that do not qualify for a full housing subsidy. In addition, the community requires adequate access to basic services such as sanitation, water and electricity. The municipality should engage with the community to implement a reblocking process that will formalise the street network, alleviate risks associated with the settlement’s high density, provide prepaid electrical connections to 250 households, formulate a water and sanitation maintenance plan and ensure adequate access to socio-economic amenities such as a secondary school and sports facilities.

**SHORT TERM INTERVENTIONS**

- Fix 5 toilets.
- Relocate water taps inside the community to increase accessibility.
- Address the sanitation shortfall.
- The community should join a community policing forum to prevent crime and house break-ins.
- Conduct feasibility studies on electrical connections and soil stability to determine the settlement’s future development plans.
- Improve the community’s access roads.

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COMMUNITY PRIORITIES

Short term:
• Access to electricity
  There is no formal electricity in the settlement. Households pay R300 for illegal connections.
• Access to water
  Taps are too far away.
• Access to sanitation
  There are not enough toilets.
• Access to employment
  Most people in the settlement are unemployed.

Long term:
• Access to shelter
  Shelter is needed to improve safety and security.

COMMUNITY READINESS

Leadership: Leadership committee
Leader relations: Unspecified
Relationship with municipality: Good

ASSESSMENT

The settlement has a leadership committee. The community usually meets with the Department of Water and Sanitation to discuss water and toilet shortages.

DEMOGRAPHICS

- Structures: 350
- Households: 350
- People: 1050

COMMUNITY VOICES

We want the municipality to listen to our general comments and problems that involve the community.

PLANNING RELATED ISSUES

- Land ownership: Municipality 100%
- Servitude: None
- Zoning: Public open space
- Household density: 241 HH/Ha
  (HH/Ha - households per hectare)

Evaluation of categorisation

Slangepark is about 15 years old, located on municipal land, zoned for public open space and located within the urban edge. The settlement is ideally suited for in situ upgrading as there are municipal plans for UISP development in the area to accommodate residents from the settlement. According to the municipality, Slangepark is situated on sensitive and unstable dune areas. Specialist studies need to be undertaken to determine which areas in the settlement, if any, are suitable for housing development and how many households could possibly be accommodated in this area. If applicable, a relocation would need to take place in close proximity to the current location of the settlement. The municipality needs to negotiate rezoning the land for housing development. It is proposed that shared public open spaces are created for recreational purposes. The settlement is well located to health and educational amenities, however access to secondary schools needs to be improved. The municipality should implement short term interventions, alleviate shortfalls and follow a community led development approach so that community needs can be met. The settlement is well located to social amenities, which are important for the residents’ quality of life. The settlement experiences no significant disasters and those present can be mitigated through formalising and improving access to basic services in the settlement.
Comment on past relocation attempts
According to the community, the municipality said that residents would be relocated to a housing development in Karatara. According to the municipality, Slangepark is situated on sensitive and unstable dune areas. Specialist studies need to determine which areas in the settlement, if any, are suitable for housing development and how many households could possibly be accommodated. It is anticipated that a number of families will have to be relocated to areas suitable for housing development.

HAZARDS AND RISKS

Natural
• Slope greater than 18

Man-made
• High density
• Poor street network

Assessment
The settlement does not experience any significant natural risks. Existing man made hazards such as a poor street network and high densities can be alleviated through settlement reblocking and formalising the street network, which will create defined vehicular and pedestrian routes. As the settlement experiences social problems related to crime and house break-ins, residents need to join a community policing forum in order to deal with criminal activities. The municipality needs to assess the feasibility of installing pre-paid electricity and street lights in the settlement as a form of passive surveillance to mitigate the occurrence of petty crimes.

BASIC SERVICES

Service assessment
Access to basic services in the settlement is very poor. 5 toilets are not working and need to be repaired. There is a shortfall of 70 flush toilets. The settlement has 2 water taps and a shortfall of 12 water taps. The community also reported that the location of water taps is inaccessible. Services in the settlement are poorly maintained: according to community reports it takes more than 2 months for services to be repaired. The settlement also has 250 illegal electricity connections, which pose a danger to human life and can cause shack fires.

SANITATION

Working ratio 1:70
Shortfall 70

There are 5 flush toilets but none are functional. The community reported that these needed maintenance but the municipality took no action to fix them for over 2 months. There is a shortfall of 70 toilets.

ELECTRICITY

250 Illegal

The settlement has 250 illegal connections and no street lights. The residents reported renting electricity from the formal houses and that they are not billed according to the amount used but must pay a standard rate of R300 per month.

WATER

Working ratio 1:175
Shortfall 12

The settlement has 2 working communal water taps which are, however, located on the edge of the settlement. There is a shortfall of 12 water taps. The community reported that the water taps are too far away and inaccessible.

WASTE

Waste management: Common area outside settlement

There are 6 waste collection points outside the settlement. Waste is collected by the municipality on a regular basis but black bags are not regularly handed out.
Residents have average access to pre and primary schools which are located at a distance of 1km and 2.5km respectively, and up to a 30 minute walk away. About 75% of school age children attend school. However, access to high school is limited. Access to the police station and health facilities such as a clinic and hospital is within a 5km radius, which is more than a 30 minute walk. Access to social amenities such as a community hall and playground are within a 15 minute walk. Other socio-economic activities such as churches, spaza shops and shebeens are within close proximity.

**EMPLOYMENT PROFILE**

<table>
<thead>
<tr>
<th>Sector</th>
<th>% of residents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction</td>
<td>40%</td>
</tr>
<tr>
<td>Domestic work</td>
<td>40%</td>
</tr>
<tr>
<td>Security</td>
<td>5%</td>
</tr>
<tr>
<td>Restaurant</td>
<td>7.5%</td>
</tr>
<tr>
<td>Shopping centre</td>
<td>7.5%</td>
</tr>
<tr>
<td>Low skilled</td>
<td>45%</td>
</tr>
<tr>
<td>High skilled</td>
<td>15%</td>
</tr>
</tbody>
</table>

40% of residents are employed in the construction industry. This is due to the presence of housing developments in neighbouring settlements. The municipality needs to facilitate skills development opportunities to enhance skilled labour for construction jobs so as to ensure sustainable incomes. 45% of the residents are employed in low skilled jobs like security and domestic work. 15% are employed in restaurants and shopping centres due to the tourist economy in Sedgefield.
**SETTLEMENT PROFILE**

**Love Corner Dam Se Boss**

Municipality: **KNYSNA MUNICIPALITY**  
Closest town: **KNYSNA**  
Established: **1991**  
Structures: **40**

**CATEGORISATION CODE/S**

**A**  
**A - IN SITU UPGRADING WITH PLANNING UNDERWAY**  
Growth potential: **Very high***

**TOWN LEVEL MAP**

**HISTORY AS TOLD BY THE COMMUNITY**

People came from the Eastern Cape in search of job opportunities. They first lived in the backyards of the neighbouring area where they used to rent. Eventually they moved onto this piece of land and built their own structures.

**SUMMARY**

Love Corner Dam Se Boss is zoned for residential purposes, which also allows for future residential development. The settlement is located on both municipal and private land and is characterised by very low densities. According to the SDF, the municipality has plans to provide 124 site and service plots through UISP. Top structure provision has also been approved. The settlement does not experience significant locational challenges. Some of the man made risks include the settlement's high density, poor street network and water logging drainage. These can be mitigated through upgrading the settlement and rearranging the layout to improve access routes. Informal settlement upgrading is deemed suitable because the settlement is well located to social amenities and economic activities. The settlement has very poor access to basic services: there are no toilets and electricity, water and waste collection is poor. The municipality needs to fix 2 water taps and meet 2 water and 8 toilet shortfalls. Together with the community, the municipality should develop a maintenance plan to elicit a faster response from the municipality regarding maintenance issues. The community also experiences social problems relating to crime and drugs. Residents reported that people from outside the settlement break into their houses. Access to emergency services needs to be improved as currently the ambulance and fire engine are unable to enter the settlement and their response time is over an hour.

**SHORT TERM INTERVENTIONS**

- Fix 2 water taps.  
- Provide 2 taps and 8 toilets to meet water and sanitation shortfalls respectively.  
- Develop a joint maintenance plan to increase the municipality’s response time to maintenance issues.  
- Improve access to waste collection.  
- Implement access routes for both vehicular and pedestrian use.  
- Assess the feasibility of installing electricity and street lights in the settlement.  
- Improve storm water drainage by applying concrete to community dug channels.  
- Improve the response time of emergency services such as ambulance vehicles and fire services.

COMMUNITY PRIORITIES

Short term:
- **Access to water**
  Water is needed for cooking and bathing.
- **Access roads**
  Access roads are needed for emergency vehicles.
- **Access to electricity**
  Residents need electricity for appliances and for children to study at night.
- **Access to sanitation**
  Residents use the bush to relieve themselves. In winter the soil is slippery which makes it difficult and dangerous to access sanitation.
- **Shelter**
  Residents want access to adequate housing.

COMMUNITY READINESS

- **Leadership:** Leadership committee
- **Leader relations:** Good
- **Relationship with municipality:** Very bad

ASSESSMENT

The community has a leadership structure whose members enjoy a good relationship with each other. When necessary, the community holds general meetings and meets with the municipality about electricity, housing, water and sanitation. According to the community, the relationship between the community and the municipality is very bad.

COMMUNITY VOICES

We want basic services in our community. Our children have to study in the dark which is not fair.

DEMographics

- **Structures:** 40
- **Households:** 38
- **People:** 114
- **Community facilities:** 6

PLANNING RELATED ISSUES

- **100%** Land ownership: Municipality 50%
  Private 50%
- **Servitude:** None
- **Zoning:** Residential
- **Household density:** 13 HH/Ha
  (HH/Ha - households per hectare)

Evaluation of categorisation:

Love Corner Dam Se Boss is a very low density settlement, located on both private and municipal land, within the urban edge and zoned for residential use, which makes the settlement suitable for in situ upgrading. According to the SDF the municipality plans to provide 124 site and service plots through UISP. The provision of top structures has also been approved. The settlement does not experience significant locational risks. Man made risks include a poor street network and flooding. These can be mitigated through informal settlement upgrading and rearranging the settlement layout to improve access routes in the settlement. The impact of the power line needs to be evaluated if there is a need for relocation it should take place within the settlement due to the settlement’s low density. A section of the settlement located close to the water body needs to be fenced off to enhance the residents’ safety. The settlement has reasonable access to socio-economic amenities but needs improved access to sports facilities. The community also mentioned that there are no access roads in the settlement and that emergency services are not able to enter the settlement. The settlement has very poor access to basic services. The municipality needs to fix 2 water taps and provide a shortfall of 3 taps. The settlement has no sanitation services and a shortfall of 8 toilets, which the municipality needs to provide. Jointly, the municipality and community need to develop a maintenance plan to facilitate a faster response from the municipality concerning maintenance requirements.
Comment on past relocation attempts
The community has been threatened with a relocation before but residents protested against it. The community says the settlement will be relocated to another informal settlement close by. According to the SDF, the municipality has plans to provide 124 site and service plots through UISP. The provision of top structures has been approved.

HAZARDS AND RISKS

Natural
- Strong winds
- Flood prone area
- Sinking soil
- Slope greater than 18
- Under power lines
- Water body

Man-made
- Poor street network
- Water logging drainage

Assessment
The settlement experiences several locational risks. Man made risks include a poor street network and flooding. These can be addressed by upgrading the settlement and rearranging the layout to improve access routes. The impact of the power line needs to be evaluated. If there is a need for relocation, it needs to occur within the settlement due to its a low density. The section of the settlement located close to the water body needs to be fenced off for the residents’ safety. The community also experiences social problems related to crime and drugs. According to the community, people from outside the settlement break into their houses. The community also reported that when it rains, the river next to the N2 limits accessibility to the settlement.

BASIC SERVICES

Service assessment
The community has very poor access to basic services. Both water taps do not work as they were damaged in 2015 and there is a water shortfall of 2 taps. Residents fetch water from the neighbouring community. The settlement has no sanitation facilities. There is a shortfall of 8 toilets. The municipality maintains services in the settlement but the community reported that general maintenance takes more than 2 months. There are no waste collection points. Residents throw waste into the neighbouring settlement where the municipality collects it. Residents mentioned that the garbage truck cannot access the settlement due to a lack of access roads. There are no electrical connections or street lights in the settlement.

SANITATION

Working ratio 0
Shortfall 8

There are no toilets in the settlement. The community reports that although they asked the municipality for toilets, the option of chemical toilets was refused because the settlement has no access roads. As flush toilets were suggested as an alternative, the municipality conducted a survey and subsequently communicated that no bulk infrastructure was available for flush toilets.

WASTE

Waste management: Common area outside settlement
The settlement has no waste collection points. Residents dispose of waste in the neighbouring settlement, where the municipality collects waste. Residents mentioned that the waste collection truck cannot access the settlement because there are no access roads.

WATER

Working ratio 1:19
Shortfall 2

The settlement has 2 water taps but both are not working. The community reports that there is no water in the settlement and that residents fetch water from the closest settlement. According to the community the pipes of the water taps were damaged during a development project close to the settlement and that residents have been without water since last year (2015). The municipality maintains services in the settlement but the community reported that general maintenance takes more than 2 months.

ELECTRICITY

0
Pre-paid

The settlement has no electrical connections or street lights. The community reported that the municipality is not able to install electricity because there are no future plans for the settlement.
SOCIO-ECONOMIC AMENITIES

The community has reasonable access to a preschool which is located about 2.5 km and a 30 minute walk away. Access to primary and secondary schools is poor - both are located 5km and more than a 1 hour walk away from the settlement. 75-100% of school age children attend school on a regular basis. The community has good access to socio-economic facilities like a church, community hall and playground, which are located within a 5 minute walk of the settlement. The community has reasonable access to a police station, clinic and hospital which are all located about 2.5 km or 30 minutes away. The community has access to spaza and general shops in the surrounding areas but no access to sports facilities. According to the community, the settlement has no access roads and emergency services are not able to enter.

EMPLOYMENT PROFILE

60% of the residents are employed as farm and domestic workers. These jobs offer a stable household income, however their availability is seasonal as domestic work, for example, may only be prevalent when a high number of tourists visit Knysna. A small portion of residents are self employed, which might be due to the settlement’s location in close proximity to a vibrant intersection. The municipality needs to invest in skills development and spaces for informal traders so that entrepreneurs can become more active.
**SETTLEMENT PROFILE**

**Soweto**

Municipality: **KNYSNA MUNICIPALITY**  
Closest town: **KNYSNA**  
Established: **1990**  
Structures: **393**

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**TOWN LEVEL MAP**

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**HISTORY AS TOLD BY THE COMMUNITY**

People moved to the area looking for jobs. They initially settled with other families, sharing houses and rooms. They later decided to build their own homes in an open space that developed into the current settlement.

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**SUMMARY**

Soweto is a very high density settlement, located on municipal land, within the urban edge and zoned for residential purposes. The settlement is well suited for in situ upgrading. Existing locational risks include flooding, sinking soil and a slope greater than 18 degrees. The challenges of flooding, a poor street network and inadequate sanitation can be mitigated through informal settlement upgrading. As the settlement has poor access to basic services, the municipality needs to address the shortfalls of both access to sanitation and water and develop a joint maintenance plan with the community to facilitate quick responses to service maintenance requests. The settlement does not have street lights or access to electricity, which poses a risk for shack fires. The community experiences social problems such as house break-ins and crimes related to drug use. Social support, rehabilitation and development programmes need to be introduced in order to raise awareness around drug use in the community. The community's access to emergency and police services also needs to be improved.

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**SHORT TERM INTERVENTIONS**

- Maintain 1 water tap and 7 toilets.
- Provide 74 toilets and 14 water taps to address respective shortfalls.
- Develop a joint maintenance plan with the community.
- Install electricity.
- Introduce support and drug rehabilitation programmes.
- Improve access to the community hall, sports facility, playground and police station.
- Improve access to emergency response services.
- Improve access roads for pedestrian and vehicular movement.
- Improve drainage by installing a concrete drainage system.

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COMMUNITY PRIORITIES

Short term:
• **Access to electricity**
  Residents struggle to cook, especially in winter when the wood or alternative fuel is wet.
• **Access to transport**
  Transport is needed for children to attend school.
• **Access to water**
  There are too few taps for the number of people that live in the settlement.
• **Access to sanitation**
  Only a few toilets are functioning.
• **Shelter**
  Structures get damaged by the bad weather in winter.

COMMUNITY READINESS

- **Leadership:** Leadership committee
- **Leader relations:** Healthy
- **Relationship with municipality:** Very bad

ASSESSMENT

The settlement has a leadership committee and the community meets when necessary. The relationship between community leaders is healthy but the relationship between the community and the municipality is very bad. The community regularly attends ward meetings and meetings with the municipality about site and service provisions and electricity.

DEMOGRAPHICS

- **393** structures
- **393** households
- **1179** people
- 2 business
- 1 community
- 390 residential

COMMUNITY VOICES

The residents from the formal areas use our toilets whenever they have a problem with their toilets. The shortage of taps is felt on weekends when most people need to do laundry and other household activities.

ASSESSMENT

The settlement has a leadership committee and the community meets when necessary. The relationship between community leaders is healthy but the relationship between the community and the municipality is very bad. The community regularly attends ward meetings and meetings with the municipality about site and service provisions and electricity.

PLANNING RELATED ISSUES

- **100%** Land ownership: Municipality 100%
- **Servitude:** None
- **Zoning:** Residential
- **Household density:** 118 HH/ha

Evaluation of categorisation

Soweto is an approximately 20 year old, very high density settlement located on municipal land, within the urban edge and zoned for residential purposes. The site’s zoning allows for the future development of residential units. The settlement is ideally suited for in situ upgrading as there are no municipal plans for relocating the settlement. The settlement has no significant locational hazards. Man made risks include inadequate sanitation, a poor street network, shack fires and flooding. These can be addressed through informal settlement upgrading and improved access to basic services. The municipality needs to implement short term interventions, alleviate shortfalls and follow a community led development approach so that community needs can be implemented. The settlement is located close to social amenities, which are important for the residents’ quality of life.

Comment on past relocation attempts

The community has never been relocated. The community is not aware of any plans for relocation. There are also no municipal plans for relocation.
HAZARDS AND RISKS

Natural
- Floods
- Strong winds
- Flood prone area
- Sinking soil
- Slope greater than 18
- Water body

Man-made
- Inadequate sanitation
- Poor street network
- Water logging drainage

Assessment
The settlement has very high densities and experiences locational hazards of close proximity to a water body, being situated on a slope greater than 18 degrees, on sinking soil, flooding, strong winds, a poor street network and inadequate sanitation. Locational and man made hazards such as flooding, a poor street network and inadequate sanitation can be mitigated through informal settlement upgrading, installing a concrete drainage system and improving access routes for both vehicles and pedestrians. Due to the settlement’s proximity to a water body, the settlement section next to the water body needs to be fenced off to prevent water pollution and safety risks. The settlement experiences social problems of drug related violence and petty crimes. Given the settlement’s poor access to the police station, the municipality needs to ensure a mobile police service in the settlement and install street lights as a form of passive surveillance to mitigate the occurrence of petty crimes. The municipality should also raise awareness around drug use and provide support and rehabilitation programmes.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
The settlement has poor access to basic services: there are 3 communal water standpipes, 1 tap is not working and there is a shortfall of 14 taps. There are 12 flush toilets, 7 toilets are not working and there is a shortfall of 74 toilets. The settlement has no electricity or street lights and the settlement’s lack of electricity creates a risk of shack fires. The municipality collects waste and distributes black bags on a weekly basis. The community reports that residents want waste to be collected twice a week. General maintenance is reported to the councillor and it takes up to a week for infrastructure to be fixed or maintained. The municipality and community should develop a joint plan for maintaining existing infrastructure.

SANITATION

Working ratio 1:33  Shortfall 74

There are 12 flush toilets, 7 toilets are not working and there is a shortfall of 74 toilets. The community reports that residents from the formal areas use their toilets whenever they have a problem with theirs. According to residents, existing toilets are useless because they do not have water.

WATER

Working ratio 1:131  Shortfall 14

3 communal standpipes, of which 1 tap is not working, are located inside the settlement and within a 5 minute walking distance. The settlement has a shortfall of 14 taps. Residents report that the shortage of taps is felt on weekends when most community members do laundry and other household activities.

ELECTRICITY

0  Pre-paid

The settlement has no electrical connections.

WASTE

Waste management: Common area inside settlement

The municipality collects waste and distributes black bags on a regular, weekly basis. The community reports that residents want waste to be collected twice a week.
The community has average access to health facilities as the clinic is located 2.5km and about a 30 minute walk from the settlement. The pre and secondary schools are located about 2.5km from the settlement which is approximately a 30 minute walking distance. The primary school, however, is about 1 hour and up to 5km away from the settlement. About 75-100% of school age children attend school regularly. The community has good access to 2 shebeens and 2 spaza shops in the settlement. The community has questionable access to a church which is about a 1 hour walk and up to 5km away. Residents have no access to a community hall, sports facility, playground or police station.

40% of residents are employed in the construction industry, which may be due to the presence of housing developments in neighbouring settlements. The municipality needs to facilitate skills development opportunities for skilled labour in construction jobs to ensure access to sustainable incomes. 55% of residents are employed in low skilled service jobs such as security, gardening and domestic work. A high representation of this sector can be explained by the presence of the tourism sector. 5% of the community is engaged in EPWP work, which is usually an alternative occupation for women but not does not offer a stable income as it is contract dependent. The municipality needs to invest in skills development training in order to diversify access to job opportunities.
Qolweni TRA

Municipality: KNYSNA MUNICIPALITY
Closest town: KNYSNA
Established: 2016
Structures: 25

TOWN LEVEL MAP

SUMMARY

Qolweni TRA is a temporary relocation site, consisting of residents who lived in Qolweni. The settlement is less than 5 years old, has a high density and experiences locational risks such as being situated on a steep slope and under power lines. These locational problems can be mitigated through reconfiguring the settlement's layout and only relocating the structures that are located under the power line. The settlement has no access to electricity and experiences inadequate sanitation. Despite adequate access to basic services such as water and waste collection, the municipality needs to develop a joint maintenance plan with the community to improve the functionality of services. Many residents are employed as construction workers in a housing development that is currently underway next to the settlement. Some are also employed in the shopping centre due to the settlement's close proximity to economic opportunities. The settlement is reasonably located to social and economic amenities, such as churches, shebeens and spaza shops. The community does not have access to sport facilities and play areas.

SHORT TERM INTERVENTIONS

- Fix 4 non functional taps.
- Develop a joint water and sanitation services maintenance plan with the community.
- Provide electricity.
- Provide skills training for community members working in the construction sector to maintain skills and access to sustainable jobs.
- Improve access roads in the settlement - although emergency services can enter the settlement, the road network is not planned and may restrict access to other sections of the settlement.

HISTORY

AS TOLD BY THE COMMUNITY

People moved from other areas to look for job opportunities.
COMMUNITY PRIORITIES

Short term:
- **Access to education**
  Educational facilities are currently too far from the settlement.
- **Access to community facilities**
  The community requests a police station.
- **Shelter**
  There is a need for improved shelter.
- **Access to electricity**
  There is no electricity in the settlement.
- **Access to water**
  The municipality should provide a standpipe per household.

COMMUNITY READINESS

Leadership: Leadership committee
Ward committee

Leader relations: **Healthy**

Relationship with municipality: **Good**

ASSESSMENT

Within the community’s ward committee and leadership representatives, all leaders have a good working relationship and meet with the community when necessary. The community meets with the Department of Human Settlements about housing development. The relationship between the municipality and the community is said to be good.

COMMUNITY VOICES

The municipality needs to speed up the housing project so that they can move back into their houses. We also want schools to be built closer to the settlement.

DEMOGRAPHICS

- **25** STRUCTURES
- **25** HOUSEHOLDS
- **75** PEOPLE

PLANNING RELATED ISSUES

**100%** Land ownership: **Municipality 100%**

Servitude: **Road**

Zoning: **Residential**

Household density: **98 HH/Ha**

(EH/Ha - households per hectare)

Evaluation of categorisation

Qolweni TRA is a temporary relocation site that is less than 5 years old. It is located on municipal land, inside the urban edge and zoned for residential use. The settlement is ideally suited for in situ upgrading as the municipality plans UISP development in the area to accommodate the settlement’s residents. The municipality will need to negotiate the land’s rezoning to accommodate for housing development. If a relocation is required, it should occur in close proximity to the settlement’s current location, which is close to health and educational amenities. However, the settlement’s access to sports facilities and a community hall needs to be improved. The municipality needs to implement short term interventions and follow a community led development approach so that the community’s needs can be implemented. The settlement is also well located to social amenities, which are important for the residents’ quality of life. The settlement experiences no significant disasters and those present can be mitigated through settlement formalisation and improving access to basic services.

Comment on past relocation attempts

The community has been relocated to a temporary relocation site adjacent to the area, in which the municipality is currently installing infrastructure ahead of housing development. According to the municipality, there are 220 approved service sites for UISP development. The municipality is still awaiting top structure approval.
HAZARDS AND RISKS

Natural
- Slope greater than 18
- Under power lines

Man-made
- Inadequate sanitation

Assessment
The settlement does not experience any significant natural risks. Man-made hazards such as inadequate sanitation can be addressed through informal settlement upgrading and installing electricity. Access to the settlement can be improved through a planned road network that enables emergency services to access all sections of the settlement. The municipality needs to assess the feasibility of installing pre-paid electricity and street lights as a form of passive surveillance to mitigate the occurrence of petty crimes. The community also mentioned the presence of snakes in the settlement, as well as violent protests.

BASIC SERVICES

Service assessment
The settlement’s residents have access to basic services such as water and sanitation services. There are no shortfalls but the municipality needs to repair 4 taps. As there is no access to electricity, residents use open fires as a source of energy, which poses a risk of shack fires. The settlement also has adequate access to waste collection on a regular basis.

SANITATION
Working ratio 1:4 Shortfall 0
The settlement has 8 toilets and there are no shortfalls. The community reported that they lock toilets because these often block and that community members oversee maintenance.

ELECTRICITY
0 Pre-paid
The settlement has no electricity connections. The community says that they do not have electricity because they are situated in a TRA.

WATER
Working ratio 1:3 Shortfall 0
Of 10 water taps, 4 taps are not working and there are no shortfalls.

WASTE
Waste management: 1 Communal skip
The municipality collects waste and distributes black bags on a weekly basis. The community throws waste in 1 communal skip. However, the community also requests individual black bins.
The community has reasonable access to educational facilities: 75-100% of school age children attend school regularly. The preschool is within 2.5km and a 30 minute walking distance. The primary school is up to 5km and more than a 30 minute walk away. The secondary school is about 5km and a 1 hour walking distance away. Access to health facilities is fair. The clinic is about 2.5km or a 30 minute walk away from the settlement. The hospital is up to 5km away, which is a walking distance of more than 1 hour. The community has good access to some social amenities like the church, which is located 1km or a 15 minute walk away. Shebeens and spaza shops are also close to the settlement. Access to the police station is poor as it is located more than a 1 hour walk from the settlement. The community has no access to community facilities such as sports facilities, play grounds or a community hall. The settlement’s access roads need to be improved so that emergency services can enter and access to other parts of the settlement is improved.

45% of residents are employed in the shopping centre due to the settlement’s proximity to economic activities. 30% of residents are employed in the construction industry due to the ongoing housing development adjacent to the settlement. 15% of residents are employed in low skilled jobs like security and domestic work. 10% are employed in restaurants, which may be linked to the tourism economy in Knysna.
Qolweni

Municipality: Knysna Municipality
Closest town: Knysna
Established: 1987
Structures: 66

Historical Profile

The settlement was established by unemployed people who came from the Eastern Cape to look for job opportunities in Knysna.

Summary

Qolweni is a low density settlement located on municipally owned land and zoned for residential use. The settlement is ideally suited for in situ upgrading as the municipality has plans to develop service sites through UISP. The settlement is well located to social amenities and health facilities, however, the emergency response needs to be improved. The settlement experiences a number of locational problems such as flooding, sinking soil, being situated close to a road side and on a slope greater than 18 degrees. Flooding, a poor street network and inadequate sanitation can be mitigated through informal settlement upgrading and improved access to services. As the settlement has poor access to basic services, the municipality needs to address the sanitation and water shortfalls as well as develop a joint maintenance plan with the community. The community also mentioned that residents experience social problems such as drug related crime. The community is organised through a community leadership structure that meets regularly with the municipality.

Short Term Interventions

- Establish a service maintenance plan.
- Provide 6 toilets to meet the shortfall and national sanitation standards.
- Repair 5 toilets and 2 water taps.
- Connect 6 illegal connections to prepaid electrical connections.
- Install street lights for passive surveillance against crime.
- Improve access roads for emergency services to enter the settlement with greater ease.
- Improve access to community facilities such as sports facilities, play grounds and spaza shops.
COMMUNITY PRIORITIES

Short term:
- **Access to employment**
  There is high unemployment in the settlement.
- **Access to electricity**
  The settlement becomes too dark at night.
- **Access to water**
  There are not enough taps.
- **Access to sanitation**
  There are not enough toilets for everyone.
- **Access to shelter**
  Residents want shelter to improve living conditions.

COMMUNITY READINESS

- **Leadership:** **Leadership committee**
- **Leader relations:** **Healthy**
- **Relationship with municipality:** **Good**

ASSESSMENT

The community's leadership committee has a healthy internal relationship and holds general community meetings every 2 weeks. The community also indicated having a good working relationship with the municipality as they meet with the Department of Human Settlements on a monthly basis to discuss the upcoming housing project.

DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Structures</th>
<th>Households</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>66</td>
<td>63</td>
<td>189</td>
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</table>

COMMUNITY VOICES

We need access to employment opportunities.

PLANNING RELATED ISSUES

- **Land ownership:** **Municipality 100%**
- **Zoning:** **Residential**
- **Servitude:** **None**
- **Household density:** **21 HH/Ha**

Evaluation of categorisation

Qolweni is about 29 years old, a medium density settlement located on municipal land and zoned for residential purposes. The zoning of the site allows for future development to be residential. The settlement is ideally suited for in situ upgrading as the municipality has plans to develop service sites through UISP. There are no significant locational hazards. Identified man made risks include inadequate sanitation, a poor street network and flooding. These can be solved through informal settlement upgrading and improved access to basic services. The risk of being situated under a power line can be mitigated through spatially organising the site. The municipality needs to implement short term interventions, alleviate shortfalls and follow a community led development approach so that community needs can be implemented. The settlement is well located to social amenities, which are important for the residents' quality of life.

Comment on past relocation attempts

The community mentioned that the settlement will be relocated to a temporary relocation area (TRA) because of the municipality's plans to provide houses. According to the municipality, there are 220 approved service sites for UISP development and top structures still need to be approved.
HAZARDS AND RISKS

Natural
- Floods
- Flood prone area
- Sinking soil
- Slope greater than 18
- Under power lines

Man-made
- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Water logging drainage

Assessment
The settlement experiences locational hazards such as being located under a power line and in a flood prone area. Man made risks include inadequate sanitation and waste management, a poor street network and water logging drainage. These can be mitigated through upgrading the settlement, installing a drainage system and providing defined access routes for pedestrian and vehicular movement. The section situated under a power line will need to be relocated. This can however happen within the settlement because of its low densities. As the settlement is affected by social problems such as drug related crimes, social support, rehabilitation and development programmes need to be introduced to raise awareness about drugs and possible rehabilitation opportunities. The municipality needs to assess the feasibility of installing pre-paid electricity and street lights in the settlement as a form of passive surveillance to mitigate the occurrence of petty crimes.

BASIC SERVICES

Service assessment
The community does not have good access to sanitation: of 12 flush toilets, 5 toilets are not working and there is a shortfall of 6. The community also reported inadequate water services in the settlement: of 6 water taps, 2 are not working. There is no shortfall. General maintenance of services is good with the community reporting that services are maintained 1 week after reporting. The community reported that the toilets are locked to prevent doors from being sold for scrap.

SANITATION
Working ratio 1:6 Shortfall 6
The settlement has 12 flush toilets, which are maintained by the municipality. 5 toilets are not working and there is a shortfall of 6 toilets. General maintenance of services is good with the community reporting that services are maintained 1 week after reporting. The community reported that the toilets are locked to prevent doors from being sold for scrap.

WATER
Working ratio 1:11 Shortfall 0
The settlement has 6 communal standpipes. The taps are located in the settlement and are maintained by the municipality. 2 taps are not working and need to be fixed.

ELECTRICITY
60 Pre-paid 6 Illegal
The settlement has 60 pre-paid electrical connections and 6 illegal connections. There are no street lights in the settlement.

WASTE
Waste management: Common area outside settlement
The community has access to 2 waste collection points. The municipality collects waste regularly and distributes black bags on a weekly basis.
The community has good access to educational facilities: a preschool is located within 1km or a 15 minute walking distance and the primary and high schools are located within 5km or a 30 minute walking distance. Regarding access to health facilities, the clinic is about 1km or a 10 minute walk from the settlement whereas the hospital is 5km or more than a 30 minute walk away. Based on community reports, the emergency response is poor (taking about an hour) and there is a lack of access routes to the settlement. This needs to be improved so that emergency services can enter the settlement. The community has access to 1 shebeen located in the settlement and a church. Access to community facilities such as sports facilities, play grounds and spaza shops need to be improved.

The community has access to 1 shebeen located in the settlement and a church. Access to community facilities such as sports facilities, play grounds and spaza shops need to be improved.

55% of residents’ employment opportunities are linked to the tourism sector in Knysna. The community has access to low skilled jobs such as security, domestic and restaurant work. The prevalence of shopping centre jobs is due to the settlement’s close proximity to the city centre. Most of the jobs mentioned seem to be stable but are highly dependent on the ability of the town to attract tourists over time. The prevalence of construction jobs may be linked to the construction of social housing in the surrounding areas. The municipality needs to diversify economic activities in the area and facilitate skills training to increase access to long term jobs.
Hlalani

Municipality: KNYSNA MUNICIPALITY
Closest town: KNYSNA
Established: 1993
Structures: 357

SUMMARY

Hlalani is a medium density settlement located on municipal land and zoned for residential purposes. The municipality currently plans to implement service sites through the UISP programme. The settlement experiences a number of locational problems such as flooding, sinking soil, being situated close to a road side and on a slope greater than 18 degrees. Challenges such as flooding, a poor street network and inadequate sanitation can be mitigated through informal settlement upgrading and improved access to services. In response to the settlement’s poor access to basic services, the municipality needs to address the water and sanitation shortfalls and develop a maintenance plan with the community. Access roads for vehicles and pedestrians need to be established so that emergency services can respond quicker. Hlalani has reasonable access to social amenities, education and health facilities. 35% of Hlalani’s residents are employed in the construction industry, 32.5% are employed as domestic workers, 5% are self employed and 12.5% work at the shopping centre. The residents have, however, expressed that access to employment is one of their top priorities due to the prevalence of unemployment in the settlement.

SHORT TERM INTERVENTIONS

- Install a storm water drainage system to mitigate flooding.
- Provide 10 taps and 57 toilets to meet the respective water and sanitation shortfalls.
- Establish a joint maintenance plan to speed up service maintenance.
- Fix 1 broken tap and 5 broken toilets.
- Improve access roads for medical and rescue services.
- Implement social development programmes to address criminal activities associated with drug use.
- Improve the number of street lights to increase passive surveillance and contribute to preventing criminal activities such as house break-ins.
- Improve access to sports facilities.

COMMUNITY PRIORITIES

Short term:
- **Access to employment**
  The election campaigns promise access to jobs, however nothing is communicated to the community after the elections have taken place.
- **Shelter**
  The housing project needs to be speeded up.
- **Access to education**
  Schools are far away from the settlement and the transport provided is not safe. Children’s lives are at risk.
- **Storm water and flooding**
  Erosion and flooding is a major problem in winter.
- **Paved roads**
  The settlement is always flooded in winter, which makes it hard to walk in the settlement.

COMMUNITY READINESS

- **Leadership:** Ward committee
- **Leader relations:** Healthy
- **Relationship with municipality:** Very bad

ASSESSMENT

The community has a ward committee representative. Community meetings take place regularly, especially when community matters need to be addressed. The community usually meets with the Department of Human Settlements, especially around the current housing project.

COMMUNITY VOICES

Soil erosion and flooding is an issue in winter. The current contractor is very slow and that needs to be dealt with.

DEMOGRAPHICS

- **Structures:** 350 (350 Residential, 1 Residential & Business, 1 Business, 3 Community)
- **Households:** 372
- **People:** 1,116

PLANNING RELATED ISSUES

- **Land ownership:** Municipality 100%
- **Servitude:** Road
- **Zoning:** Residential
- **Household density:** 64 HH/ha

Evaluation of categorisation

Hlalani is about 23 years old. It is a medium density settlement located on municipal land and zoned for residential purposes. The zoning of the site allows for its future development to be residential. The settlement is ideally suited for in situ upgrading as the municipality has plans to develop 166 service sites through UISP. There are no significant locational hazards. Identified man made locational risks include inadequate sanitation, a poor street network and flooding. These can be solved through informal settlement upgrading and improved access to basic services. The municipality needs to implement short term interventions, alleviate shortfalls and approach a community-led development process so that community needs can be implemented. The settlement is well located to social amenities, which are important for the residents’ quality of life.

Comment on past relocation attempts

The community reported that residents will be relocated to a temporary relocation site in preparation for a housing project but that they would like the municipality to communicate more about the relocation. According to the municipality, Hlalani will be developed in phases. Phase 1 has 166 service sites approved for UISP. Top structures still need to be approved.
HAZARDS AND RISKS

Natural
- Strong winds
- Flood prone area
- Road side
- Rock falls
- Sinking soil
- Slope greater than 18
- Under power lines

Man-made
- High density
- Inadequate sanitation
- Poor street network
- Water logging drainage

Assessment
Access roads in the community are poor, especially for medical and rescue services. The settlement experiences various natural risks but these are not significant. Man made hazards such as inadequate sanitation, high density, a poor street network and water logging drainage can be addressed through informal settlement upgrading, meeting sanitation shortfalls and installing electricity. A poor street network can be improved through formalisation and by settlement reblocking, which will alleviate densities and create defined vehicular and pedestrian routes. As the settlement experiences social problems such as drug related crimes, social support and development programmes need to be introduced to raise awareness around drugs and offer support around rehabilitation. The municipality needs to assess the feasibility of installing pre-paid electricity and street lights in the settlement as a form of passive surveillance to mitigate the occurrence of petty crimes.

BASIC SERVICES

Service assessment
The settlement has adequate access to basic service provision. 345 structures have prepaid electrical connections and the settlement has 2 street lights. There are 6 communal standpipes and 1 broken tap that needs to be fixed. There is a shortfall of 10 water taps, which needs to be addressed so as to meet the national standard. Of 23 flush toilets, 5 toilets are not working and there is a shortfall of 57 toilets. The community reported that maintenance of general services is very poor as it takes more than 2 months. The settlement has access to 3 communal waste collection points and waste is collected on a regular basis. As the settlement has poor access to a drainage system, conrete needs to be applied to community dug out channels to mitigate flooding.

SANITATION
Working ratio 1:17 Shortfall 57
The settlement has 23 flush toilets, of which 5 are not working. There is a shortfall of 57 toilets. The community reports that the toilets are not locked and that they are too far to access, especially at night when it is not safe. General maintenance of services is reported to take up to 2 months.

ELECTRICITY
345 Pre-paid
The settlement has 345 legal electricity connections and 2 street lights. The community reports that the cost for electricity is too high and that most crimes happen when electricity has been cut off.

WATER
Working ratio 1:62 Shortfall 10
The settlement has 6 communal standpipes. The taps are located in the settlement and maintained by the municipality. 1 water tap is not working. There is a shortfall of 10 taps. The community also reported that the water source is not a tap but a pipe that cannot be closed. This means that the water is always running, which worsens drainage and grey water problems in the settlement.

WASTE
Waste management: Common area inside settlement
There are 3 communal waste collection sites. The municipality regularly collects waste and distributes black bags. The community reports that residents require individual waste bins.
The settlement has good access to educational and school facilities. 75-100% of school age children attend school. A preschool is located within the settlement, the primary school is a 15 minute walk away (1km) and the secondary school is a 30 minute walk away (2.5km) from the settlement. Both the clinic and hospital are located up to 5km from the settlement, which is more than a 30 minute walk. The community also has access to social amenities like a playground, 2 churches, community sports facilities, shebeens and spaza shops. The police station is about 5km away.

35% of residents are employed in the construction industry. Their employment is linked to the ongoing construction of housing development in a section of Hlalani. 32.5% of residents are employed as domestic workers, which is linked to Knysna’s tourism economy. Residents are also employed in shopping centres, which the settlement is in close proximity to. 5% of residents in the settlement are self employed. This may be due to the settlement’s location in relation to other settlements, which increases the population density and allows for a vibrant informal economy.
Club Timber

Municipality: KNYSNA MUNICIPALITY
Closest town: KNYSNA
Established: 1987
Structures: 17

The settlement was started by Club Timber workers, who were allowed to live on the portion of land owned by Club Timber and pay rent. When the factory closed down the owner gave papers to the residents that allowed them to stay on the land. The land was transferred to a new owner in 2010 (Mr Dayson), who bought the land in an auction. In February 2016 a fire burnt down most of the structures. The municipality could not provide assistance as the community is based on private land.

SUMMARY

Club Timber is a very low density settlement, located on private land, outside the urban edge and zoned for agricultural purposes. Given the settlement’s zoning, the municipality can establish agricultural projects to stimulate access to economic activities. Due to the private land ownership and the residents having settled on the land since 1981, the municipality needs to facilitate the acquisition of secure tenure for the community under the Extension of Security Tenure Act 62 of 1997 (ESTA). The settlement has no significant locational hazards. Identified man made risks such as inadequate sanitation, a poor street network and shack fires can be addressed through informal settlement upgrading and improved access to basic services.

Access to transportation needs to be improved so residents can access secondary schools. The settlement has poor access to basic services. 2 toilets are not working and require maintenance. There is no access to electricity and water is provided in a water tank. The municipality needs to develop a joint maintenance plan with the community. As residents reported that most crimes relate to domestic violence, the community needs increased awareness, support and education around domestic violence. The settlement currently has poor access to the police station, which is about an hour’s walking distance.

SHORT TERM INTERVENTIONS

• Develop a joint water and sanitation maintenance plan with the community.
• Replenish the community’s water on a regular basis.
• Address the settlement’s access to electricity.
• Engage an intermediary organisation to facilitate building community capacity and establishing a relationship between the community and the municipality.
• Raise community awareness about domestic violence as residents reported crimes relating to domestic violence.
• Increase access to economic activities by facilitating participation in agricultural projects.

• Make use of the ESTA legislation (Act 62 of 1997) to establish secure land tenure.
• Address access to socio-economic facilities like a secondary school, community hall, sports facility and a playground.
• Improve access to transportation to link the community to other socio-economic opportunities.
• Improve access to health facilities.
• Improve the emergency response time.

Growth potential: Very high

COMMUNITY PRIORITIES

Short term:
- **Security of tenure**
  The settlement is about 30 years old and the community does not want to be relocated.
- **Access to shelter**
  The community wants access to safe and adequate shelter that does not flood.
- **Access to sanitation**
  Pit toilets are dangerous for children and the community wants another type of sanitation.
- **Access to water**
  The truck that fills the water tank must replenish it more often, at least once every two weeks.
- **Access to electricity**
  Open fires are the only source of energy. They cause shack fires and health problems.

COMMUNITY READINESS

- **Leadership:** Ward committee
- **Leader relations:** Healthy
- **Relationship with municipality:** None

ASSESSMENT

The community has a leadership committee, whose members have a good internal relationship. General community meetings are held when necessary. There is no relationship with the municipality.

COMMUNITY VOICES

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

DEMOGRAPHICS

- **Structures:** 17
- **Households:** 32
- **People:** 96

PLANNING RELATED ISSUES

- **Land ownership:** Private 100%
- **Zoning:** Agriculture
- **Servitude:** None
- **Household density:** 46 HH/Ha
  (HH/Ha - households per hectare)

**Evaluation of categorisation**

The settlement is more than 20 years old, zoned for agricultural purposes and located outside the urban edge. It has a very low density and is located on private land. Given the settlement’s age, relocation should be limited. The settlement is located in close proximity to Karatara, which, according to the Knysna SDF, lacks service capacity, a sustainable economy and development potential. Since the settlement is zoned for agricultural use, the municipality should establish agricultural projects to stimulate access to economic activities. Given the private land ownership and the settlement’s long existence, the municipality needs to facilitate claiming security of tenure under the Extension of Security of Tenure Act (ESTA). The settlement is suitable for informal settlement upgrading because there are no significant locational hazards. Identified man made risks such as inadequate sanitation, a poor street network and shack fires can be addressed through informal settlement upgrading and improved access to basic services. Access to transportation needs to be improved and the municipality needs to find alternative solutions to improve access to water and sanitation. The settlement is located close to a pre- and primary school. Club Timber also has access to a church, shebeens and a spaza shop.

**Comment on past relocation attempts**

Residents have never been threatened by a relocation but expressed that in 20 years of living there, there have been no improvements. There are no municipal plans for the settlement.
BASIC SERVICES

Service assessment
The settlement has poor access to basic services. 2 toilets are not working and need maintenance. The municipality needs to develop a joint maintenance plan with the community. The community requested alternative sanitation, as current pit latrines are dangerous for children. The community’s access to water supply is not consistent. The community reported that the municipality sometimes does not replenish the water in the tank. As there is no bulk capacity available in the area, the municipality and community need to jointly develop a constant water supply system. Given the lack of access to electricity, the municipality needs to assess the feasibility of installing electrical connections and street lights to decrease incidents of shack fires. Waste management is good with the municipality collecting waste on a regular basis.

HAZARDS AND RISKS

Natural
- Floods
- Strong winds
- Flood prone area
- Rock falls

Man-made
- High density
- Inadequate sanitation
- Poor street network
- Shack fires

Assessment
The settlement experiences a significant amount of flooding as well as shack fires. These can be mitigated through reconfiguring the layout of the settlement to allow for clear access routes and installation of a drainage system. Residents reported that man made risks include inadequate sanitation, a poor street network and shack fires. These can be solved through informal settlement upgrading and improved access to basic services. As residents reported that more crimes relate to domestic violence, the community needs increased support and education around domestic violence. The settlement currently has poor access to the police station, which is about an hour’s walk from the settlement. The community also reported that residents require alternative sanitation because pit latrines are dangerous for children. Access to health facilities and emergency services needs to be improved.

SANITATION

Working ratio 1:4
The settlement has 9 pit latrine toilets, of which 2 are not working. There is no shortfall of toilets. However the community requests an alternative form of sanitation to pit latrine toilets as these are not safe for children. Since the change of municipal demarcation boundaries the community reported that residents are not sure about whose responsibility it is to maintain services in the settlement. Before the change the community used to report to the Eden district municipality.

WATER

Working ratio 1:16
The settlement has 2 water points from a water tank. The community reported that the water tank is only filled once in 2 weeks and that sometimes the municipality does not come to fill it. Therefore access to water supply in the settlement is not consistent.

WASTE

Waste management: Common area outside settlement
The community has 1 waste collection point. The municipality collects waste on a weekly basis and provides waste bags regularly.

ELECTRICITY

Pre-paid
The settlement has no electrical connections. The community reported that according to the municipality, the settlement falls under national lines and not municipal lines. A high number of shack fires were also reported in the settlement. These are linked to the community’s use of open fires as a source of energy.
The community has very good access to pre- and primary school education, which is located within 500 metres and a 5 minute walk from the settlement. However, access to a secondary school is as it is 5km and a 1 hour walk away from the settlement. The community has access to a mobile clinic which comes to the settlement on a weekly basis. However, the mobile clinic is not accessible on certain days of the week and so residents have to wait for a number of days before receiving medical attention. The community’s access to health facilities needs to be improved. This is especially important, given that the hospital is located a 1 hour walking distance (5km) from the settlement and the community has to wait up to an hour for an emergency response. The settlement has poor access to the police station, which is about an hour’s walk (5km) away. Social amenities like a shebeen and churches are within 500m from the settlement. The community also has reasonable access to a general shop and a spaza shop. However access to playgrounds, sports facilities and to a community hall need to be improved.

EMPLOYMENT PROFILE

% of employed men and women

- Farm work: 70%
- Saw mill: 20%
- Gardening: 5%
- Domestic work: 5%

The most prevalent job in the settlement is farm work as 70% of the residents are employed in the neighbouring farms. 20% of residents are employed in a saw mill factory in the area and 10% work in low skilled jobs such as gardening and domestic work. The community’s dependence on farm work is not sustainable and often seasonal in nature. The municipality needs to introduce the EPWP programme to the settlement to facilitate skills development in various fields and enhance access to employment.
**SETTLEMENT PROFILE**

**Die Skool Gaatjie**

Municipality: **KNYSNA MUNICIPALITY**  
Closest town: **SEDGEFIELD**  
Established: **1981**  
Structures: **40**

**TOWN LEVEL MAP**

**HISTORY AS TOLD BY THE COMMUNITY**

Most residents moved to the settlement from the Eastern Cape to look for jobs.

**SUMMARY**

Die Skool Gaatjie is zoned for educational purposes but the zoning can be negotiated since the site has not been used for educational purposes for over 20 years. The settlement is situated on municipal land and characterised by high densities. The community does not experience significant locational challenges. Man made challenges in the settlement such as inadequate sanitation and water borne diseases can be mitigated by increasing access to sanitation services. The settlement is also well suited for informal settlement upgrading due to its good location (close to social amenities and economic activities) and the municipality’s plan for UISP development and rental units, particularly for those that do not qualify for a full housing subsidy.

In addition, upgrading can address the community’s need for adequate access to basic services such as sanitation, water and electricity. The municipality should engage with the community to implement a reblocking process in order to formalise the street network, alleviate the settlement’s high density risk, provide prepaid electrical connections to 40 households, formulate a water and sanitation maintenance plan and ensure adequate access to socio-economic amenities such as a secondary school and sports facilities. Social support programmes and rehabilitation interventions need to be implemented in order to address challenges relating to drugs.

**SHORT TERM INTERVENTIONS**

- Provide 5 toilets to address the sanitation shortfall.
- Fix 4 toilets that are not working.
- Develop a joint maintenance plan with the community emphasising a collaboration between the municipality and the community, especially since the community mentioned that residents fix their own services which indicates a sense of ownership.
- Implement reblocking to ensure access roads, lower the settlement’s density and increase overall accessibility to the settlement.
- Address access to waste management.

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COMMUNITY PRIORITIES

Short term:
• Shelter
  Residents want better and safe accommodation.

Medium term:
• Access to education facilities
  Schools are too far away for children.
• Access to employment
  There is high unemployment.

Long term:
• Tenure security
  The community wants those that do not qualify for subsidies to be able to build their own houses.
• Individual toilets
  Residents want 1 toilet per household.
• Access to electricity
  The community needs access to electricity to avoid shack fires.

COMMUNITY READINESS

Leadership: Ward committee

Leader relations: None

Relationship with municipality: Very bad

ASSESSMENT

The community has a ward committee representative and mentioned never holding community meetings or meeting with the municipality.

COMMUNITY VOICES

The community also has other priorities such as youth programmes, playgrounds, streetlights and roads so that life is better in the settlement.

DEMOGRAPHICS

- Structures: 40
- Households: 38
- People: 114

COMMUNITY VOICES

The community also has other priorities such as youth programmes, playgrounds, streetlights and roads so that life is better in the settlement.

PLANNING RELATED ISSUES

- Land ownership: Municipality 100%
- Servitude: None
- Zoning: Other
- Household density: 104 HH/Ha

Evaluation of categorisation

The settlement is about 35 years old with a very high density. It is zoned for educational purposes, located on municipal land and inside the urban edge. Since the land has not been used for educational purposes for over 20 years, the municipality needs to negotiate rezoning the land to accommodate housing needs in the area. School facilities such as play grounds can be shared in the planned secondary school development in Sizamile. The settlement is ideally suited for in situ upgrading and according to the SDF, the municipality has plans for UISP development to accommodate residents from a number of informal settlements in Sedgefield. If a relocation takes place, it must happen in close proximity to the current location of the settlement, which is near health and educational amenities. Access to a secondary school, however, needs to be improved. The municipality needs to implement short term interventions such as alleviating shortfalls and adopting a community led development approach to implement the community’s needs. The settlement experiences no significant disasters.
BASIC SERVICES

Service assessment

The settlement has varied access to basic services. Water provision is adequate, however, the accessibility of taps needs to be increased, as they are currently located on the edge of the settlement. The settlement has poor access to sanitation and waste collection with 7 flush toilets, of which 4 need to be fixed. Adequate access to sanitation needs to be prioritised as the sanitation ratios do not meet national standards and there is a shortfall of 5 toilets. The settlement has 0 electrical connections. This creates a risk of shack fires as the community relies on open fire as a source of energy. Overall, the municipality needs to address the sanitation shortfall, develop a waste management system, raise awareness about the importance of a waste management system, conduct a feasibility study on electrical connections and develop a joint infrastructure maintenance plan with the community.

HAZARDS AND RISKS

Natural
- Strong winds
- Slope greater than 18

Man-made
- High density
- Inadequate sanitation
- Waterborne diseases

Assessment

The settlement does not experience any significant natural risks. Man made hazards such as inadequate sanitation, water borne diseases and shack fires can be addressed through informal settlement upgrading, meeting sanitation shortfalls and installing electricity. Reblocking the settlement and formalising the street network will alleviate high densities and create defined vehicular and pedestrian access/transit routes. The settlement experiences social problems of drug related crime. Therefore social development and support programmes as well as rehabilitation interventions need to be introduced to the community. The municipality needs to assess the feasibility of installing pre-paid electricity and street lights as a form of passive surveillance to mitigate the occurrence of petty crimes.

SANITATION

Working ratio 1:6 Shortfall 5

The settlement has 7 flush toilets, 4 of which are not working. The current sanitation ratio does not meet the national ratio for adequate access to sanitation as there is a shortfall of 5 toilets. The community reported that maintenance takes up to 2 months and that usually the community maintains broken services.

WATER

Working ratio 1:7 Shortfall 0

The settlement has 6 communal water taps all of which are working. However, residents reported that they are located on the edge of the settlement. The municipality needs to intervene to increase the accessibility of water taps.

WASTE

Waste management: Common area outside settlement

As there is no waste collection point in the settlement, residents leave waste at the road side for the municipality to collect during waste collection in the neighbouring community. The community also reported that residents buy their own black bags.

ELECTRICITY

0 Pre-paid

The settlement has no electrical connections. The community requests electricity to limit the occurrence of shack fires.

Comment on past relocation attempts

The community has not been threatened by relocation. According to the municipality most informal settlements in Sedgefield are not considered suitable for residential development. While some limited areas could be upgraded through UISP, most households should be accommodated on other sites such as Rheenendal and Karatara. 75 rental units will be developed in Erf 3922–3927 and 3860, Sedgefield for those that do not qualify for a full housing subsidy.
The community has good access to pre and primary schools, which are located within 1km or a 15 minute walking distance. However, only 50% of school age children attend school. Access to the secondary school is very poor because it is located about an hour’s walk away (more than 5km). The community has good access to a health clinic within a 30 minute walk and 2.5km away. However, access to emergency services is very poor: the community indicated that it takes about 1 hour for the ambulance to respond. Residents have good access to community facilities as the playground and church are 15 minutes away and a sportsground is a 5 minute walk away. There is reasonable access to other socio-economic amenities such as shebeens, a community hall, spaza and general shops.

Although 40% of residents are employed in the construction sector, the municipality needs to invest in skills education so that jobs become more sustainable. 12.5% of residents are employed in the shopping centre, which is located close by. 47.5% of residents are employed in low skilled service jobs such as domestic work, gardening and restaurant work. The prevalence of low skilled jobs may be linked to the tourism economy in the area.
SETTLEMENT PROFILE

Makhaphela

Municipality: KNYSNA MUNICIPALITY
Closest town: SEDGEFIELD
Established: 2005
Structures: 320

HISTORY

AS TOLD BY THE COMMUNITY

Most community members settled in Makhaphela after numerous attempts at finding jobs in other towns. They came here after moving from town to town looking for employment.

SUMMARY

Makhaphela is a very high density settlement, zoned for residential use, located on municipal land and inside the urban edge. The settlement experiences no locational risks, is not significantly affected by natural or man made hazards but is located on an electrical servitude. The settlement is ideally located for in situ upgrading, according to the SDF, the municipality is in the process of planning a UISP development for different informal settlements in Sedgefield as well as rental units for people that do not qualify for a full housing subsidy. In addition, the community requires adequate access to basic services such as sanitation, water and electricity. The municipality should engage with the community about implementing a reblocking process to formalise the street network and alleviate the present risk of high density. Reblocking would also entail providing prepaid electrical connections to 320 households, formulating a water and sanitation maintenance plan and ensuring adequate access to amenities like a secondary school and sports facilities. Social development, support and rehabilitation programmes need to be implemented to deal with drug related violence in the settlement.

SHORT TERM INTERVENTIONS

- Provide 13 taps and 65 toilets.
- Fix 1 toilet.
- Develop a joint maintenance plan with the community to increase response times to maintenance issues.
- Assess the feasibility of installing street lights and prepaid electricity in the settlement.
- Introduce social development programmes to raise awareness around drug use.
- Install a storm water drainage system to mitigate flooding.
- Create access routes to assist with densifying the settlement and increasing access to basic services and response time by emergency services.

CATEGORISATION CODE/S

B1

B1 - IN SITU UPGRADING

Growth potential: Very high*

COMMUNITY PRIORITIES

Short term:
- **Access to electricity**
  Residents want electricity because they experience significant shack fires and their children need electricity for studying.
- **Access to employment**
  There is high unemployment in the settlement.
- **Access to health**
  The community requests a clinic closer to Sedgefield.
- **Access to community facilities**
  There is a high crime rate in the settlement. The community has requested a police station so that there is a faster response to crime.
- **Access to shelter**
  The community requests that houses be built in Makhaphela and that they are not relocated.
- **Additional water and toilets**
  The community requests that each household has its own access to basic services (1:1 service ratio per household).

COMMUNITY READINESS

- **Leadership:** No leaders
- **Leader Relations:** None
- **Relationship with municipality:** Very bad

ASSESSMENT

The community indicated that there is no leadership structure and that residents never meet for general meetings to discuss community issues. However, residents did mention that the community meets with the Department of Human Settlements to discuss housing and electricity issues but that the relationship with the municipality is very bad.

COMMUNITY VOICES

We want the municipality to listen to us. Currently the communication structure is non-existent. We invite people from the municipality into our community but they never come. We as black people are forced to speak Afrikaans even if we don’t want to.

DEMographyS

<table>
<thead>
<tr>
<th>Structures</th>
<th>Households</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>320</td>
<td>350</td>
<td>1050</td>
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</tbody>
</table>

PLANNING RELATED ISSUES

**Land ownership:** Municipality 100%

**Zoning:** Residential

**Servitude:** Electricity

**Household density:** 170 HH/Ha

( HH/Ha - households per hectare)

**Evaluation:**
This very high density settlement is about 11 years old, located on municipal land, zoned for residential purposes and situated inside the urban edge, which allows for future residential development. The settlement is ideally suited for in situ upgrading as there are no municipal plans to relocate it. The settlement is well located to social, health and educational amenities. The municipality needs to implement short term interventions such as alleviating shortfalls through making use of a community-led development approach that is facilitated by intermediaries. The municipality should mitigate any effect of the electrical servitude through spatially organising to minimise this risk. Should this not be possible, the affected portion of the community may need to be relocated within close proximity to the current location. The settlement experiences no significant disasters and those present can be mitigated through the settlement’s formalisation.
Comment on past relocation attempts
Residents mentioned that the municipality once threatened to relocate them but that the community held a protest to stop the relocation. According to the municipality, the informal settlements in Sedgefield are considered unsuitable for residential development. Certain, limited areas could be upgraded through UISP but the majority of households should be accommodated on other sites such as Rheenendal and Karatara. 75 rental units are planned for Erf 3922 – 3927 and 3860, and 60 units are planned for Erf 1672 in Sedgefield, for those not qualifying for a full housing subsidy.

HAZARDS AND RISKS

Natural
- Rock falls
- Sinking soil
- Slope greater than 18

Man-made
- None

Assessment
The settlement does not experience any significant natural or man-made hazards. Settlement reblocking and formalising the street network can reduce insignificant occurrences of fires, alleviate existing densities and create defined vehicular and pedestrian routes. As the community highlighted the need to prevent flooding in winter, the municipality needs to install a storm water drainage system to mitigate this risk. Given that the settlement experiences social problems such as drug related crimes, social support, development and rehabilitation programmes need to be introduced to the community. Access to emergency services needs to be increased through a faster response time. The municipality needs to assess the feasibility of installing pre-paid electricity and street lights as a form of passive surveillance to mitigate the occurrence of petty crimes.

BASIC SERVICES

Service assessment
The settlement has poor access to basic services. Water and sanitation services are poorly provided. Of 6 flush toilets, 1 needs to be fixed and there is a shortfall of 65 toilets and 13 taps. Maintenance is an issue as the community reported that it takes 2 months for the municipality to fix broken services. There is no access to legal electricity connections. All shacks are illegally connected and the community requested access to electricity.

SANITATION

Working ratio 1:59
Shortfall 65

The settlement has 6 flush toilets, of which 1 is not working. There is a shortfall of 65 toilets. The residents reported that toilets are locked to avoid vandalism and uncleanliness. The community also requested that each household receives its own toilet.

WATER

Working ratio 1:350
Shortfall 13

1 communal water tap is located on the edge of the settlement, making it difficult for residents to access them. The settlement has a shortfall of 13 taps that need to be installed in order to meet national standards. The community reported that taps are located within a 10 minute walk and that the shortage of water taps causes tension between women.

WASTE

Waste management: 1 Communal skip

The municipality collects waste and distributes black bags on a weekly basis. The community throws waste in 1 communal skip. The community requests individual black bins.

ELECTRICITY

320
Illegal

The community currently has no legal electricity connections. 320 shacks are illegally connected. The community has requested legal electrical connections.
Residents have good access to a pre and primary school within 500m which is a 5 minute walk from the settlement. About 75% of school going children attend school, however there is no access to a secondary school. Health facilities (clinic and hospital) and a police station are averagely accessible within a 5km range, which is a 30 minute walk. Access to social amenities such as a community hall and playground are within a 15 minute walk. Close access to other socio-economic amenities includes churches, spaza shops and shebeens.

EMPLOYMENT PROFILE

% of employed men and women

- Construction: 35%
- Security: 15%
- Gardening: 5%
- Domestic work: 30%
- Restaurant: 15%

The settlement comprises of approximately 50% residents who are employed in low skilled service jobs such as gardening, domestic and security work. 15% of residents are employed by restaurants, which may be related to the tourism sector in Sedgefield. 30% of residents are employed in the construction sector. In order to make this sector more sustainable the municipality needs to invest in skills training so that people are not dependent on short term contracts.
White Location B

Municipality: KNYSNA MUNICIPALITY
Closest town: KNYSNA
Established: 1999
Structures: 120

**TOWN LEVEL MAP**

**HISTORY AS TOLD BY THE COMMUNITY**

The settlement used to be an open piece of land on which people built their shacks.

**SUMMARY**

White Location B is situated in a larger section of White Location. The settlement is high density, located on municipal land and zoned as an environmentally protected area. The settlement has poor access to basic services: the settlement has no toilets and a shortfall of 24 toilets. 1 communal water tap is located inside the settlement and maintained by the municipality. There is a shortfall of 5 taps. There are 40 illegal and no prepaid electricity connections, which pose a danger to human life and can cause shack fires. The settlement has no significant locational hazards but experiences flooding. Man made risks include inadequate sanitation, inadequate waste management and a poor street network. These can be addressed by informal settlement upgrading and improving access to basic services. The municipality needs to implement short term interventions, alleviate shortfalls and use a community led development approach so that community needs can be implemented. The settlement is well suited for informal settlement upgrading. However an environmental feasibility study needs to be conducted as the settlement is located in an environmentally protected area, close to a water body and garbage dump. If a relocation is required, it needs to occur close to the current settlement where the community has good access to educational facilities. 75-100% of school age children attend school on a regular basis. The community also has good access to community facilities such as a community hall, a play ground, church and sports facilities, which are a 5 minute walk from the settlement. However, access to emergency services needs to be improved. The ambulance takes more than an hour to respond and is not able to enter the settlement.

**SHORT TERM INTERVENTIONS**

- Address the short fall of 24 toilets and 5 taps.
- Introduce social development programmes to increase awareness of drug related violence and crime.
- Conduct a feasibility study on electricity installation.
- Improve the community's access roads, especially for medical and rescue services.
- Increase the number of street lights to improve passive surveillance and minimise criminal activities.
- Implement reblocking to establish access roads, lower the density and increase the settlement's overall accessibility.
- Install a concrete drainage system.
- Conduct an environmental feasibility study as the settlement is located in an environmentally protected area close to the lagoon and to a garbage dump.
- Implement pest control measures to respond to the high number of snakes.

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COMMUNITY PRIORITIES

Long term:

- **Access to water**
  There is only limited access to water.

- **Access to sanitation**
  There are no toilets in the settlement.

- **Access to electricity**
  There is no access to electricity. Some people use illegal connections but they are expensive.

- **Storm water and flooding**
  The settlement is on a slope so water run-off is a problem.

- **Tenure security**
  The community wants a place that they can call ‘their own’.

COMMUNITY READINESS

- **Leadership**: Leadership committee
  Ward committee

- **Leader relations**: Healthy

- **Relationship with municipality**: Very bad

ASSESSMENT

The community indicated that they have both a ward committee and community leadership structure. The community meets once in 2 weeks and also meets with the Department of Human Settlements about water, electricity and sanitation.

DEMOGRAPHICS

- **Structures**: 120
- **Households**: 120
- **People**: 360

COMMUNITY VOICES

We want electricity, proper sanitation, housing and job opportunities. We also want the municipality to clean the area of big snakes.

PLANNING RELATED ISSUES

100% Land ownership: Municipality 100%

- **Zoning**: Environmentally Protected Area (EPA)

Evaluation of categorisation

White Location B is about 20 years old and situated in a section of a larger informal settlement called White Location. It is situated on municipally owned land, within the urban edge and zoned as an environmentally protected area. The settlement is well suited for informal settlement upgrading. However, an environmental feasibility study needs to be conducted. If a relocation is required, it needs to occur close to the current settlement which has good access to educational facilities. 75-100% of school age children attend school on a regular basis. The community also has good access to a community hall, play ground, church and sports facilities that are a 5 minute walk away. Access to emergency services needs to be improved as the ambulance takes more than an hour to respond and is not able to enter the settlement. The settlement is also well located to economic opportunities, which include shopping centre jobs, jobs linked to the tourism industry and construction jobs. The settlement has poor access to basic services as there are no toilets, there is a short fall of taps and illegal electricity connections pose a danger to human life and can cause shack fires. There are no significant locational hazards. Identified man made risks include inadequate sanitation, inadequate waste management, a poor street network and flooding. These can be addressed through informal settlement upgrading and improved access to basic services. The municipality needs to implement short term interventions, alleviate shortfalls and use a community-led development approach to implement community needs.

Servitude: None

- **Household density**: 62 HH/Ha
  (HH/Ha - households per hectare)

Comment on past relocation attempts

There are no relocation or municipal plans for the settlement.
HAZARDS AND RISKS

Natural
- Floods
- Strong winds
- Flood prone area
- Garbage dump
- Rock falls
- Sinking soil
- Slope greater than 18

Man-made
- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Water logging drainage

Assessment
The settlement does not experience any significant natural risks. Man-made hazards include inadequate sanitation and waste management, a poor street network and water logging drainage. These can be addressed through informal settlement upgrading and providing sanitation shortfalls. The poor street network can be improved through settlement reblocking and formalising the street network. This will alleviate densities and create defined vehicular and pedestrian routes. Flooding can be mitigated through installing a storm water drainage system. The community also reported the presence of a high number of snakes. Pest control measures are recommended. As the settlement experiences social problems related to crime and drug related violence, residents need to join a community policing forum and find support through social development interventions concerning crime and drug use. As a form of passive surveillance, the municipality should assess the feasibility of installing street lights and pre-paid electricity meters to mitigate the occurrence of petty crimes.

BASIC SERVICES

Service assessment
The settlement has poor access to basic services. There are no toilets in the settlement and the shortfall is 24 toilets. 1 communal water tap is located inside the settlement and maintained by the municipality. There is a shortfall of 5 taps. There are 40 illegal and no legal electricity connections, which pose a danger to human life and can cause shack fires. 1 waste collection point is located outside the settlement and waste is collected by the municipality on a regular, bi-weekly basis. Maintenance issues are reported to the councillor and are attended within a week.

SANITATION
Working ratio 0 Shortfall 24
The settlement has no toilets and a shortfall of 24 toilets.

ELECTRICITY
40 illegal
There are 40 illegal- and no legal electricity connections.

WATER
Working ratio 1:120 Shortfall 5
1 communal water tap is located inside the settlement and maintained by the municipality. There is a shortfall of 5 taps.

WASTE
Waste management: Common area outside settlement
The community has access to 1 waste collection point, which is located outside the settlement. Waste is collected by the municipality on a regular, bi-weekly basis.
The community has good access to educational facilities as 75-100% of school age children attend school on a regular basis. The pre and primary schools are located about 500m and a 5 minute walk away. The secondary school 2.5km and 30 minutes away from the settlement. The community has reasonable access to health facilities: the clinic is about a 30 minute walking distance away. The hospital is about 5km and a 1 hour walk away. The community also has good access to community facilities such as a community hall, play ground, church and sports facilities within a 5 minute walk of the settlement. The community also has reasonable access to a spaza shop and shebeens although these are not located in the community. The police station is 30 minutes or 2.5km away. General shops are about a 10 minute walk or 1km from the settlement. Access to emergency services, however, needs to be improved. The ambulance takes more than an hour to respond and is not able to enter the settlement.

55% of residents are employed in restaurants, security and domestic work, which are job opportunities related to the tourism sector in Knysna. The prevalence of shopping centre jobs in the settlement is also due to the settlement’s close proximity to the city centre. Most of these jobs seem to be stable but are highly dependent on the town’s ability to attract tourists over time. The prevalence of construction jobs is linked to the high activity of social housing construction in the surrounding areas. The municipality needs to diversify economic activities in the area and ensure skills training for long term jobs.
The settlement categorisation is based on the following categorisation logic. Where applicable, the categorisation also references the municipal IDPs, housing pipelines and municipal business plans.
Three datasets are provided: number of structures, number of households and number of people living in informal settlements.

The number of structures is a triangulation of data received from the municipality, the community (via the focus group discussion) and actual structure counts during the rapid appraisal. In instances where the field team counted structures, this figure is deemed to be most accurate. In instances where an extensive discrepancy with municipal figures occurred, the team conferred with officials.

The number of people in the settlement is based on a ratio of 3 people per household. This falls below the metro ratio of 3 people per household and is considered a good estimate for non-metro informal settlements.

The number of households is based on a community estimate. The general approach used to reflect a more realistic estimate worked with 1.2 households per structure. This ratio is based on CORC’s experience on the ground.

The following density gradients were used:

- **VERY LOW** (> 25)
- **LOW** (26 - 50)
- **MEDIUM** (51 - 75)
- **HIGH** (76 - 100)
- **VERY HIGH** (101+)

The sanitation shortfall is based on the national standard of 1 toilet for every 5 households. The number of toilets within a settlement is based on the actual number of working toilets at the time of the rapid appraisal.

The water shortfall is based on the national standard of 1 tap for every 25 households. The number of taps within a settlement is based on the actual number of working taps at the time of the rapid appraisal.
The Langeberg municipal area forms part of the Cape Winelands district municipality and is made up of the following towns: Montagu, Ashton, Bonnievale, Robertson and McGregor. The RAP project identified six informal settlements: Mandela Square in Montagu; Riemvaasmaak in Ashton; Plakkerskamp in Bonnievale; Nkqubela, Enkanini, Kanana and Lawaaikamp in Robertson; and McGregor Squatter Camp in McGregor. The municipality is nestled in the Langeberg mountains and falls into the Breede River catchment area. It is described as majestically beautiful and is well known for its natural arable land. The municipality’s vision for the area is “to create a stable living environment and sustainable living conditions for all citizens.”

**CONCEPTUAL MAP OF MUNICIPALITY**

<table>
<thead>
<tr>
<th>SETTLEMENT</th>
<th>CATEGORY</th>
<th>SHORT TERM INTERVENTIONS</th>
</tr>
</thead>
</table>
| Mandela Square | B1 | • Ensure social facilitation to ensure the formation of a leadership committee.  
• Fix 5 broken standpipes and 9 flush toilets.  
• Install pre-paid electrical connections.  
• Install concrete storm water channels |
| Riemvaasmaak | B2 | • Establish a working relationship with the community.  
• Install 4 communal stand pipes and 16 flush toilets.  
• Install concrete storm water channels. |
| Plakkerskamp | A | • Provide 25 flush toilets and repair 7.  
• Repair 13 communal standpipes.  
• Provide 1 municipal skip inside the settlement.  
• Distribute black bags regularly.  
• Install concrete storm water channels.  
• The municipality needs to repair its relationship with the community. |
| Enkanini | B2 | • The municipality should engage with the community regularly so that community priorities can be implemented.  
• Provide communal skips inside the settlement, 928 bins and regular distribution of black bags.  
• Repair 6 communal standpipes and provide an additional 24 taps in order to satisfy the national average.  
• Repair 1 flush toilet and provide an additional 172 flush toilets in order to satisfy the national average.  
• Provide 928 legal electrical connections and find innovative solutions to the constraint of the settlement’s location on a slope.  
• Apply concrete to community dug out channels. |
| McGregor Squatter Camp | B1 | • Provide 112 household bins and regularly distribute black bags.  
• Repair 9 standpipes and 19 flush toilets.  
• Provide 2 structures with their own prepaid electrical connections.  
• Develop a joint infrastructure maintenance and repair plan with the community that includes time frames. |
| Nkandla | B1 | • Provide 2 communal skips, household bins and black bags regularly.  
• Provide 320 electrical connections and street lights.  
• Provide 13 taps to satisfy the national average.  
• Provide 64 toilets to alleviate the shortfall.  
• Provide concrete channels for storm water drainage. |
INTRODUCTION

The information in this municipal profile provides an overview of the informal settlements that form part of the municipal area. The settlements profiled were Mandela Square in Montagu; Riemvaasmaak in Ashton; Plakkerskamp in Bonnievale; Nkqubela, Enkanini, Kanana, Lawaaikamp in Robertson and McGregor Squatter Camp in McGregor.

These settlements were established for a variety of reasons including farm worker evictions, people looking for land to settle on, the municipality identifying land for victims of disaster risk situations, as a result of in-migration and growth of backyard dwellers.

These settlements have poor access to basic services and do not meet national water and sanitation standards. With the lack of basic services and poor access to well suited land for habitation, communities are placed in a difficult position.

Most of the settlements’ working population works as farm labourers. This can often be seasonal and can create vulnerable livelihoods.

SUMMARY OF COMMUNITY PRIORITIES

The settlements surveyed had very similar priorities with access to water, access to electricity, access to shelter, access to sanitation and employment opportunities appearing frequently. This relates directly to the municipality’s inadequate level of service provision evident in settlements such as Riemvaasmaak and Nkandla that have no service delivery at all.

Only McGregor Squatter Camp has adequate access to services that satisfy the national minimum ratio. The municipality is mandated to deliver a certain level of basic services so the communities’ needs are met.

The provision of housing is of critical importance, but requires considerable time to implement. Therefore, alternatives such as service sites in upgraded and formalised settlements should be utilised.

Access to employment opportunities must be improved by using a combination of strategies ranging from the EPWP program to educating and upskilling people in these communities, inspiring entrepreneurship and innovation and increasing the economic vitality of the municipality. Some communities require interventions, with Plakkerskamp and Mandela Square needing an improved access road and Riemvaasmaak needing access to a crèche or preschool.

EXTRACT FROM COMMUNITY

Those that are not going to be relocated to the housing project, where are they going to? What will happen to them?

- McGregor Squatter Camp

DEMOGRAPHIC SUMMARY

- Access to water and sanitation
- Shelter
- Access to electricity
- Access to employment opportunities

<table>
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<th>6</th>
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<td>SETTLEMENTS</td>
<td>STRUCTURES</td>
<td>HOUSEHOLDS</td>
<td>PEOPLE</td>
</tr>
<tr>
<td>*ESTIMATED NUMBERS</td>
<td>41HH/Ha</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Density (HH/Ha)
The average household density across the 6 settlements is 41 which represents a low density. All settlements are low density except Nkandla which is very low density and Enkanini which is high density. The increasing densities of these peri-urban settlements can be linked to farm worker evictions, seasonal labour, in-migration and population growth.
**DENSITY VS AGE OF SETTLEMENT GRAPH**

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

i) The data indicates that there is a very weak negative correlation (coefficient = -0.04) between the variables of age and density. Therefore, the age of the settlement does not have a determining factor on its density.

ii) Enkanini, Nkandla and Riemvaasmaak all experienced relatively high rates of growth. The municipality must constantly monitor the reasons for growth in these settlements and be especially sensitive to the in-migration of displaced farm dwellers as these people could be linked to illegal evictions.

iii) Mandela Square, Plakkerskamp and McGregor Squatter Camp all experienced stable levels of growth.

**PLANNING OVERVIEW**

The settlements are located on municipally owned land and only Enkanini is located on a servitude. All the settlements have been categorised for in situ upgrading, except for Riemvaasmaak and Enkanini which will be relocated to housing projects in the housing pipeline. Planners in the municipality must pay close attention to the growth of these peri-urban settlements and the origins of the people who settle in them. Evictions are high in this municipality. Often illegally evicted farm dwellers are only able to access accommodation in these settlements. Planning strategies in the municipality must attempt to integrate these settlements into nearby towns so that these communities can benefit from a broader range of socio-economic amenities available.

**Act 9 area (tenure security issues - land reform projects)**
None of the settlements are situated in Act 9 areas.

**Private land (ESTA issues - possible expropriation/land reform or eviction)**
None of the settlements are located on private land. However, many farm workers who now reside in these settlements relocated from a dwelling on a farm. The municipality should investigate the relocation reasons to determine whether or not people had been evicted as well as the legality of the eviction. ESTA, the Extension of Security of Tenure Act, stipulates that legal evictees are eligible to receive suitable accommodation to a level that satisfies their basic needs. The municipality could attempt to invoke ESTA to force land owners to contribute to service delivery or settlement upgrading.

**Servitudes (important for partial or total relocation)**
None of the settlements are located on servitudes except for Enkanini which is located on an electrical servitude. This settlement is categorised B2 - no urgent relocation required - as the site is not suited for long term development.

**Relocation**
The municipality has various housing projects in different stages in their housing pipeline. Enkanini, Riemvaasmaak and Plakkerskamp are settlements where relocation has been planned. Plakkerskamp has also been earmarked for in situ upgrading. The community is likely to be relocated from informal sites to service sites in the settlement.
MUNICIPAL PROFILE: LANGEBERG MUNICIPALITY

HAZARDS AND RISKS

The settlements experience similar locational hazards such as being situated in areas prone to flooding, being located on a slope and an average (but not significant) incidence of fires and strong winds. They also face many of the same man made risks linked to the general lack of service delivery such as inadequate sanitation, inadequate waste management and waterborne diseases. The municipality must intervene to mitigate these hazards and risks by installing concrete storm water channels, implement an operations and maintenance plan that alleviates shortfalls and ensuring regular waste collection and black bag distribution. The municipality should provide electrical connections to households with illegal connections to help reduce the incidence of fires. Most of the settlements also suffer from poor street networks. This increases the amount of time that emergency vehicles need to access these settlements. In situ upgrading will allow for settlement reblocking and the spatial re-organisation of the settlement. This will improve the street network, decrease the risk of fires and increase the effectiveness of the drainage system. Social issues include drug-related crime, alcohol and gangsterism which pose a serious risk for these communities. Appropriate police interventions and social development programs can be implemented.

BASIC SERVICE PROVISIONS

Service assessment
Basic service delivery such as water, sanitation, electricity and waste management is poor across the settlements. The municipality must alleviate the sanitation and water shortfalls, especially in Riemvaasmaak and Nkandla where there is no access to water or sanitation services. In all settlements the lack of regular infrastructure maintenance is apparent. This requires the municipality to formulate a joint infrastructure maintenance plan with respective communities. This can enable employment for community members, perhaps through the EPWP programme and can assist communities to take ownership of infrastructure which in turn could reduce vandalism. Service delivery should be improved by implementing short term interventions in each settlement. This will require regular and well facilitated engagements between the municipality and the community.

SANITATION

Sanitation shortfall
Access to sanitation services is poor across all of the settlements with an average shortfall of 48. All of the settlements’ existing sanitation infrastructure is poorly maintained by the municipality. Nkandla has the highest shortfall of 64 toilets. Riemvaasmaak has no access to sanitation services even though the settlement has existed for four years. Only 67% of the settlements in the municipal area have access to sanitation services and there is an average shortfall of 69 toilets in the settlements of Riemvaasmaak, Nkandla and Plakkerskamp. Mandela Square and McGregor Squatter Camp recorded shortfalls of 0 but require repairs to 9 and 19 toilets respectively.

WATER

Water shortfall
Access to water is poor across all settlements with an average shortfall of 7 communal standpipes. Existing infrastructure requires maintenance with Plakkerskamp, Enkanini and McGregor Squatter Camp requiring repairs to 13, 6, and 9 taps respectively. In some instances, taps are located along the edge of the settlement. This reduces ease of access and should be avoided in future developments. The settlements of Riemvaasmaak and Nkandla have no access to water services.

ELECTRICITY

Electricity
The settlements are poorly serviced in terms of access to electricity. Illegal connections make them more susceptible to fires. Plakkerskamp and McGregor Squatter Camp (33%) are the only settlements to have some access to legal electricity. One of the oldest settlements in the municipal area, Mandela Square, is reported to have no access to prepaid electrical connections.

WASTE

Access to waste management
Access to adequate waste management is varied across the settlements. Riemvaasmaak has no skip and a reportedly poor waste management system. Enkanini has access to 10 municipal skips but waste is still dumped in a nearby trench. The municipality should implement a strategy for the regular distribution of black bags. There is a need to raise awareness about the importance of proper waste management. The introduction of recycling programmes will provide employment opportunities for members of the community.
ACCESS TO AMENITIES

All settlements have access to educational facilities within a 5km radius. A common problem regarding access to education is the amount of time it takes learners to walk to school. The municipality should encourage learners to attend school by providing transport to and from school. In Plakkerskamp only 50% of school learners attend school and there is no crèche or preschool. In Enkanini, a preschool is located inside the settlement, which is convenient and cost effective for parents because they do not have to travel to an alternate location to fetch their children. Access to health facilities is important as most communities surveyed face environments that are detrimental to the health of the people living there. Although 100% of the settlements have access to a clinic, getting there requires an average travel time of 30 minutes to an hour’s walk. The only settlement located up to 5km away from a hospital is Nkandla. The municipality should provide transport to hospitals and mobile clinics that can serve the settlements on a regular basis. All settlements enjoy access to socio-economic amenities such as spaza shops, shebeens and general shops. Each community has access to a church, community hall and a police station. McGregor Squatter Camp and Nkandla have access to a playground for children as well as a sports facility.

Access to educational amenities

- 50% within 5km of a preschool
- 100% within 5km of a primary school
- 100% settlements in municipal area have access to a secondary school

Access to health facilities

- 66% settlements within 5km radius of a clinic
- 0% settlements within 5km radius of a hospital

QUALITY OF LIFE

Social problems

Crime linked to alcohol and drug abuse is a common social problem in all settlements. The communities believe that this is due to high rates of unemployment and the accessibility of shebeens in the immediate vicinity.

Employment

Farm work is the predominant type of employment across all settlements. Farm labourers can be employed seasonally and the municipality must note that this is an increasing trend. This type of employment creates vulnerable communities because there are periods in which people have no access to income. Temporary forms of employment make improving livelihoods of communities even more difficult. The municipality should make EPWP programmes available, facilitate skills development workshops and encourage entrepreneurial behaviour, especially amongst women.
COMMUNITY READINESS / POLITICAL ENVIRONMENT

Ward committee
Mandela Square, Riemvaasmkaak, Plakkerskamp and Enkanini have established ward committee leaders. In some settlements these leaders are not actively involved in the community. In Riemvaasmkaak the ward committee leader’s role is to engage with the municipality, but the community reported that they have no relationship with the municipality. Social facilitation is needed to capacitate ward committee leaders so that regular engagement provides opportunities to meet community needs and priorities.

Relationship with the municipality
The communities residing in these informal settlements have varied relationships with the municipality. Some communities have an average relationship with the municipality while others have no relationship. Nkandla is the only settlement reported to have a bad relationship with the municipality.

Assessment
Social facilitation is needed to establish leadership structures such as ward committees in McGregor Squatter Camp and Nkandla that can engage effectively with elected ward councillors and the municipality. The development of smaller community working groups will allow for improved communication between the municipality and the community. In Plakkerskamp, the municipality needs to engage with the community to establish a working relationship. Social facilitation is needed to diffuse tension between community leaders.

SUMMARY

The settlements surveyed in the municipality all suffer from poor access to basic services. They are all located on municipally owned land and the only settlement located on a servitude is Ekanini - which is situated on an electrical servitude.

Mandela Square is zoned as an Environmentally Protected Area (EPA). Riemvaasmkaak, Plakkerskamp, Enkanini and McGregor Squatter Camp have an undetermined zoning and Nkandla is zoned as public open space. 67% or 4 of the 6 settlements have been categorised for in situ upgrading and are suitable for long term development. Enkanini and Riemvaasmkaak - 33% of the settlements - have been categorised as B2, not suitable for long term development, but no urgent relocation is required.

The settlements surveyed experience similar locational hazards such as being located in areas prone to flooding, being located on a slope and close to a water body. They also face many of the same man-made risks linked to a lack of service delivery such as inadequate sanitation, inadequate waste management and waterborne disease.

The municipality must intervene through implementing short term interventions and improving access to basic services by meeting shortfalls and adopting a maintenance management plan. The municipality must ensure that it engages with the communities living in the settlements to support the development of dignified sustainable livelihoods.
Enkanini is a high density settlement located on municipally owned land, on an electrical servitude and on land that has an undetermined zoning. It is geographically located on a slope and close to a water body. The settlement has been categorised as no urgent relocation required because the site characteristics do not provide the appropriate conditions for long term development potential. Until the community is relocated to a housing project, the municipality should improve access to basic services that meet the national standards. Currently, the settlement has poor access to water and sanitation. There are no legal electrical connections. There is no formal drainage system which compounds an already poor living environment and creates the conditions for waterborne diseases to spread. The settlement has excellent access to educational facilities and socio-economic amenities. There is a clinic close by, but no hospital. The community’s working population is predominantly employed as seasonal farm workers and has trouble sustaining their well being. The municipality should engage with the community’s existing leadership structures and provide EPWP opportunities and skills development workshops. The community reported that unemployment is the main reason for crime in the settlement.

HISTORY AS TOLD BY THE COMMUNITY

When Lawaai formal housing was being developed people put up shacks in Enkanini. Over the years more people migrated into the settlement. As a result of the influx of people the municipality identified a piece of land next to the cemetery to relocate the community from Enkanini. The land parcel identified was earmarked for development and people from Enkanini invaded the land known as Kanana which is a service site. The municipality gave an eviction order to the people of Kanana. The community won but the order forbids the expansion of the settlement. When Enkanini settlement reached its capacity to accommodate people, Klein Lawaaikamp started. The settlement is badly located on the mountain and consists of people that have been evicted from surrounding farms.
COMMUNITY PRIORITIES

Short term:
- **Access to electricity**
  All shacks are illegally connected to formal housing.
- **Access to sanitation**
  Lawaaikamp has no toilets.
- **Access to water**
  Lawaaikamp pays R150 monthly for water from formal houses.

Medium term:
- **Access to employment opportunities**
  The lack of employment opportunities causes high crime rates and drug use.

Long term:
- **Access to shelter**
  There are a lot of snakes and spiders.

COMMUNITY READINESS

**Leadership:**

Leadership and ward committee

**Leader relations:** Generally cooperative

**Relationship with municipality:** Average

ASSESSMENT

The community has a leadership committee and an established ward committee that has been tasked to talk to the municipality, conduct conflict resolution and youth development. The leadership generally cooperates with each other and meets once a month, the youth meet weekly. The relationship with the municipality is reported to be average. The community meets with the municipality to discuss youth development, unemployment and housing. The municipality should engage more with the community around implementing community priorities.

COMMUNITY VOICES

We want to live in a hygienic area with the same level of services as in the white suburbs.

DEMOGRAPHICS

- **Structures:** 946
  - 928 residential
  - 4 bus. & res.
  - 5 business
  - 11 community

- **Households:** 928

- **People:** 2,784

COMMUNITY READINESS

**Leadership:**

Leadership and ward committee

**Leader relations:** Generally cooperative

**Relationship with municipality:** Average

ASSESSMENT

The community has a leadership committee and an established ward committee that has been tasked to talk to the municipality, conduct conflict resolution and youth development. The leadership generally cooperates with each other and meets once a month, the youth meet weekly. The relationship with the municipality is reported to be average. The community meets with the municipality to discuss youth development, unemployment and housing. The municipality should engage more with the community around implementing community priorities.

COMMUNITY VOICES

We want to live in a hygienic area with the same level of services as in the white suburbs.

PLANNING RELATED ISSUES

**Land ownership:** Municipality 100%

**Zoning:** Not zoned

**Servitude:** Electricity

**Household density:** 86HH/Ha

Evaluation of categorisation

The settlement was established 7 years ago and is considered not well suited for long term development, but no urgent relocation is required. The settlement has been earmarked for relocation to a housing project. However, in the interim the municipality can improve conditions to improve the well being of the community. The high density, electrical servitude, infeasibility of the site’s long term development and the municipal plans for the settlement all explain why the settlement is categorised as no urgent relocation required.

Comment on past relocation attempts

The community won a court order against the municipality after they were told to find alternative land. Once the community won the case, the municipality had to provide the settlement with services such as toilets and taps. There are plans to relocate the settlement to a housing project and to provide top structures.
SETTLEMENT PROFILE: ENKANINI

HAZARDS AND RISKS

Natural
- Slope greater than 18
- Water body

Man-made
- High density
- Inadequate waste management
- Poor street network
- Waterborne diseases

Assessment
The settlement is geographically located on a slope and close to a water body. The water body is part of a critical biodiversity area and is therefore an important environmental feature.

The settlement experiences a range of hazards such as inadequate waste management, a poor street network, high density and waterborne diseases. These hazards can all be mitigated through providing adequate basic services and implementing short term interventions.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
The community has poor access to basic services with the municipality failing to meet the national standards. The municipality’s role is to establish a maintenance management plan that addresses shortfalls, repairs existing infrastructure and implements regular maintenance schedules. Waste management in the settlement can be improved through providing additional skips or relocating municipal skips to the inside of the settlement, regularly distributing black bags, household bins and creating awareness around waste management so that people do not dump waste in trenches. The settlement does not meet national water and sanitation ratios. In addition existing infrastructure is poorly maintained by the municipality. The settlement has no access to electricity and the community relies on illegal connections from formal houses as a source of electricity. The exposed wires pose a danger to those living in the settlement.

SANITATION

Working ratio 1:67
Shortfall 172

15 flush toilets are maintained by the municipality. Only 14 toilets are in working order. The community reported that some residents use the slope of the mountain for sanitation purposes and that excrement flows into the settlement.

WATER

Working ratio 1:67
Shortfall 24

20 communal standpipes are located on the edge of the settlement. Only 14 taps are in working order and maintained by the municipality. Based on the national average there is a shortfall of 24 taps.

ELECTRICITY

928 Illegal

There are 928 illegal electrical connections. All structures have illegal connections and exposed wires pose a danger to those living in the community. The community reported that the municipality does not allow the settlement to exist as the land is not suitable for long term development.

WASTE

Common area outside settlement

The community has access to 10 municipal skips located outside the settlement and managed by the municipality. Black bags are distributed irregularly and waste is collected weekly. The community has reported that some people dispose of waste in nearby trenches because there are snakes in the settlement. The municipality should make provision for skips inside the settlement, regular distribution of black bags and 928 individual households bins.
The settlement is located 1km away from the clinic and it takes the community 30 minutes to walk there. There is no hospital located within a 5km radius. The community has good access to educational facilities as there is a preschool located inside the settlement. The primary and secondary school are located 1km and a 15 minute walk away. The community has good access to economic amenities such as 7 shebeens and 8 spaza shops. The community has good access to community facilities such as a church, community hall and a police station.

The community’s working population (80% men and 70% women) are employed as seasonal farm workers. Other types of employment are also low skilled with limited earning potential. The municipality should encourage social programmes such as skills development programmes and make more EPWP jobs available.
SETTLEMENT PROFILE

Mandela Square

Municipality: LANGEBERG MUNICIPALITY
Closest town: MONTAGU
Established: 1995
Structures: 78

CATEGORISATION CODE/S

B1
B1 - IN SITU UPGRADING

Growth potential: MEDIUM*

TOWN LEVEL MAP

HISTORY

Edward Feketha built a shack next to the municipal offices in 1995 because he did not have a place to stay and the police removed him. The municipality gave him permission to build his shack on Mandela Square which was an old quarry factory site. Years later more people came in but the municipality only allowed them to build on the old quarry factory foundation slab. More people came to settle and there was no space left on the slab. Then shacks began to be spread all over the place.

AS TOLD BY THE COMMUNITY

SUMMARY

Mandela Square is a low density settlement located on municipally owned land and zoned as EPA - environmental protection area. Community members are largely employed as farm labourers and there are no plans to relocate them. The community reported that the settlement has been selected for in situ upgrading, which this analysis confirms. The municipality also confirms this but planning is yet to begin. The settlement experiences a low level of hazards and is decently located to educational and other socio-economic amenities. The municipality must address maintenance issues as 5 communal standpipes and 9 flush toilets need to be replaced.

SHORT TERM INTERVENTIONS

• Ensure social facilitation to support the formation of a leadership committee
• Fix 5 broken standpipes and 9 flush toilets
• Install prepaid electrical connections.
• Install concrete storm water channels

COMMUNITY PRIORITIES

Short term:
- **Access to electricity**
  There has been no electricity since 1995. There are a high number of fire occurrences due to lack of electricity.
- **Employment opportunities**
  Most people are unemployed.
- **Access to sanitation**
  We need one on one services because the current toilets are not safe as we get robbed at night.

Medium term:
- **Shelter**
  We need houses to be closer to town to access facilities.
- **Access to community facilities**
  Children play on the street and youth walk for 30 minutes to access sports facilities. They pay to access the current sports facilities.
- **Access streets to access services**
  Emergency services need to be able to enter the settlement.

COMMUNITY READINESS

- **Leadership:** None
- **Leader relations:** None
- **Relationship with municipality:** Average

ASSESSMENT

The community reports that there is no leadership. However there is a ward committee leader who is not actively involved in the community. The community explains that they have an average relationship with the municipality but only meet them after violent activity or when it is urgently required. The community does not attend municipal meetings because they are more than 1 hour away. The municipality must ensure that these communities are able to engage with them which could require providing transport for those members who wish to attend meetings. Social facilitation is needed to support the formation of an involved leadership committee.

DEMOGRAPHICS

- **Structures:** 78
  - 72 Residential
  - 1 Residential & Business
  - 4 Other
- **Households:** 73
- **People:** 216

PLANNING RELATED ISSUES

- **Land Ownership:** Municipality 100%
- **Servitude:** None
- **Zoning:** Environmental protection area (EPA)
- **Household density:** 35HH/Ha

Evaluation of categorisation

The settlement experiences low levels of hazards and risks. It is located on municipal land and zoned EPA. The settlement is suitable for in situ upgrading but the municipality must ensure that any development is carried out in an environmentally sensitive manner. This must be reflected in the planning process, which is scheduled to begin in one year.

Comment on past relocation Attempts

The community reports that there are no plans to relocate them. Instead the settlement has been selected for in situ upgrading by the municipality. The planning process is scheduled to begin within the next year.

COMMUNITY VOICES

We want to live in a hygienic area with the same level of services as in the white suburbs.
HAZARDS AND RISKS

Natural
- Slope greater than 18

Man-made
- High density
- Waterborne diseases
- Poor street network

Assessment
The settlement experiences low levels of locational hazards and risks. It is located on a slope and suffers from high density, waterborne diseases and a poor street network. Ambulances and fire trucks take an hour to access the settlement. The community reports that according to the municipality fires occur every 3 months. The municipality should install concrete storm water channels to mitigate flooding and help prevent waterborne disease.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
The settlement receives a very basic level of service delivery with no water or sanitation shortfalls. Maintenance is an issue with 5 communal standpipes and 9 toilets needing to be fixed. The settlement also has no access to electricity. The municipality should prioritise this as a short term intervention and provide prepaid connections to households.

SANITATION

Working ratio 1:4 Shortfall 0

20 working flush toilets are maintained by the municipality. There is a shortfall of 0 toilets but 9 toilets need to be repaired. Although the community locks toilets to prevent vandalism, they report that toilets still get blocked often.

ELECTRICITY

0 Pre-paid

The settlement has 0 legal electrical connections. 4 street lights are located on the edge of the settlement.

WATER

Working ratio 1:25 Shortfall 0

3 working communal standpipes are located inside the settlement and maintained by the municipality. 5 broken standpipes need to be repaired and there is a shortfall of 0. The community reports that the water pressure is low, which is a problem during fires.

WASTE

1 Municipal skip

The municipality empties 1 municipal skip on a weekly basis and distributes black bags weekly.
SETTLEMENT PROFILE: MANDELA SQUARE

SOCIO-ECONOMIC AMENITIES

The settlement has good access to education facilities with most children attending schools. Primary and secondary schools are more than a 30 minute walk away. The clinic is 30 minutes walk away and the community does not have access to a hospital. The municipality must ensure that learners can access schools, especially in winter when it rains and that community members have access to a hospital in emergencies. Access to other socio-economic amenities include churches, spaza shops, police stations and shebeens.

ECONOMIC SERVICES
- Spaza shops
- Shebeens

SOCIAL SERVICES
- Church
- Police station

EMPLOYMENT PROFILE

<table>
<thead>
<tr>
<th>Employment</th>
<th>% of employed men and women</th>
</tr>
</thead>
<tbody>
<tr>
<td>Farm work</td>
<td>85%</td>
</tr>
<tr>
<td>Security work</td>
<td>5%</td>
</tr>
<tr>
<td>Factory work</td>
<td>10%</td>
</tr>
</tbody>
</table>

This community is largely (85%) employed as farm labourers. 10% of community members are seasonally employed in a fruit canning factory. Seasonal labour often creates vulnerable livelihoods and farm and factory workers are at risk of facing months of unemployment and uncertainty. The municipality should introduce skills development programs and free training in areas that could benefit these communities.
Nkandla

Municipality: Langeberg Municipality
Closest town: Ashton
Established: 2015
Structures: 321

Nkandla is zoned as public open space and the land is owned by the municipality. It is a very low density settlement. The locational risk of being situated on a slope can be mitigated through spatially organising the settlement. Hazards and risks can all be mitigated through incrementally formalising the land and providing basic services. Man-made hazards and risks such as inadequate sanitation and waste management, a poor street network, water logging, drainage and waterborne diseases can all be mitigated through implementing short term interventions and providing the community with access to basic services. The settlement is well suited for in situ upgrading and through the provision of basic services will offer a dignified form of habitation. Currently, the community has no access to basic services and although educational and health amenities are located up to 5km away, the municipality should provide transport for school learners and sick people who cannot walk far distances. At times, violent protests occur in the community. The municipality should engage with the well established leadership structure in the settlement to develop appropriate channels of communication.

**SUMMARY**

**SHORT TERM INTERVENTIONS**

- Provide 2 communal skips in the settlement
- Provide household bins and black bags regularly for improved waste management
- Electrify the settlement with 320 electrical connections and provide street lights
- Provide 13 taps and 64 toilets as there are no water or sanitation services in the settlement
- These provisions will satisfy the national average
- Provide concrete channels for storm water drainage

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COMMUNITY PRIORITIES

Short term:
- **Access to water**
  The community suffers and has diarrhoea.
- **Access to sanitation**
  The community needs any kind of toilets. They use the veld nearby, which is very dirty now, to relieve themselves.

Medium term:
- **Access to electricity**
  The place is very dark and people use wood to cook, which makes them warm during winter season.

Long term:
- **Access to shelter**
  The community needs houses.
- **Security of tenure**
  As the community needs shelter, they want a right to tenure.

COMMUNITY READINESS

- **Leadership**: Leadership committee
- **Leader relations**: Healthy
- **Relationship with municipality**: Bad

ASSESSMENT

The community has an established leadership committee whose role is to talk to the municipality, resolve conflicts and govern the settlement. The leaders have a healthy relationship as they cooperate and have mutual respect for each other. The settlement residents meet once a month. The community has reported that they have a bad relationship with the municipality. The municipality should facilitate meetings with the community to talk about community priorities.

DEMOGRAPHICS

- **321** structures
  - 928 residential
  - 3 business
- **320** households
- **960** people

COMMUNITY VOICES

We need quick services because we are suffering. If the municipality can give us water, electricity and toilets we can wait for others, especially those of long term.

PLANNING RELATED ISSUES

- **100%** Land ownership: Municipality 100%
- **Servitude**: None
- **Zoning**: Public open space
- **Household density**: 21HH/Ha

Evaluation of categorisation

The settlement was established in 2015 and has no access to basic services such as water, sanitation and electricity. It has a very low density and due to its location on municipal land it is well suited for in situ upgrading. There are no servitudes or encumbrances that prohibit the long term development potential of the land.

Comment on past relocation attempts

The municipality has no plans for the settlement.
SETTLEMENT PROFILE: NKANDLA

HAZARDS AND RISKS

<table>
<thead>
<tr>
<th>Natural</th>
<th>Man-made</th>
<th>Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Slope greater than 18</td>
<td>• Inadequate sanitation</td>
<td>The settlement experiences no locational risks or hazards. Other man made risks can be mitigated through incrementally developing the land. Inadequate sanitation and waste management can be mitigated through providing the community with access to basic services. The poor street network can be improved by adopting a community led process of reblocking the settlement with the municipality. This includes creating pedestrian and vehicular access/egress routes. Water logging and waterborne diseases can be improved through providing an adequate storm water drainage system.</td>
</tr>
</tbody>
</table>

SETTLEMENT MAP

Service assessment
The community does not have access to basic services such as water, sanitation and electricity. The only service provided by the municipality and accessed by the community is a municipal skip, which is considered inadequate. The municipality needs to provide additional communal skips and individual bins. Nkandla has no electricity or street lights. The community reported that it is very dark at night and that school children struggle to read at night. The municipality should electrify the settlement with prepaid electrical connections and provide street lights. The community has no access to water or sanitation services. Based on the national average the municipality must provide 13 communal taps and 64 toilets. The municipality needs to provide a drainage system such as concrete channels so that water can drain into designated areas to prevent flooding and waterlogging.

BASIC SERVICES

Service assessment
No water is available in the settlement. The community reported that it needs communal taps. Currently community members obtain water from an old municipal tap located outside the settlement. Based on the national average the community should have at least 13 taps.

SANITATION

Working ratio 0  |  Shortfall 64

There are no sanitation services available for the community to use. Currently, community residents use a nearby bush. Based on the national average the community should have at least 64 toilets.

ELECTRICITY

0  |  Pre-paid

Nkandla has no electricity provision.

WASTE

Waste management: 1 municipal skip
1 municipal skip is maintained by the municipality. Black bags are handed out irregularly. Waste is collected on a weekly basis. The community reported that they would like individual bins because the waste generates many flies.
SOCIO-ECONOMIC AMENITIES

The community has access to a clinic and a hospital located more than 5kms and an hour’s walk away from the settlement. The community has access to educational amenities such as a preschool, primary- and secondary school, which are all located up to 5kms away or a 30 minute walk from the settlement. The municipality should provide a transit system for learners. The settlement has access to economic amenities such as general and spaza shops. The community has access to community facilities such as a church, community hall, playground, police station and sports facility.

ECONOMIC SERVICES
- General shops
- Spaza shops

SOCIAL SERVICES
- Church
- Community hall
- Playground
- Police station
- Sports facility

EMPLOYMENT PROFILE

A large portion of women (60%) in the settlement rely on income from social grants to sustain their daily needs. The municipality should support programmes which assist women in attaining skills to improve their marketability in the employment sector. Most men (40%) work as farm workers. This type of employment is seasonal. The municipality should extend the EPWP programme to the settlement to sustain families that rely on farm work as a dominant form of income.

Manufacturing: 40%
Farm work: 20%
Construction: 10%
Social grants: 30%
McGregor Squatter Camp

Municipality: LANGEBERG MUNICIPALITY
Closest town: MCGREGOR
Established: 2000
Structures: 116

SUMMARY

McGregor Squatter Camp is a low density settlement located on municipally owned land that is unzoned. It is situated in a flood prone area, on a slope and located close to a water body. These locational characteristics can be mitigated through the incremental process of formalising the settlement. The settlement experiences high occurrences of floods, which can be mitigated through incrementally formalising the settlement, providing an adequate drainage system by creating a detention pond system as well as installing concrete storm water channels, or formal piping. The settlement is well suited for in situ upgrading, which will allow for a dignified living environment. Currently the settlement has adequate access to basic services and meets the national standards.

However, the municipality needs to formulate a cooperative maintenance plan with the community as water and sanitation services require fixing. The municipality can also provide EPWP opportunities for the community. The community has good access to a clinic but not to a hospital. The municipality should provide transport to the closest hospital, especially in cases of emergency. Secondary school learners have to walk for an hour to get to school. The municipality should also provide transport for these learners. The community is well located to a preschool, primary school and other socio-economic amenities. The community experiences social problems such as domestic violence, break-ins and murder. The municipality should assist in awareness campaigns around the reporting of social crimes and creating an efficient reporting protocol.

The municipality should provide mobile police stations inside the settlement. Settlement upgrading needs to occur in an environmentally sound manner as the site is bounded by a critical biodiversity area, inland water and a river. Buffers need to be established before any development or upgrading takes place. Drainage needs to be undertaken in a manner that is sensitive to the surrounding ecosystems.

SHORT TERM INTERVENTIONS

- Provide 112 household bins and regularly distribute black bags
- Repair 9 standpipes
- Repair 19 flush toilets
- Provide 2 structures with their own prepaid electrical connections
- The municipality along with the community should develop an infrastructural maintenance plan which includes regular maintenance and repair timeframes

## COMMUNITY PRIORITIES

### Short term:
- **Access to water**
  The community needs one on one taps with a meter and people must pay for it. People are messing up the water taps and need more education around use of water.
- **Access to employment opportunities**
  This can change the living condition of people in informal settlements.
- **Access to sanitation**
  The community requests one on one sanitation for health reasons.

### Medium term:
- **Storm water and flooding management**
  There is water logging all over and it is dirty.

### Long term:
- **Access to shelter**
  The community requests houses for health reasons.

## DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Structures</th>
<th>Households</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>116</td>
<td>112</td>
<td>336</td>
</tr>
</tbody>
</table>

- **Structures**: 112 residential, 2 business, 2 community

## ASSESSMENT

The settlement has an established leadership committee that has been tasked with talking to the municipality, conducting conflict resolution and governing the settlement. The leaders generally cooperate with each other and only meet when necessary. The community has an average relationship with the municipality. The municipality should actively engage with the community and facilitate forums where discussions regarding future plans for the settlement can be addressed.

## COMMUNITY READINESS

### Leadership:
- **Leadership committee**

### Leadership:
- **Generally cooperative**

### Relationship with municipality:
- **Average**

## COMMUNITY VOICES

Those that are not going to be relocated to the housing project, where are they going to? What will happen to them?

## PLANNING RELATED ISSUES

- **Land ownership:** Municipality 100%
- **Servitude:** None
- **Zoning:** Not zoned
- **Household density:** 40HH/Ha

### Evaluation of categorisation

The settlement was established 16 years ago. The municipality plans to relocate the settlement to a housing project and has planned to provide 96 plots for 96 beneficiaries. As there is a shortfall of 16 plots, it is considered that the community’s current location should be upgraded in situ until all people have relocated. The municipality also plans to provide top structures. Based on the analysis, in situ upgrading is the appropriate categorisation as it affords access to basic services. The site’s locational characteristics such as being situated in a flood prone area and being closely located to a water body can be mitigated through providing an adequate drainage system.

### Comment on past relocation attempts

The municipality has identified the settlement for relocation. According to the municipality there is an approved subdivision plan with a township layout with 96 plots planned for a housing development on erf 360 in McGregor.

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**Note:** This text is a natural representation of the document content. The page number at the bottom indicates it is from page 296.
SETTLEMENT PROFILE: MCGREGOR

HAZARDS AND RISKS

Natural
- Flood prone area
- Slope greater than 18
- Water body

Man-made
- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Waterborne diseases

Assessment
The settlement experiences the locational hazards of being situated in a flood prone area, on a slope and in close proximity to a water body. These locational risks can be mitigated through upgrading the settlement. Based on the fact that the settlement is informal, the community experiences floods, has a poor street network and is susceptible to waterborne diseases. Through implementing short term interventions and reblocking the settlement, risks and hazards will be mitigated. Poor sanitation and waste management can be improved by formulating and implementing a maintenance management plan with the community.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
The community has adequate access to basic services that meet the national standards. The municipality’s role is to establish an infrastructure maintenance plan for existing infrastructure that includes repairs and ongoing maintenance. However, access to adequate waste management could be improved through the provision of individual household bins and regular distribution of black bags. The settlement has adequate access to water provision and standpipes are located within a 5 minute walking distance. The municipality should ensure that existing infrastructure is maintained on a regular basis and that when broken, it is fixed within a standard timeframe. There are 9 communal standpipes that need to be repaired. There are 44 flush toilets, but only 25 are working and 19 need to be repaired. The community has reported that they require additional toilets and would like each household to have access to its own toilet for health related reasons. The settlement has adequate access to electricity. The municipality should ensure that the 2 illegal connections are replaced with prepaid electrical connections.

SANITATION

Working ratio 1:5 Shortfall 19

There are 44 flush toilets in the settlement, only 25 are in working order and currently maintained by the municipality.

ELECTRICITY

2 Illegal 114 Pre-paid

116 structures have access to electricity. 114 structures have access to prepaid electrical connections, 2 structures are connected illegally. There are 5 street lights in the settlement.

WATER

Working ratio 1:5 Shortfall 9

There are 36 communal standpipes, 27 are in working order and are located inside the settlement. These standpipes are maintained by the municipality.

WASTE

Deposited in common area outside the settlement

1 municipal skip is located outside the settlement and maintained by the municipality. Black bags are handed out irregularly. As there are no individual household bins, provide 112.
SOCIO-ECONOMIC AMENITIES

The community has access to a clinic located up to 5km away which is reported to be 30 minutes walking distance. There is no hospital within a 5km radius. The community has access to educational facilities such as a preschool which is a 10 minute walk away and located less than 1km away. The community also has access to a secondary school which is an hour away. The primary school is located inside the settlement. The municipality should arrange transport for secondary school learners as their school is located an hour away from the settlement. There are two shebeens and spaza shops inside the settlement and the community enjoys access to a church, community hall, playground, police station and a sports facility.

ECONOMIC SERVICES
- Shebeen
- Spaza shops

SOCIAL SERVICES
- Church
- Community hall
- Police station
- Playground
- Sport facility

EMPLOYMENT PROFILE
% of employed men and women

Most people (men 80% and women 47.5%) rely on farm work as a source of income. This can be seasonal employment and therefore not provide a steady income all year round. This creates a vulnerable working population in the settlement. The municipality should provide EPWP opportunities and skills capacity workshops so that those who form part of the settlement’s working population can access better types of employment opportunities.
Plakkerskamp

Municipality: LANGEBERG MUNICIPALITY
Closest town: BONNIEVALE
Established: 1996
Structures: 289

HISTORY

The settlement was moved from its previous location due to flooding and the river overflowing into the settlement. The municipality identified the current location and the residents were given zinc material to rebuild their shacks. The settlement’s size grew and the municipality created service sites on a section of the settlement.

SUMMARY

Plakkerskamp is a low density settlement located on unzoned land and situated in a flood prone area. The municipality has indicated that the settlement will be upgraded in situ with service sites being provided. The settlement currently receives a poor level of basic service delivery with water and sanitation shortfalls. It has ineffective waste management, a large number of illegal electrical connections, inadequate drainage infrastructure, a very steep access road and suffers from social problems associated with drug and alcohol related crime and gangsterism. The municipality must come to the table with regards to service provision and maintenance. The municipality reports that a bulk water provision project is about to commence in the settlement. This should be coupled with providing sanitation services and introducing an operation and maintenance plan which incorporates the community and incentivises residents to maintain their infrastructure. The municipality must establish a working relationship with the community in order to address service delivery and social issues affecting the community. The municipality must make access to education a priority for this community. Currently only 50% of the community’s children go to school. The provision of transport to health and educational facilities is also important. This should include improving the ease of access/egress of the steep entrance road.

SHORT TERM INTERVENTIONS

- Provide 25 flush toilets and repair 7.
- Repair 13 communal standpipes.
- Provide 1 municipal skip inside the settlement.
- Distribute black bags regularly.
- Install concrete storm water channels.
- The municipality needs to repair its relationship with the community.

COMMUNITY PRIORITIES

**Short term:**
- **Access to employment opportunities**
  There are no job opportunities.
- **Access to shelter**
  Shacks are not safe and leak when it is raining.
- **Crèche**
  There is no crèche in the settlement.

**Medium term:**
- **Access road**
  We need an access road to be able to use reliable transport.
- **Access to health facilities**
  The ambulance never responds to the community. Currently the community calls the police to assist when there is a sick person. The community also needs more support programmes like HIV support groups.
- **Access to community facilities**
  The youth end up engaging in drug related activities because there are no sporting activities. Access to sports facilities, youth and a crèche are important.

COMMUNITY READINESS

- **Leadership:** Leadership committee and ward committee
- **Leader relations:** Healthy
- **Relationship with municipality:** None

ASSESSMENT

The community has a leadership committee and is represented by a ward committee. The leaders enjoy a healthy internal relationship and meet once a month. The community also meets with the municipality. They meet with various departments and discuss the settlement’s development and the provision of housing and basic services. Even with regular meetings the community reports that it has no relationship with the municipality. The municipality reports that they used to meet regularly with the community when the leadership committee was stable, but the municipality claims that the leadership is now volatile and does not want to talk to local government. The municipality needs to repair its relationship with the community.

COMMUNITY VOICES

Some people come to look for jobs, they stay with relatives and build new structures once they are established. People build new structures every day. The community of this settlement needs more services. The municipality must be close to the people.

PLANNING RELATED ISSUES

- **Land ownership:** Municipality 100%
- **Zoning:** Other
- **Servitude:** None
- **Household density:** 28HH/Ha

Evaluation of categorisation
Plakkerskamp is a peri-urban settlement with poor access to basic services. The municipality applied to change the zoning in order to provide more service sites and top structures. In situ upgrading will allow the community to access basic services and drastically improve their wellbeing. The settlement is poorly located in terms of access to educational and health facilities. It is also located in a flood prone area and reportedly has a very steep access road. Long term development should look at improving the settlement’s connectivity.

Comment on past relocation attempts
The settlement is not slated for relocation and is not under threat of relocation. The community reports that some people have been relocated to service sites. The municipality informed the leadership that the settlement has been approved for top structure development. According to the municipality, 137 erven are planned for top structure provision.
HAZARDS AND RISKS

Natural
- Flood prone area

Man-made
- Inadequate sanitation
- Inadequate waste management
- Waterborne diseases

Assessment
The settlement is situated in a flood prone area. The community reports that their access road is very steep and not well maintained with ambulances and fire trucks taking more than an hour to arrive. The municipality should develop or maintain the current access road so that it does not hinder access to the settlement. The municipality must install concrete storm water channels to mitigate flooding. Social problems include crime linked to drug and alcohol related violence and gangsterism. The community indicates that gangsters come into the settlement from neighbouring areas and commit crimes such as rape, housebreak-ins and robbery. The municipality must ensure that the community has access to the police. If the settlement is a crime hotspot then the police must take appropriate action.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
There is a poor level of service delivery to the settlement with sanitation and water shortfalls, many illegal electrical connections, a poor waste management system and an ineffective maintenance plan. The municipality must install 25 flush toilets and repair 7, repair 13 communal standpipes, provide electricity to households that rely on illegal connections and provide a municipal skip inside the settlement. The municipality should implement an operations and maintenance plan that includes the community and establishes a sense of ownership for the infrastructure, and incentivises residents to maintain it. The municipality should also distribute black bags regularly.

SANITATION

Working ratio 1:12  Shortfall 32

25 out of 35 flush toilets are working and maintained by the municipality. There is a shortfall of 32 toilets with 7 needing to be repaired. The community reports that residents lock the toilets for health reasons and to avoid vandalism. The community claim that the municipality has not maintained the toilets since they were installed and that they are always blocked and far away from residents.

ELECTRICITY

159 Illegals  130 Pre-paid

There are 130 prepaid electrical connections and 159 illegal connections. There are 2 street lights. The community reports that most houses do not have electricity because they were being relocated to a service site. However, the municipality said that each household needed to pay R 7000 to be relocated to the service site.

WATER

Working ratio 1:41  Shortfall 13

7 out of 20 communal standpipes are located on the edge of the settlement and are maintained by the municipality. There is a shortfall of 5 standpipes and the municipality must repair 13 taps. The community reports that water from the taps is dirty, salty and has a smell.

WASTE

Common area outside settlement

The community dumps waste in a common area outside the settlement. Waste is collected weekly by the municipality, but black bags are not distributed. The community commented saying that the municipality only distributes bags once every 6 months. As the municipality collects waste once a week people tend to dump refuse everywhere.
SOCIAL SERVICES

- Church

ECONOMIC SERVICES

- Shebeen
- Spaza shops

There is poor access to education facilities with approximately 50% of children going to school. There is no preschool for younger children and both primary and high schools are more than an hour’s walk away. The only access to health services for the community is a clinic that is more than an hour’s walk away. Therefore, the municipality must ensure that all children/learners in this community have access to educational facilities by providing them with transport to and from their places of learning. The municipality must also ensure that the settlement is visited regularly by a mobile clinic and that people have access to transport, especially when they need to reach a hospital urgently. The community has access to other socio-economic amenities such as churches, 5 spaza shops and 1 shebeen.

EMPLOYMENT PROFILE

% of employed men and women

- 90% Farm work
- 10% Canning factory

This community is largely (90%) employed as farm labourers. 10% of the residents are employed in a fruit canning factory. Both types of labour can be seasonal which can create vulnerable livelihoods as these farm and factory workers are at risk of facing months of unemployment and uncertainty. The municipality should introduce skills development programs and free training in areas which could benefit these communities.
Riemvaasmaak

Municipality: LANGEBERG MUNICIPALITY
Closest town: ASHTON
Established: 2012
Structures: 77

TOWN LEVEL MAP

HISTORY AS TOLD BY THE COMMUNITY

Most people that reside in the settlement used to be backyard dwellers from around Ashton. Some are evicted farm workers that come from the surrounding farms.

SUMMARY

Riemvaasmaak is a low density settlement located on unzoned, municipally owned land. The settlement is situated on a slope and in an area which floods and occasionally experiences strong winds and fires. The settlement is comprised of evicted farm workers and backyard dwellers. It receives no level of service delivery - the community has no access to water, sanitation, waste collection or sanitation. The settlement has been slated for relocation to a housing project which appears in the municipal pipeline. However, it faces objections from the public and the provincial Department of Environmental Affairs and Planning. The municipality has been given approval to purchase the land but the land still needs to be subject to environmental impact assessment (EIA), heritage assessment (HIA) and a geo-technical investigation. This implies that the community is unlikely to be relocated or to receive housing in the next few years. Therefore, the settlement should be upgraded in situ so that the community has access to basic services and is able to reside in a settlement which does not hamper their wellbeing.

SHORT TERM INTERVENTIONS

- Facilitate working relationship with the community.
- Install 4 communal stand pipes and 16 flush toilets.
- Install concrete storm water channels.

COMMUNITY PRIORITIES

Short term:
- Access to water
  Because there is no water in the settlement
- Access to sanitation
  There are no toilets
- Access to electricity
  There is no electricity
- Access to employment opportunities
  Access to employment will enable the community to have better living conditions and increased affordability

Medium term:
- Shelter
  We want houses for health reasons: many people in the settlement have asthma
- Access roads
  For emergency services and basic services to enter the settlement

COMMUNITY READINESS

Leadership: Ward committee

Leader relations: Undetermined

Relationship with municipality: Undetermined

ASSESSMENT

There is a ward committee which is tasked with communicating with the municipality. The committee only meets when necessary and only meets the municipality when necessary. The community reports that it does not have a relationship with the municipality.

DEMOGRAPHICS

77 STRUCTURES
231 PEOPLE
77 HOUSEHOLDS

COMMUNITY VOICES

Most people in the settlement used to be backyard dwellers from around Ashton. Some are evicted farm workers from surrounding farms.

PLANNING RELATED ISSUES

100% Land ownership: Municipality 100%

Zoning: Not zoned

Servitude: None

Household density: 28HH/Ha

Evaluation of categorisation

The settlement experiences flooding, some fires and strong winds. It suffers from man made hazards associated with the lack of basic service delivery. The settlement receives no service delivery but is well located in terms of educational and other socio-economic amenities. Community members are predominantly employed as farm labourers. The settlement is slated for relocation. This should be carried out as soon as possible given the lack of service delivery. The municipality must provide basic service delivery to the settlement while residents await relocation.

Comment on past relocation attempts

The community reports that according to the municipality the community will be relocated to portion 71 of Farm 58 (an industrial area) for a housing project. The settlement is not under current threat of relocation but the municipality reported that the community is slated for relocation to a housing project.
HAZARDS AND RISKS

Natural
- Slope greater than 18

Man-made
- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Waterborne diseases

Assessment
The settlement faces various hazards such as being located on a slope and in an area that experiences flooding. The lower part of the settlement is prone to flooding because of its location on a slope. Strong winds blow the roofs off structures but are less frequent than floods. Fire engines are not able to enter the settlement and ambulances take more than an hour to reach it. The municipality should install concrete storm water channels to mitigate flooding. A reblocking process should be carried out to spatially organise the settlement. This can reduce damage caused by fires. Man made risks such as poor sanitation and inadequate waste management can only be alleviated if the municipality provides services to this settlement.

SETTLEMENT MAP

BASIC SERVICES

Service Assessment
The community reports that the municipality has been unable to service the settlement because of the slope and because it is illegal. There is no water, sanitation, waste management or electrical service infrastructure or delivery. The settlement has a shortfall of 4 communal standpipes and 16 toilets. The municipality must ensure that these shortfalls are met.

SANITATION
Working ratio 0
Shortfall 16
There are no toilets in this settlement and there is a shortfall of 16 toilets.

ELECTRICITY
0 Pre-paid
There is no access to electricity in this settlement.

WATER
Working ratio 0
Shortfall 4
There are no water services in this settlement. There is a shortfall of 4 communal standpipes.

WASTE
Waste management: Disorganised deposit
There is no waste collection and waste is dumped around the settlement and burnt.
The settlement is excellently located in terms of access to education: learners are located within a 10 minute walk from pre-, primary- and secondary schools. The settlement has an average level of access to health facilities with a clinic more than a 30 minute walk away but no access to a hospital. The municipality must ensure that the community has access to medical assistance for emergencies. The settlement has good access to socio-economic amenities such as a playground, sport facilities, a community hall, church, general shop, a police station and shebeens.

The settlement is excellently located in terms of access to education: learners are located within a 10 minute walk from pre-, primary- and secondary schools. The settlement has an average level of access to health facilities with a clinic more than a 30 minute walk away but no access to a hospital. The municipality must ensure that the community has access to medical assistance for emergencies. The settlement has good access to socio-economic amenities such as a playground, sport facilities, a community hall, church, general shop, a police station and shebeens.

Community members are largely (80%) employed as farm labourers. 10% of the community is seasonally employed in a fruit canning factory. Seasonal labour creates vulnerable livelihoods and these farm and factory workers are at risk of facing months of unemployment and uncertainty. The municipality should introduce skills development programs and free training in areas that could benefit these communities.
The settlement categorisation is based on the following categorisation logic. Where applicable, the categorisation also references the municipal IDP’s, housing pipelines and municipal business plans.

**CATEGORISATION**

The settlement categorisation is based on the following categorisation logic. Where applicable, the categorisation also references the municipal IDP’s, housing pipelines and municipal business plans.
Three datasets are provided: number of structures, number of households and number of people living in informal settlements.

The number of structures is a triangulation of data received from the municipality, the community (via the focus group discussion) and actual structure counts during the rapid appraisal. In instances where the field team counted structures, this figure is deemed to be most accurate. In instances where an extensive discrepancy with municipal figures occurred, the team conferred with officials.

The number of households is based on a community estimate. The general approach used to reflect a more realistic estimate worked with 1.2 households per structure. This ratio is based on CORC’s experience on the ground.

The number of people in the settlement is based on a ratio of 3 people per household. This falls below the metro ratio of 3 people per household and is considered a good estimate for non-metro informal settlements.

The following density gradients were used:

- > 25: VERY LOW
- 26 - 50: LOW
- 51 - 75: MEDIUM
- 76 - 100: HIGH
- 101+: VERY HIGH

The sanitation shortfall is based on the national standard of 1 toilet for every 5 households. The number of toilets within a settlement is based on the actual number of working toilets at the time of the rapid appraisal.

The water shortfall is based on the national standard of 1 tap for every 25 households. The number of taps within a settlement is based on the actual number of working taps at the time of the rapid appraisal.
Matzikama local municipality governs the northern most part of the Western Cape province. The municipality stretches from the Atlantic Ocean in the west to the mountains of the Bokkeveld Escarpment in the east. The Olifants River flows through the southern part while the hilly area known as the Knersvlakte lies to the north. The municipality abuts on the Kamiesberg municipality to the north, the Hantam municipality to the east and the Cederberg municipality to the south. The municipality comprises the following towns: Vredendal, Vanrhynsdorp, Klaver and Lutzville and the surrounding villages and rural areas. The RAP project identified and profiled seven informal settlements: Backstage, Stoffkraal, Molsvlei, Sams sams hoekie, Kleinhoekie, Rietpoort and Putsekloof. Matzikama means “place of water” and boasts a wonderful destination where southern Namaqualand can be explored with its variety of tourist attractions including the world famous wines of the West Coast winelands and most beautiful flowers (www.matzikamamun.co.za, 2016). The municipality’s vision for the area is “Matzikama, a safe and joyful place where a healthy, educated, informed and compassionate community share in the welfare” (Matzikama Municipal Integrated Development Plan, 2012-2017:26). The vision was developed as part of a strategic planning session, where the municipality planned to address the needs of the public of Matzikama in a responsible and accountable manner.

**CONTEXTUAL MAP OF MUNICIPALITY**

**SETTLEMENT CATEGORISATIONS AND SHORT TERM INTERVENTIONS**

<table>
<thead>
<tr>
<th>SETTLEMENT</th>
<th>CATEGORY</th>
<th>SHORT TERM INTERVENTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Backstage</td>
<td>A</td>
<td>• Apply concrete to community dug out channels.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Fix 3 flush toilets and provide 31 toilets to meet shortfall.</td>
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<tr>
<td></td>
<td></td>
<td>• Provide 7 taps to meet the shortfall. Improve water quality by quality testing.</td>
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<tr>
<td></td>
<td></td>
<td>• Provide 180 legal electrical connections and street lights.</td>
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<tr>
<td></td>
<td></td>
<td>• Provide communal skips for organised waste management methods and the regular distribution of black bags.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Engage regularly with the leadership in the community.</td>
</tr>
<tr>
<td>Stoffkraal</td>
<td>A</td>
<td>• Social facilitation is needed to capacitate a leadership structure in the settlement.</td>
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<tr>
<td></td>
<td></td>
<td>• Meet with the community on a regular basis.</td>
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<tr>
<td></td>
<td></td>
<td>• Assess better forms of sanitation services such as flush toilets.</td>
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<tr>
<td></td>
<td></td>
<td>• Provide 40 additional taps based on the shortfall.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Regularly maintain electrical infrastructure.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Regularly distribute black bags and assess whether individual bins can be provided.</td>
</tr>
</tbody>
</table>
MUNICIPAL PROFILE: MATZIKAMA MUNICIPALITY

INTRODUCTION

The settlements were established for various reasons that include evicted farm workers who needed alternative accommodation, people who have been living on the land for a long period of time and settlements being established as a result of a church being built nearby. A large portion of the communities living in these rural informal settlements are employed as farm labourers and construction workers. Domestic work is common among women. As part of their priorities communities have identified the desire to undertake subsistence farming. The municipality should support communities in attaining this goal. All settlements in the municipal area are rural in character and their residents share similar priorities such as improved access to basic services, access to health facilities, employment opportunities and access to shelter.

SUMMARY OF COMMUNITY PRIORITIES

The settlements reported various development priorities. Access to employment opportunities was the most common priority. The residents of Backstage and Stoffkraal settlements are 100% employed as farm workers. The nature of this type of employment is varied: it could be seasonal or on a contract basis. The earning potential is often low and does not assist the community to access a good quality of life. The municipality needs to engage with these communities to unlock employment opportunities for those who have skills and provide skills capacity workshops for people who need to attain skills. The municipality should also be proactive in stimulating entrepreneurial activities. Communities have identified the need to grow their own food as in some instances they are located far from town. Travelling to town is costly and the price of food is expensive. The need for access to adequate shelter and security of tenure are other common priorities shared amongst the settlements. A large portion of these settlements are in Act 9 areas which means that securing tenure is often a lengthy and unguaranteed process. The municipality should ensure that it supports land reform projects. It should also make securing tenure an objective, so that the municipality, together with the community can attain this goal. Stoffkraal, Molsvlei and Rietpoort have identified access to health facilities as a community priority. The municipality must ensure that people are able to access clinics and hospitals when necessary by providing adequate transport to these amenities.

EXTRACT FROM COMMUNITY

We would like the municipality to provide all the community priorities so that our desired needs are met and to also pay regular visits to the settlement to make us feel part of the wider community. - Community of Backstage

- Access to employment opportunities
- Subsistence farming
- Adequate shelter and tenure security
- Access to health facilities
MUNICIPAL PROFILE: MATZIKAMA MUNICIPALITY

DENSITY VS AGE OF SETTLEMENT GRAPH

The graph showing structure density vs the age of the 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) Excluding the settlement of Backstage, the variables seem to have a weak negative correlation (coefficient = -0.17), meaning that age has little determining effect on density. The settlements are over 100 years old but have experienced very low growth rates and are all categorised as very low density settlements. This is presumably linked to the isolated nature of these settlements, the lack of economic opportunities in the area and the harsh environment which they are situated in.

ii) Backstage’s rapid growth has been attributed to in-migration from evicted farm workers and backyarders as well as limited space in other formal housing projects.

iii) The municipality, in the case of Backstage, should monitor the growth of the settlements to determine reasons for in-migration, the adequate service delivery level and to assist in mitigating illegal farm evictions. The seasonality of farm labour means that densities of households can increase and the demand for services fluctuates.

DEMOGRAPHIC SUMMARY

The aggregated structural density of the profiled settlements is 2, which indicates a very low density. All settlements, excluding Backstage, are situated in Act 9 areas and are over 100 years old. Due to their isolation, growth in these settlements has been very low. The harsh environment and limited resources make habitation in large parts of Matzikama difficult. The municipality should constantly monitor factors that influence growth in these settlements as well as track in-migration by job seekers and evicted farm dwellers. Evicted farm dwellers should receive legal assistance from the municipality and the Department of Rural Development and Land Reform.

INFORMAL SETTLEMENTS SURVEYED IN MATZIKAMA

Density (HH/Ha)

The aggregated structural density of the profiled settlements is 2, which indicates a very low density. All settlements, excluding Backstage, are situated in Act 9 areas and are over 100 years old. Due to their isolation, growth in these settlements has been very low. The harsh environment and limited resources make habitation in large parts of Matzikama difficult. The municipality should constantly monitor factors that influence growth in these settlements as well as track in-migration by job seekers and evicted farm dwellers. Evicted farm dwellers should receive legal assistance from the municipality and the Department of Rural Development and Land Reform.

PLANNING OVERVIEW

The settlements are all suitable for long term development and have all been categorised for in situ upgrading. Development is restricted in the settlements because they are situated in Act 9 areas, except for Backstage, which is located on municipally owned land with an IRDP project planned for the settlement. The other settlements’ development will be hindered as it lies outside municipal jurisdiction until ownership and tenure of the communities in question is clarified. This must be undertaken through a land reform project or land claim which needs to be facilitated by the DRDLR, provincial and municipal governments and the community, who will need to invoke the TRANCRAA legislation in order to ascertain ownership of the land. Only once this very lengthy process is complete will the municipality formally be able to continue development in these settlements. However, the municipality is still obligated to provide basic services for these settlements and therefore must ensure that the basic service requirements of these communities are met. This could allow the municipality to install flush toilets, provide more electrical connections and improve drainage systems.
MUNICIPAL PROFILE: MATZIKAMA MUNICIPALITY

Act 9 area (tenure security issues - land reform projects) 85.7% of settlements (6 out of 7) are situated in Act 9 areas - only Backstage is not. This means that these settlements are located outside the municipality’s development jurisdiction until the ownership and tenure of the communities in question is clarified. This must occur through the process of a land reform project or land claim, which needs to be facilitated by the DRDLR, provincial and municipal governments and the community, who will need to invoke the TRANCRAA legislation in order to ascertain ownership of the land. This process should be assisted by the contracted rural development or land reform agency who will liaise with the community throughout this process. This is a long term project. A responsive, working relationship between the municipality and the community is essential for effectively carrying out this procedure. Transparency and efficient administration will significantly benefit these projects.

Private land (ESTA issues - possible expropriation/land reform or eviction) 57.1% of the settlements (4) are located on private land. However all settlements are situated in Act 9 areas. These settlements are: Stoffkraal, Molsvlei, Kleinhoekie, and Rietpoort. The land must be expropriated by means of a land claim that invokes the TRANCRAA legislation. Current owners will be liable to receive adequate compensation. This is a long term project.

Servitudes (Important for partial or total relocation) None of the settlements are located on servitudes.

Relocation None of the settlements have been recommended for relocation.

HAZARDS AND RISKS

The communities experience a low level of locational risks and no significant natural hazards are reported. All present risks in the settlements are linked to the lack of adequate access to basic services. Common risks include poor street networks, lack of adequate storm water drainage systems, inadequate sanitation and waste management. The municipality can mitigate these by alleviating sanitation and water shortfalls and implementing a more effective waste management plan that sees the regular collection of waste and regular distribution of black bags. Through the process of in situ upgrading the municipality must minimise the effects of poor street networks by improving access/egress arrangements, especially in the case of emergencies. The communities have reported many cases of drug and alcohol related abuse as well as robbery occurring in settlements such as Backstage, Sams sams hoekie, Rietpoort and Putsekloof. The municipality must resolve crime related issues by offering support for drug addicts and awareness programmes for drug and alcohol related abuse. The police should have mobile units located inside the settlement to mitigate crimes relating to robbery. The community should be empowered through this process by forming neighbourhood watches.

BASIC SERVICE PROVISIONS

Service assessment The settlements surveyed have varied levels of basic service provision. There is a poor provision of sanitation services, shortfalls exist, toilets need to be repaired and maintenance issues exist. The provision of water services is adequate. However, there have been reports relating to the poor quality of water. This poses a health risk to communities using this water. The absence of a maintenance plan infringes on the communities’ access to clean water. The settlements have varied levels of access to electrical connections: Backstage is the only settlement without any electrical connections, Molsvlei is completely electrified and Putsekloof is almost completely electrified. Waste management is varied across the settlements. None of the settlements has individual bins and black bags are provided irregularly to all. 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 individual maintenance plans that are tailored to each settlement so that services are kept in a working condition.
Access to waste management

Access to waste management is varied. Most settlements have access to skips except for Backstage, which has no waste management system and Rietpoort, where the community disposes waste in oil drums that are scattered around the settlement. Black bags are distributed irregularly across all settlements and waste removal is largely managed by the municipality. The municipality needs to engage with communities about the importance of adequate waste management and recycling. The municipality should also regularly distribute black bags and assess possibilities for providing individual household bins.

Sanitation shortfall

The settlements have a poor level of access to sanitation services in terms of quality and provision. Backstage and Molsvlei have the largest shortfall of 31 toilets respectively, Kleinhoekie has a shortfall of 11 toilets and Sams sams hoekie has a shortfall of 3 toilets. Most settlements’ sanitation services are not adequately maintained by the municipality: in Rietpoort 6 toilets need to be fixed, in Putsekloof 4 toilets need to be fixed and in Sams sams hoekie 1 toilet needs to be fixed. In cases where communities use pit latrines such as in Stoffkraal, the community reports that the municipality does not maintain the toilets and as a result people get sick. Consequently, inadequate sanitation is a common risk found across the settlements. Short term interventions include improved access to sanitation services. In the instance of shortfalls, the municipality needs to assess whether it can provide flush toilets as opposed to pit latrines. The communities reported that if pit latrines are not maintained properly they pose a health risk. The municipality must alleviate shortfalls and implement maintenance plans which empower communities to care for their infrastructure.

Water shortfall

Although the communities have adequate water provision, they have reported issues relating to the quality of water and water pressure. Residents of Backstage settlement reported water related issues, namely that after taps were fixed, water appeared to be muddy and tasted salty. The community of Kleinhoekie reported similar water quality issues as well as low water pressure. Backstage is the settlement with the highest shortfall - namely 7 taps. The municipality should assess the possibility of providing individual household standpipes as most settlements are very low density except for Backstage, which is a medium density settlement. Furthermore, the municipality and community together need to formulate a maintenance plan which addresses the quality and regular maintenance of existing water services.

Electricity

Access to electricity is varied. Backstage, has no electricity or street lights. Stoffkraal, Kleinhoekie and Rietpoort are completely electrified. However, they have reported issues relating to problematic electric boxes and street lights that are not operational. Molsvlei has the best access to electricity with all households having access to legal electrical connections and 14 working street lights. The municipality needs to maintain existing electrical connections as it is often a paid service. The municipality also needs to ensure that settlements such as Backstage are incrementally given access to electricity starting with street lights, which can be used as a form of passive surveillance.

ACCESS TO AMENITIES

The settlements have varied access to educational and health amenities. Most secondary schools and hospitals are located far from the settlements. The municipality needs to ensure that it provides a transport system to and from schools and hospitals for learners and people in need of hospital care. In isolated settlements such as Stoffkraal, the municipality needs to ensure that children are able to access educational amenities. The municipality should also encourage the community to build preschools and crèches inside the settlement. The communities have access to various other socio-economic amenities such as spaza shops, community facilities, churches, police stations, shebeens and sports fields.
Ward committee
Only Backstage, Kleinhoekie and Rietfontein have leadership committees in place. They all enjoy healthy internal relationships. Molsvlei community does not have a formal leadership structure. The community does, however, convene general meetings once a week and reports having a healthy internal relationship. None of the communities have any support from ward committee leadership but many report maintenance issues directly to the councillor.

Relationship with the municipality
Molsvlei, Rietpoort and Kleinhoekie are the only settlements that report having a relationship with the municipality. All other settlements report having no relationship with the municipality. Rietpoort and Molsvlei have good relationships with the municipality even though they meet with the municipality once a year or when necessary. The municipality must continue to facilitate working relationships with these communities as well as initiating relationships with the other settlements. The municipality should meet with communities regularly to address priorities and to begin the processes of land reform associated with Act 9 areas.

Social problems
The communities reported social issues that mainly relate to drug and alcohol related crime and robbery. Stoffkraal, however, reported no crime. Unemployment, especially among the youth, was reported as a strong causal factor for many of these crimes. The municipality must ensure that communities are properly 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 improved employment opportunities will increase the wellbeing of communities and can help to reduce crime. Community leaders should arrange for neighbourhood watches as well as ousting criminals instead of shielding them.

Employment
The communities have a variety of dominant occupations like farm work, domestic labour and construction work. Unemployment is a major restricting factor. The municipality should consistently attempt to increase access to employment opportunities for these communities by implementing skills upgrading and vocational training projects. As occupations such as farm labour can be seasonal, they can leave households in a vulnerable position. The municipality must be aware of this and lend assistance where it can. Extending the EPWP and CWP programmes into these communities is a good way of stimulating employment.

Assessment
The communities have a varied level of community readiness. 4 of the 7 settlements do not have a formal leadership structure and only 3 settlements have any relationship with the municipality. The municipality has been unable to pursue development in these settlements (except Backstage) because they are situated in Act 9 areas, which are located outside of the municipality’s development jurisdiction. These are very low density settlements, which have existed for more than 100 years. Although residents may not have found it necessary to put any leadership structures in place, this will need to be amended as the TRANCRAA legislation necessitates that communities form leadership structures in order to engage with the process of transferring ownership and tenure in an Act 9 area. This process will be more effective if communities receive strong municipal support. This support, in turn, is dependent on the quality of the relationship between communities and municipalities. Therefore, the municipality and community members must engage to facilitate positive working relationships.

MUNICIPAL PROFILE: MATZIKAMA MUNICIPALITY

Social problems

Employment

Assessment

QUALITY OF LIFE

Access to educational amenities

Access to health facilities

COMMUNITY READINESS / POLITICAL ENVIRONMENT

Ward committee

Relationship with the municipality

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SUMMARY

The settlements surveyed have all been selected for in situ upgrading with Backstage and Stoffkraal categorised for in situ upgrading with planning already underway. 85.7% of settlements (6 out of 7) are situated in Act 9 areas - only Backstage is not. This means that these settlements are outside the municipality’s development jurisdiction until ownership and tenure of the communities in question is clarified. The communities of the other profiled settlements must undertake a long term land reform project by invoking the TRANCRAA (Transformation of Certain Rural Area’s Act of 1999) legislation in order to claim ownership and gain tenure security for land that they have occupied for more than a century. The municipality, provincial government and the Department of Rural Development and Land Reform (DRDLR) need to assist this land reform project. The municipality, using funds from the DRDLR, will need to employ a land reform or rural development consultancy to assist the communities with this process. Only Backstage is located on municipally owned land so that the upgrading process is able to commence. Stoffkraal, Molsvlei, Kleinhoekie and Rietpoort are located on privately owned land and Sams sams hoekie and Putsekloof are located on provincially owned land. All settlements are rural in character and located outside the urban edge. They are all zoned for public open space except for Backstage, which is zoned residential. The communities experience low levels of locational risks and there are no significant natural hazards reported. All present risks in these settlements are linked to the lack of adequate access to basic services. Common risks include poor street networks, lack of adequate storm water drainage systems and inadequate sanitation and waste management. Inadequate access to basic services can be mitigated through upgrading these settlements, implementing short term interventions and alleviating shortfalls. The settlements have varied access to educational amenities and health facilities. It is common for secondary schools and hospitals to be located more than 5kms away. The municipality needs to ensure that transport is provided for school learners to attend school and for people to be transported to and from hospital. The communities have reported many cases of drug and alcohol related abuse as well as robbery occurring in settlements such as Backstage, Sams sams hoekie, Rietpoort and Putsekloof. The municipality should engage with the communities, offer support for drug addicts and awareness programmes about drug and alcohol related abuse. Additional lighting can also help to prevent crime as it increases passive surveillance at night.
**SETTLEMENT PROFILE**

**Backstage**

Municipality: **MATZIKAMA**  
Closest town: **KOEKENAAP**  
Established: **2004**  
Structures: **152**

**TOWN LEVEL MAP**

**HISTORY AS TOLD BY THE COMMUNITY**

The reported reasons for the formation of Backstage informal settlement are overcrowding, backyarders and a lack of space. Farm workers who were evicted from farms also came to reside in the settlement but not everyone received formal housing.

**SUMMARY**

Backstage is a medium density settlement located on municipally owned land that is zoned as residential. The community experiences no locational hazards and is geographically located in a rural area. In some instances, strong winds have caused structural damage, however this is not considered a significant risk. The IDP has indicated that in the town of Koekenaap, where the settlement is located, sufficient land has been earmarked for development. However, there is also a high demand for housing. Based on the analysis, the settlement has been categorised for in situ upgrading with planning underway as an IRDP project. Through upgrading the settlement, conditions related to the settlement’s existing poor service delivery will be improved and shortfalls alleviated. The community has good access to a mobile clinic and a hospital in its immediate surrounds as well as to educational amenities with 75-100% of children attending school. Access to socio-economic amenities also exists. The municipality should begin regular engagements with the community through its leadership structure so that the community becomes aware of municipal plans relating to upgrading the settlement and to improving conditions relating to crime in the settlement.

**SHORT TERM INTERVENTIONS**

- Apply concrete to community dug out channels.
- Fix 3 flush toilets and provide 31 toilets to meet the shortfall.
- Provide 7 taps to meet the shortfall.
- Improve water quality by quality testing.
- Provide 180 legal electrical connections and street lights.
- Provide communal skips for organised waste management methods.
- Regularly distribute black bags.
- Engage regularly with the leadership in the community.

COMMUNITY PRIORITIES

Short term:
- **Access to water**
  The community complains that there is only one tap in the settlement.
- **Access to electricity**
  The community doesn’t have electricity.
- **Access to sanitation**
  The community complains about the hygiene of toilets.
- **Access to shelter**
  The community needs access to shelter.

Long term priorities:
- **Access to employment opportunities**
  The community needs more job opportunities.

COMMUNITY READINESS

- **Leadership:** Leadership committee
- **Leader relations:** Undetermined
- **Relationship with municipality:** None

ASSESSMENT

The settlement has a leadership committee that only meets when necessary and that has no relationship with the municipality. Social facilitation is needed to support the community with developing a ward committee to facilitate regular engagements with the municipality.

DEMOGRAPHICS

- **152 Structures:**
  - 150 Residential
  - 2 Bus. & Res.
- **180 Households**
- **540 People**

COMMUNITY VOICES

We would like the municipality to provide all community priorities so that our desired needs are met and to also pay regular visits to the settlement to make us feel part of the wider community.

PLANNING RELATED ISSUES

- **100% Land ownership:** Municipality 100%
- **Servitude:** None
- **Zoning:** Residential
- **Household density:** 74HH/Ha

Evaluation of categorisation

Backstage is located outside the urban edge, on municipally owned and residentially zoned land. It is located in the town of Koekenaap, which has an Integrated Residential Development Programme (IRDP) project planned for the IDP cycle 2012 - 2017. The settlement’s rural locality and the fact that people have settled there for 12 years, necessitates the need to have it form part of this IRDP. The IDP has a total of 110 sites that form part of the programme. As a medium density settlement, Backstage has 180 households, which indicates a relatively small community that currently has poor access to basic service provision. The community consists of farm labourers and has reported that residents need access to employment opportunities. When the settlement is upgraded as part of the IRDP project, the municipality should ensure that it uses local labour through the EPWP which will provide job opportunities and skills building. It will enable the community to take ownership of their settlement’s development.

Comment on past relocation attempts

The community reported that there are no plans to relocate the settlement.
SETTLEMENT PROFILE: BACKSTAGE

HAZARDS AND RISKS

Natural
- None

Man-made
- Inadequate sanitation
- Waterborne diseases

Assessment
The settlement has no locational hazards and experiences insignificant occurrences of strong winds. The community has poor access to basic services and has no adequate waste management system. Due to a lack of maintaining existing water and sanitation services, waterborne diseases are a problem. The municipality, through upgrading and reblocking the settlement, can spatially organise the settlement to accommodate its medium density. The municipality also needs to alleviate shortfalls, introduce a comprehensive waste management plan, install concrete storm water channels and implement an infrastructure management plan that tests water quality to ensure that the community has access to good quality water. The municipality should resolve crime-related issues by offering support for drug addicts and awareness programmes for drug and alcohol-related abuse. The police should introduce mobile units to the settlement to mitigate crimes relating to robbery. It is crucial that the community is empowered through this process by formulating neighbourhood watches and holding the people, who cause crime in the settlement, to account.

BASIC SERVICES

Service assessment
The settlement has poor access to basic services. The community reported that the settlement has no bulk capacity for services. The community experiences poor access to water services with only 1 communal standpipe as well as poor water quality. Sanitation services require regular maintenance with 3 toilets in need of repair and a shortfall of 31 flush toilets. The settlement has no electricity services or street lights. This places the community at risk of fire disasters and increased crime due to a lack of lighting. In addition, the settlement has no waste management system. The community disposes of waste anywhere. The municipality never collects waste and no black bags are provided.

SANITATION

Working ratio 1:23 Shortfall 31

Of 8 flush toilets, 5 are working and 3 need to be fixed. There is a shortfall of 31 flush toilets. Flush toilets are serviced by the community. The community also reported that members lock their toilets because people leave the toilets dirty, do not bother cleaning them and because of vandalism. The community also reported that there are not enough toilets to accommodate everyone in the settlement.

WATER

Working ratio 1:180 Shortfall 7

1 communal standpipe is located inside the settlement and there is a shortfall of 7 taps. The standpipe is maintained by the community. The community reported that municipal water is not in good condition. After water repairs are completed, water ends up tasting muddy and salty.

ELECTRICITY

0 Prepaid

There are 0 legal electrical connections or street lights in the settlement. Provide 180 legal electrical connections as well as street lights.

WASTE Disorganised deposit

There is no waste management system in the settlement. The community disposes of waste anywhere. The municipality never collects waste and no black bags are provided.
The community has excellent access to health facilities. The community is serviced by a mobile health clinic and is located 500m from the hospital. 75 - 100% of children in the settlement go to school. A preschool, primary and secondary school are located in the immediate vicinity. The community has access to general and spaza shops as well as to community facilities such as a church and a community hall.

**ECONOMIC SERVICES**
- General shops
- Spaza shops

**SOCIAL SERVICES**
- Church
- Community hall

**EMPLOYMENT PROFILE**
% of employed men and women

100%

Farm work

The community consists of farm labourers (100%). As this type of employment can be seasonal, it can result in vulnerable livelihoods for households as they are without income for months at a time. The municipality should extend the EPWP programmeme to the settlement as well as implement skills upgrading and training to improve access to employment for this community.
Stoffkraal

Municipality: MATZIKAMA
Closest town: RIETPOORT
Established: 1916
Structures: 110

**TOWN LEVEL MAP**

**SUMMARY**

Stoffkraal is a very low density settlement located on privately owned land and situated in an Act 9 area. The land is zoned as public open space and the settlement is located outside the urban edge. The community has settled there for 100 years. The settlement was established in 1916. The settlement has poor access to educational amenities as well as to a hospital. It is only serviced by a mobile clinic. 100% of the community’s working population is employed as farm labourers. Women in the settlement reported the need for more employment opportunities. The settlement is far from the nearest town. Should residents need to go to the bank, they spend a large portion of their income on travelling. The community has no relationship with the municipality. The municipality should actively engage with the community to support members with implementing community priorities. The municipality should provide transport for school children who need to walk an hour to access schools and for people who need to visit the hospital. The community has no experiences of disasters. Risks are associated with inadequate basic service provision. The settlement has been categorised as in situ upgrading with planning underway. As the settlement is located in an Act 9 area, the municipality needs to engage with the Department of Rural Development and Land Reform and invoke the TRANCRAA (Transformation of Certain Rural Areas Act of 1999) to pursue development. However, in the interim the municipality can assist the community with alleviating shortfalls and improving access to basic services as well as the initial phase of in situ upgrading, which is reblocking, so that the poor road network can be improved.

**HISTORY AS TOLD BY THE COMMUNITY**

The settlement has been here for over 100 years. Our grandparents used to live here.

**SHORT TERM INTERVENTIONS**

- Social facilitation is needed to capacitate a leadership structure in the settlement.
- Meet with the community on a regular basis.
- Assess better forms of sanitation services such as flush toilets.
- Provide 40 additional taps based on the shortfall.
- Regularly maintain electrical infrastructure.
- Regularly distribute black bags.
- Assess whether the municipality can provide individual bins.

COMMUNITY PRIORITIES

Short term:
- **Access to health facilities**
  The clinic opens once a week.
- **Access to employment opportunities**
  We want women to have access to work opportunities to support their families.
- **Small scale farming**
  We want small scale farming to support ourselves. Food here is expensive.
- **ATM located in the settlement**
  We want access to an ATM so that we can get money without having to pay high traveling fees. We pay R1200 to go to Vredendal.

Medium term priorities:
- **Security of tenure**
  We want the land because currently it is privately owned.

Long term priorities:
- **Access to shelter**
  We have been living in these structures for a while now and need houses.

COMMUNITY READINESS

- **Leadership:** No leaders
- **Leader relations:** None
- **Relationship with municipality:** None

ASSESSMENT

- The settlement has no leaders. The community reported that members only convene a general meeting when there are problems in the community. Although the community meets once a year with the municipality, the community has no relationship with them. Social facilitation is needed to support the community with establishing a leadership structure or ward committee so that they can hold regular meetings about implementing community priorities.

COMMUNITY VOICES

We want a better relationship with the municipality. We need transportation to go to town. The food is very expensive in the area. The settlement used to be part of the district municipality but since last year it’s under Matzikama.

PLANNING RELATED ISSUES

- **100% Land ownership:** Private 100%
- **Servitude:** None
- **Zoning:** Public open space
- **Household density:** 1HH/Ha

Evaluation of categorisation

To deal with the housing shortage experienced by communities such as Stoffkraal, land in Koekenaap was earmarked for UISF projects. Due to the settlement’s location in an Act 9 area, no future municipal plans exist for this settlement as the municipality is not able to proceed with development in this area. The municipality, together with provincial government and the Department of Rural Development and Land Reform, needs to implement a land reform investigation to determine whether this community is eligible to gain ownership of the land and in turn attain tenure security for the community. This will include making use of the Transformation of Certain Rural Areas Act, 1999. The municipality will have to assist the community in employing a rural development or land reform consultancy. Such a consultancy would assist the community with establishing a committee that is able to represent the community as well as take representatives through the legislative process of a land reform project. In the interim, the municipality should upgrade the settlement with adequate access to basic services, implement short term interventions and community priorities so that the community can have a good quality of life.

Comment on past relocation attempts

There are no plans to relocate the settlement. The community would like houses and flush toilets. There are also no municipal plans for the settlement.

DEMOGRAPHICS

- **110 Structures**
  102 Residential
  4 Res. & Bus.
  4 Community
- **102 Households**
- **306 People**
HAZARDS AND RISKS

Natural
• Slope greater than 18

Man-made
• Inadequate sanitation
• Poor street network

Assessment
The settlement is located on a slope and has no significant natural disasters. Based on the low density of the settlement the slope is not a risk as spatially, the community can organise itself by establishing a buffer zone around the settlement to reduce the risk. The community reported no instances of crime in the settlement. Based on the low level of services in the settlement, the community experiences inadequate sanitation and a poor street network. Through implementing short term interventions and developing a joint maintenance plan with the community, sanitation will be improved. The community, with the support of the municipality, needs to spatially organise itself to improve access / egress arrangements.

BASIC SERVICES

Service assessment
The settlement has good access to water and electricity but sanitation services are poor and pit latrines, which are not maintained, adversely affect the health of the community. Waste management in the settlement can be improved through the regular collection of waste and improved distribution of black bags. The municipality should also assess the possibility of providing 102 households with individual black bins. The settlement has no storm water problems when it rains. The community reported that there is no informal or formal storm water drainage system in the settlement. It takes more than 2 months for the municipality to do general maintenance in the settlement with the community reporting maintenance issues to the councillor. The municipality should develop a maintenance plan that has a clear maintenance reporting protocol and alleviates shortfalls.

SANITATION

Working ratio 1:2
Shortfall 0

The settlement has 62 pit latrine toilets, which are supposed to be maintained by the municipality. The community reported that the pit latrines are not regularly maintained and that they make people sick. There is no shortfall but the municipality should assess opportunities for better sanitation services in the form of flush toilets.

WATER

Working ratio 1:2
Shortfall 0

62 individual standpipes are located in the settlement and the community does not pay for water. Based on the national average, there is no water shortfall. However, there is a shortfall of 40 households that do not have their own tap.

ELECTRICITY

102 Pre-paid

102 households have prepaid electrical connections. The settlement has 10 street lights. The community reported that most streetlights are not working and that there are very few located in the settlement. The electricity boxes are weak. The municipality should maintain electrical infrastructure in the settlement regularly.

WASTE

3 Municipal skips

The municipality services 3 communal skips. Black bags are handed out irregularly and waste is collected on a weekly basis. The municipality should distribute black bags regularly and assess the possibility of providing individual bins.
The settlement has poor access to health facilities. The hospital is located more than 5km away (equivalent to over an hour’s walk), which could be problematic in cases of emergency. The settlement is serviced by a mobile clinic. Although 75 - 100% of children from the settlement attend school, the community has poor access to educational amenities: there is no preschool within 5km of the settlement and the primary school and secondary school are located more than 5km away (equivalent of an hour’s walking distance from the settlement). The community has access to a shebeen and a spaza shop as well as to community facilities such as a church, community hall, playground and police station.

The community consists of farm labourers (100%). This type of employment can be seasonal and can thus create a vulnerable community that is dependent on one form of employment. The municipality should extend the EPWP programmeme to the settlement as well as implement skills upgrading and training to improve access to employment for this community. The community reported that it would like small scale farming opportunities so that members can sustain their families. The municipality should develop programmes that can assist the community with implementing this priority.
SETTLEMENT PROFILE

**Molsvlei**

**Municipality:** MATZIKAMA  
**Closest town:** RIETPOORT  
**Established:** 1906  
**Structures:** 238

**HISTORY AS TOLD BY THE COMMUNITY**

The community has been here for 100 years, our great grandparents used to live here.

**TOWN LEVEL MAP**

**SUMMARY**

Molsvlei is a very low density settlement located on privately owned land and situated in an Act 9 area. The land is zoned as public open space and is located outside the urban edge. The settlement was established in 1906 and the community has settled there for 110 years. The settlement has relative access to health facilities such as a mobile clinic and poor access to a hospital. It is well located in terms of a pre- and primary school. The secondary school is located far from the settlement. The municipality should provide transport to and from hospitals, especially in emergency situations and for learners who need to attend secondary school and walk for more than 1 hour to access school. The community has a good relationship with the municipality. The municipality should actively engage with the community to support with implementing community priorities. The community has not experienced disasters. Risks are associated with the lack of spatial organisation. The settlement has been categorised as in situ upgrading. As the settlement is located in an Act 9 area, the municipality needs to engage with the Department of Rural Development and Land Reform and invoke the TRANCRAA (Transformation of Certain Rural Areas Act of 1999) to pursue development. However, in the interim, the municipality can assist the community with alleviating shortfalls and improving access to basic services as well as the initial phase of in situ upgrading, which is reblocking, so that the poor road network can be improved.

**SHORT TERM INTERVENTIONS**

- Provide a shortfall of 31 toilets.
- Assess possibilities for providing better sanitation services such as flush toilets.
- Improve waste management in the settlement through regularly distributing black bags and providing individual household bins.
- The community and the municipality should meet more frequently to discuss basic services such as access to flush toilets and other community priorities.

SETTLEMENT PROFILE: MOLSVLEI

COMMUNITY PRIORITIES

Short term:
- **Access to health facilities**
  The community wants a clinic that will open every day in their settlement.
- **Access to sanitation**
  The community wants flush toilets.
- **Access to employment opportunities**
  The community wants employment opportunities in their settlement so that they don’t have to travel long distances for work.

Medium term:
- **Security of tenure**
  The community wants to be able to plant on the land because food is expensive.

Long term:
- **Access to shelter**
  The community wants proper housing.

COMMUNITY READINESS

- **Leadership:** No leaders
- **Internal community relations:** Healthy
- **Relationship with municipality:** Good

ASSESSMENT

There are no leaders in the settlement. The community reported that residents have a healthy internal relationship and a good relationship with the municipality. The community convenes a general meeting once a week to discuss issues and meets with the municipality once a year to talk about problems regarding services in the settlement.

COMMUNITY VOICES

We want the municipality to respond immediately when there are problems in the community. When the municipality employs people, they must change them and not have one person working for them. Opportunities must be shared by everyone in the community equally.

DEMographics

- **238 Structures:**
  - 230 Residential
  - 4 Res. & Bus.
  - 4 Community

- **230 Households**

- **690 People**

PLANNING RELATED ISSUES

- **100% Land ownership:** Private 100%
- **Servitude:** None
- **Zoning:** Public open space
- **Household density:** 2HH/Ha

Evaluation of categorisation

There are no future municipal plans for this settlement as the municipality is not able to proceed with development as the settlement is located in an Act 9 area. However, the IDP contains plans to upgrade community facilities in the settlement such as improving the exits of the community hall. The municipality, together with provincial government and the Department of Rural Development and Land Reform, needs to implement a land reform investigation to determine whether this community is eligible to gain ownership of the land and in turn attain tenure security for the community. This will include making use of the Transformation of Certain Rural Areas Act, 1999. The municipality will have to assist the community with employing a rural development or land reform consultancy to facilitate the establishment of a committee that can represent the community and take residents through the legislative process of a land reform project.

Comment on past relocation attempts

The community reported that there are no plans to relocate the settlement. There are also no municipal plans for the settlement.
SETTLEMENT PROFILE: MOLSVLEI

HAZARDS AND RISKS

Natural
- None

Man-made
- Poor street network

Assessment
The community experiences no locational risks. According to reports, the lacking street network is a risk as it does not allow public transport to access the community. The community reported fires, however these do not pose a significant risk. Through implementing short term interventions along with a jointly developed maintenance plan, sanitation will be improved. The community, with the support of the municipality, needs to develop a maintenance plan which addresses shortfalls and regular maintenance of infrastructure in the settlement.

BASEL SERVICES

Service assessment
The settlement has good access to electricity and water connections. There is a shortfall of 31 toilets and a need to improve waste management in the settlement. The municipality together with the community needs to investigate the possibility of providing better sanitation services such as flush toilets. The community has no storm water related problems when it rains. Once reported to the councillor, general maintenance in the settlement takes more than 2 months. The municipality and the community need to develop a maintenance plan which addresses shortfalls and regular maintenance of infrastructure in the settlement.

SANITATION

Working ratio 1:16 Shortfall 31

The settlement has 15 pit latrines, which are not regularly maintained by the municipality. There is a shortfall of 31 toilets. Community members lock toilets because the wind blows papers out of the toilet. The community also requested flush toilets.

WATER

Working ratio 1:1 Shortfall 0

400 individual standpipes are all in working order and maintained by the municipality. There is no shortfall. The community does not pay for water.

ELECTRICITY

230 Pre-paid 0 Street lights

There are 4000 illegal household connections and no street lights.

WASTE

1 Communal skip

1 communal skip is located in a common area in the settlement. Black bags are distributed irregularly and waste is collected weekly. The municipality should improve waste management in the settlement through regularly distributing black bags and providing individual household bins.
The community has access to a health clinic located inside the settlement. The hospital is located 1 hour away which is more than 5km from the settlement. The community has adequate access to educational amenities with a preschool and primary school located inside the settlement. The secondary school is located 1 hour away which is more than 5km from the settlement. The community has access to socio-economic amenities such as a general shop and 4 spaza shops, community facilities such as a church, community hall, playground, police station and a sports facility.

The community is predominantly made up of farm labourers and domestic workers. These types of employment can be seasonal and could create a vulnerable community that is dependent on low skilled work. The municipality should extend the EPWP programme to the settlement as well as implement skills upgrading and training to improve access to employment for this community. The community reported that members would like small scale farming opportunities so that they can sustain their families. The municipality should develop programmes that can assist the community with implementing this priority.
SETTLEMENT PROFILE

Sams sams hoekie

Municipality: MATZIKAMA
Closest town: RIETPOORT
Established: 1913
Structures: 83

TOWN LEVEL MAP

HISTORY

AS TOLD BY THE COMMUNITY

Residents come from Rietpoort where their great grandparents also lived. Sams sams hoekie is an extension of Rietpoort.

SUMMARY

Sams sams hoekie is an isolated, very low density settlement situated on provincially owned land and zoned public open space. The settlement falls in the Act 9 area of Rietpoort. The settlement experiences a low level of locational risks and has good access to basic service provision except for a sanitation shortfall of 3 toilets. The community reports that there are no municipal plans for the settlement, which is confirmed by the settlement’s absence on the municipal housing pipeline. This is because the municipality cannot pursue development in an Act 9 area without considering the TRANCRAA (Transformation of Certain Rural Areas Act, 1999) legislation. The settlement is suitable for long term development and should undergo a process of in situ upgrading. However, predictions indicate that its growth will remain very low, given that the settlement was established in 1913 and still records very a low density. In order to develop this settlement, the municipality, provincial government and the Department of Rural Development and Land Reform will have to assist the community through the process of a land reform project to gain community ownership and tenure security. It is imperative that the municipality continues to establish a working relationship with this community as mutual cooperation between local government and the community is crucial in effectively navigating this process. The community will have to employ the services of a land reform or rural development consultancy in order to navigate the processes of TRANCRAA. This includes electing a leadership committee that will represent the community in this process.

SHORT TERM INTERVENTIONS

- Repair 1 toilet and install 2 more.
- Investigate the feasibility of installing flush toilets in the settlement.

## Community Priorities

<table>
<thead>
<tr>
<th>Short Term:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Security of tenure The community wants land to build houses on</td>
</tr>
<tr>
<td>• Access to shelter The community wants proper houses</td>
</tr>
<tr>
<td>• Access to employment opportunities The community wants access to more employment opportunities</td>
</tr>
<tr>
<td>• Access to sanitation The community wants proper and adequate sanitation</td>
</tr>
<tr>
<td>• Access to water The community needs more taps to accommodate everyone in the settlement</td>
</tr>
</tbody>
</table>

## Demographics

| Structures: 83 | Households: 83 | People: 249 |

## Community Readiness

- **Leadership:** No leaders
- **Leader relations:** None
- **Relationship with municipality:** None

## Assessment

There is no leadership structure present in the settlement. The community never holds general meetings or meets with the municipality, whom it has no relationship with. The municipality should facilitate a working relationship with this community.

## Community Voices

We want the municipality to give us better sanitation services because the pit toilets fill up and they cause flies. It becomes an unhygienic area to live in.

## Planning Related Issues

- **100% Land ownership:** Provincial 100%
- **Zoning:** Public open space
- **Servitude:** None
- **Household density:** 6HH/Ha

### Evaluation of categorisation

This very low density isolated settlement has no current or future municipal plans as the municipality is not able to proceed with development due to the settlement’s location in an Act 9 area. The municipality, together with provincial government and the Department of Rural Development and Land Reform, needs to implement a land reform investigation to determine whether this community is eligible to gain ownership of the land and in turn attain tenure security for the community. This will include making use of the Transformation of Certain Rural Areas Act, (TRANCRAA) after 1999. The municipality will have to assist the community in employing a rural development or land reform consultancy to support the community with establishing a committee that can represent the community as well as take community members through the legislative process of a land reform project. Since the community faces very few locational risks and has access to educational, health and other amenities, the settlement is suitable for long term development. Depending on the outcome of the TRANCRAA process the settlement should be upgraded in situ to further improve the community’s access to basic services and general wellbeing.

### Comment on past relocation attempts

The community reports that there are no plans for the settlement.
SETTLEMENT PROFILE: SAM SAMS HOEKIE

BASIC SERVICES

Service assessment
The community has an average access to basic services but suffers from poor access to sanitation. There is a shortfall of 3 toilets with 1 toilet needs repair. The municipality must alleviate this shortfall. It must also investigate the feasibility of installing flush toilets. The community has decent access to water but the community complains that water is too far away. The municipality should investigate providing taps nearer to households or installing individual household standpipes. Waste management is conducted by the municipality who must ensure that waste is collected regularly and that black bags are distributed regularly. A recycling system should be implemented if one is not already in place. The municipality has provided electricity to 70 households. There are 13 households which require a prepaid connection to be installed. General maintenance usually takes a week and is reported directly to the ward councillor.

HAZARDS AND RISKS

Natural
- Slope greater than 18

Man-made
- None

Assessment
Social problems include drug related violence. The municipality should implement drug awareness campaigns and support groups for the community. Police must monitor the community and attempt to stop the supply of drugs. Through increasing the number of street lights, crime rates could decrease as passive surveillance is increased. The municipality should tackle youth unemployment by introducing the EPWP programme, skills training and exchange programmes.

SANITATION

Working ratio 1:6
Shortfall 3

There are 14 working pit latrines that are maintained regularly by the municipality. There is a shortfall of 3 toilets and 1 toilet needs to be repaired.

WATER

Working ratio 1:6
Shortfall 0

15 working communal standpipes are located inside the settlement and maintained by the municipality. There is no shortfall, but the community wants its own individual taps because residents do not want to walk 10 minutes to get to a tap.

ELECTRICITY

70 Pre-paid
5 Street lights

The settlement has 70 prepaid connections and 5 street lights. This means that there are 13 households without electricity.

WASTE

Waste management: Common area inside settlement

1 communal area for depositing waste is located inside the settlement and serviced by the municipality. Black bags are distributed irregularly.
The community reported that it has excellent access to educational facilities with pre-, primary and secondary schools all located inside the settlement. A clinic is located inside the settlement and provides adequate health care for the community. However, the nearest hospital is a 30 minute walk away. This means that the municipality should provide transport to the hospital, especially in emergency situations. This community also accesses other socio-economic amenities, including a community hall, spaza shops, police station and shebeens.

A dominant portion of the community works as farm labourers and domestic workers. Farm labour can be seasonal and create a vulnerable community dependent on low skilled work. The municipality should extend the EPWP programme to the settlement as well as implement skills upgrading and training to improve access to employment for this community. The community reported that it would like small scale farming opportunities so members can sustain their families. The municipality should develop programmes that can assist the community with implementing this priority.
Kleinhoekie is an isolated, very low density settlement situated on privately owned land that is zoned public open space. The settlement falls in the Act 9 area of Rietpoort. The settlement experiences a low level of locational risks and has good access to basic service provision, except for a sanitation shortfall of 11 toilets. The community reports that there are no municipal plans for the settlement, which is confirmed by the settlement’s absence on the municipal housing pipeline. This is because the municipality cannot pursue development in an Act 9 area without considering the TRANCRAA (Transformation of Certain Rural Areas Act, 1999) legislation. The settlement is suitable for long term development and should undergo a process of in situ upgrading even though predictions indicate that growth will remain very low given that the settlement was established in 1913 and is still characterised by very low density. In order to develop this settlement the municipality, provincial government and the Department of Rural Development and Land Reform will have to assist the community in the process of a land reform project so that the community can gain ownership and tenure security. It is imperative that the municipality continues to facilitate a working relationship with this community as mutual cooperation between local government and the community is crucial in effectively navigating this process. The community will have to employ the services of a land reform or rural development consultancy in order to navigate the processes of TRANCRAA, which includes electing a leadership committee that represents the community in this process.

**SHORT TERM INTERVENTIONS**

- Install concrete storm water channels.
- Provide 11 toilets.
- Investigate the feasibility of installing flush toilets.
- Provide transport for learners to primary and secondary schools and for community members requiring health care.
- Regularly service pit latrines.
- Regularly distribute black bags.

COMMUNITY PRIORITIES

**Short Term:**
- **Access to employment opportunities**
  The community members want job opportunities because they believe that crime rates would decrease.
- **Shelter**
  The current houses are old and very small for a family.
- **Tenure security**
  We request access to land so that we can build our houses.
- **Access to Sanitation**
  The community needs flush toilets because we do not know how to maintain the pit toilets.
- **Maintenance and operations**
  The community wants toilets to be maintained on a regular basis.

**Medium Term:**
- **Transportation**
  The community needs transportation to take members to hospital and children to school.

COMMUNITY READINESS

- **Leadership:** **Leadership committee**
- **Leader relations:** **Healthy**
- **Relationship with municipality:** **Average**

ASSESSMENT

The community has a leadership committee that enjoys a healthy internal relationship and meets when necessary. The committee reports meeting with the municipality when necessary and has an average relationship with the municipality. The municipality must continue to establish a working relationship with the community.

COMMUNITY VOICES

We want the municipality to do regular maintenance.

DEMographics

- **131** Structures
  - 3 Res. & Bus.
  - 1 Business
  - 21 Other
- **106** Households
- **318** People

PLANNING RELATED ISSUES

- **100%** Land ownership: **Private 100%**
- **Servitude:** **None**
- **Zoning:** **Public open space**
- **Household density:** **13HH/Ha**

Evaluation of categorisation

This very low density, isolated settlement has no existing or future municipal plans as the municipality cannot proceed with development due to its location in an Act 9 area. The municipality, together with provincial government and the Department of Rural Development and Land Reform, needs to implement a land reform investigation to determine whether this community is eligible to gain ownership of the land and in turn attain tenure security. This will include making use of the Transformation of Certain Rural Areas Act, 1999 (TRANCRAA). The municipality will have to assist the community in employing a rural development or land reform consultancy to assist with establishing a committee that can represent the community as well as take members through the legislative process of a land reform project. Since the community faces very few locational risks and has access to educational, health and other amenities, the settlement is regarded as suitable for long term development. Given the outcome of the TRANCRAA process, the settlement should be upgraded in situ to further improve the community’s access to basic services and general wellbeing.

Comment on past relocation attempts

The community reports that there are no plans for the settlement.
SETTLEMENT PROFILE: KLEINHOEKIE

HAZARDS AND RISKS

Natural
- Slope greater than 18

Man-made
- Inadequate sanitation

Assessment
The settlement experiences a low level of locational hazards. The community indicated that residents experience issues when it rains and that the municipality should install concrete storm water channels to alleviate these. Inadequate sanitation was listed as the only man-made risk. The municipality must alleviate the sanitation shortfall to mitigate this. Social problems include drug and alcohol related violent crime and petty crime. The municipality should implement drug awareness campaigns and support groups for the community. Police must monitor the community and attempt to stop the supply of drugs. An increase in the number of street lights could decrease crime rates as passive surveillance is increased. The municipality should try tackle youth unemployment by introducing the EPWP program if it does not yet exist. It takes a week to respond to maintenance issues and the community reports issues directly to the municipality. Even so, the community requests that a proper maintenance plan be put in place which includes regularly servicing the pit latrines.

BASIC SERVICES

Service Assessment
The community has good access to basic service provision except for a sanitation shortfall of 11 toilets. The municipality needs to provide 11 toilets and investigate the feasibility of supplying flush toilets to this community. With regard to waste management, the community receives adequate provision although the municipality should distribute black bags regularly and implement a recycling system if it does not yet exist. It takes a week to respond to maintenance issues and the community reports issues directly to the municipality. Even so, the community requests that a proper maintenance plan be put in place which includes regularly servicing the pit latrines.

SANITATION

Working ratio 1:10  Shortfall 11

11 working communal standpipes are located inside the settlement and maintained by the municipality. The community reports that the water is not clean and that the pressure of water coming out of taps is low.

ELECTRICITY

106 Prepaid  6 Street lights

There are 106 prepaid connections and 6 street lights. The community requests more street lights.

WATER

Working ratio 1:10  Shortfall 0

11 working communal standpipes are located inside the settlement and maintained by the municipality. The community reports that the water is not clean and that the pressure of water coming out of taps is low.

WASTE

Waste management: Common area inside settlement

There are 10 common areas where waste can be deposited. Waste is collected weekly by the municipality. Black bags are distributed irregularly to the settlement.
The community has an average access to educational amenities with a preschool located in the settlement, a primary school within a 30 minute walk and secondary schools more than a 30 minute walk away. The municipality must ensure that all learners have access to education. This could mean that the municipality needs to provide transport for primary and secondary school learners. The community has excellent access to health care with a clinic located inside the settlement. The closest hospital is more than an hour’s walk away. Therefore the municipality must ensure that the community has transport to the hospital, especially in times of emergency. The community has access to other socio-economic amenities such as a playground, community hall, church, 4 spaza shops, general shops, police station and 2 shebeens.

The men in the municipality are predominantly (80%) employed as farm labourers and the women are predominantly (80%) employed as domestic workers. Farm work can be seasonal by nature, leaving households in vulnerable positions for parts of the year when work is scarce. The municipality must assist these households where possible. The municipality can also extend the EPWP and CWP programmes to this community. Local government can implement skills upgrading and vocational training projects to increase access to employment opportunities for these communities. 10% of women are self employed and the municipality should assist in stimulating entrepreneurship and small business development in the community.
Rietpoort

Municipality: MATZIKAMA
Closest town: RIETPOORT
Established: 1913
Structures: 107

SUMMARY

Rietpoort is an isolated, very low density settlement situated on privately owned land and zoned public open space. The settlement falls in the Act 9 area of Rietpoort. The settlement experiences a low level of locational risks and has good access to basic service provision. The community reports that there are no municipal plans for the settlement. This is confirmed by the settlement’s absence on the municipal housing pipeline. This is because the municipality is not able to pursue development in an Act 9 area without considering the TRANCRAA (Transformation of Certain Rural Areas Act, 1999) legislation. The settlement is suitable for long term development and should undergo a process of in situ upgrading. However, predictions indicate that its growth will remain very low given that Rietpoort was established in 1913. In order to develop this settlement, the municipality, provincial government and the Department of Rural Development and Land Reform will have to assist the community in the process of a land reform project so that the community can gain ownership and tenure security. It is imperative that the municipality makes use of its good relationship with this community as mutual cooperation between local government and the community is crucial in effectively navigating this process. The community will have to employ the services of a land reform or rural development consultancy in order to navigate the processes of TRANCRAA, which include electing a leadership committee that can represent the community in this process.

SHORT TERM INTERVENTIONS

- Provide 15 additional individual standpipes
- Provide 15 prepaid electrical connections.
- Repair 6 broken toilets
- Investigate installing flush toilets.

COMMUNITY PRIORITIES

Short term:
- **Access to employment opportunities**
  The community wants employment opportunities.
- **Maintenance and operations**
  The community wants the municipality to take service maintenance seriously.
- **Tenure security**
  The community wants the land to belong to them so that they can build houses legally.
- **Access to sanitation**
  The community says some people do not have sanitation services and that these are poorly maintained.
- **Access to health care facilities**
  The community says that observations occur on Mondays but they then need to wait another week for the doctor to give them medication. Sometimes the doctor does not come. The system is therefore not regular.

DEMOGRAPHICS

- **Structures**: 107
- **Households**: 105
- **People**: 315

COMMUNITY READINESS

- **Leadership**: Leadership committee
- **Leader relations**: Healthy
- **Relationship with municipality**: Good

ASSESSMENT

The community has a community leadership committee that enjoys a healthy internal relationship and meets once a month. The community reports meeting with the municipality once a year and that it has a good relationship with the municipality.

COMMUNITY VOICES

There is a high crime rate in the community because the youth do not have many job opportunities. The people with pit toilets cannot service their toilets. The municipality only services individuals who make use of septic tanks.

PLANNING RELATED ISSUES

- **Land ownership**: Private 100%
- **Servitude**: None
- **Zoning**: Public open space
- **Household density**: 2HH/Ha

Evaluation of categorisation

This very low density isolated settlement has no existing or future municipal plans as the municipality cannot proceed with development due to the settlement’s location in an Act 9 area. The municipality, together with provincial government and the Department of Rural Development and Land Reform, needs to implement a land reform investigation to determine whether this community is eligible to gain ownership of the land and in turn attain tenure security for the community. This will include making use of the Transformation of Certain Rural Areas Act, 1999 (TRANCRAA). The municipality will have to assist the community in employing a rural development or land reform consultancy to support the community with establishing a committee that can represent the community as well as take residents through the legislative process of a land reform project. Since the community faces very few locational risks and has access to educational, health and other amenities, the settlement is suitable for long term development. Given the outcome of the TRANCRAA process, the settlement should be upgraded in situ to further improve the community’s access to basic services and general wellbeing.

Comment on past relocation attempts

The community reports that there are no plans for the settlement.
SETTLEMENT PROFILE: RIETPOORT

BASIC SERVICES

Service assessment
The community receives an adequate level of basic service delivery. Residents have good levels of sanitation, water, waste collection and electricity provision. The municipality can further assist by providing 15 additional, individual standpipes to households in need and providing 15 additional prepaid electrical connections. The municipality needs to repair 6 broken toilets and should investigate the installation of flush toilets in this community. The community reports that general maintenance usually takes 2 weeks to complete and is usually communicated by the community leadership.

HAZARDS AND RISKS

Natural
• Slope greater than 18

Man-made
• Poor street network

Assessment
The settlement experiences a low level of locational risks with the community only reporting a poor street network and its location on a slope. These can be mitigated by spatially reorganising the settlement through a reblocking process. Social problems include drug and alcohol related violent crime. The community reports that the youth does not have access to job opportunities and that this causes an increase in crime. The municipality should implement drug awareness campaigns and support groups for the community. Police must monitor the community and attempt to stop the supply of drugs. The municipality should also tackle youth unemployment by introducing the EPWP programme, skills training and exchange programmes.

SANITATION

Working ratio 1:3 Shortfall 0
30 working pit latrines are maintained by the municipality. There is no shortfall but 6 toilets need to be repaired. The community reports that they want flush toilets.

WATER

Working ratio 1:2 Shortfall 0
90 individual community standpipes are maintained by the municipality. There is no shortfall but the municipality should provide 15 additional standpipes so that all households have access to water. The community reports that they wish to stop paying for water because it is expensive.

ELECTRICITY

90 Prepaid 13 Street lights
There are 90 prepaid electrical connections and 13 street lights in the settlement. The community reports that not all street lights work. Provide 15 prepaid electrical connections.

WASTE

Waste management: Common area outside settlement
The community reported using 90 common areas outside the settlement for disposing waste. This was poorly communicated as the community disposes of waste in 90, cut-in-half oil drums that are scattered around the settlement. Black bags are handed out bi-weekly and the municipality collects waste weekly.
SOCIO-ECONOMIC AMENITIES

The community has excellent access to pre- and primary schools with both located inside the settlement. Secondary school access is poor as it is more than a 1 hour walk away. The municipality must ensure that these learners have access to school or if the school is very far, that they have access to adequate boarding facilities. The settlement is serviced by a mobile clinic. The hospital is more than an hour’s walk away. The municipality must ensure that the community has access to health care when necessary, especially in emergency situations. The community has access to other socio-economic amenities such as a community hall, a church, 6 spaza shops and 2 shebeens.

ECONOMIC SERVICES
• Spaza shop
• Shebeen

SOCIAL SERVICES
• Church
• Community hall

EMPLOYMENT PROFILE
% of employed men and women

- 70% Farm work
- 10% Domestic work
- 10% Self employed
- 5% Municipality
- 5% Mining

The community is predominantly (70%) employed in the farming sector. Farm work can be seasonal by nature, leaving households in vulnerable positions for parts of the year when work is scarce. The municipality must assist these households where possible. The municipality can also extend the EPWP and CWP programmes to this community. Local government can implement skills upgrading and vocational training projects to increase the access to employment opportunities for these communities. 20% of women are self employed and the municipality should assist in stimulating entrepreneurship and small business development in the community.
Putsekloof is an isolated, very low density settlement situated on provincially owned land and zoned public open space. The settlement falls in the Act 9 area of Rietpoort. The settlement experiences a low level of locational risks and has average access to basic service provision. The community reports that there are no municipal plans for the settlement, which is confirmed by the settlement’s absence on the municipal housing pipeline. This is because the municipality cannot pursue development in an Act 9 area without considering the TRANCRAA (Transformation of Certain Rural Areas Act, 1999) legislation. The settlement is suitable for long term development and should undergo a process of in situ upgrading. However, predictions indicate that Putsekloof’s growth will remain very low given that the settlement was established in 1910 and still records a very low density. In order to develop Putsekloof, the municipality, provincial government and the Department of Rural Development and Land Reform will have to assist the community through the process of a land reform project so that they can gain ownership and individual tenure security. It is imperative that the municipality establishes a working relationship with this community. The cooperation between local government and the community is crucial in effectively navigating this process and assisting the community with gaining tenure security. The community will have to make use of a land reform or rural development consultancy in order to navigate the processes of TRANCRAA, which includes electing a leadership committee that can represent the community in this process.

**Short Term Interventions**

- Repair 4 toilets.
- Extend electricity connections to the settlement by installing prepaid connections to households.
- Install concrete storm water channels.
- Establish a working relationship with the community.

COMMUNITY PRIORITIES

Short Term:
- Access to water.
- Access to sanitation
  The community needs access to flush toilets.
- Tenure security
  The community wants land ownership rights.
- Access to employment opportunities
  The community wants employment opportunities.
- Maintenance and operations
  The community needs the municipality to maintain pit latrines as these fill up.

COMMUNITY READINESS

Leadership: None

Leader relations: None

Relationship with municipality: None

ASSESSMENT

The settlement has no leadership structure and the community never holds general meetings or meets with the municipality, whom the community has no relationship with. The municipality should establish a working relationship with this community.

DEMOGRAPHICS

83 structures
83 households
249 people

COMMUNITY VOICES

We want the municipality to attend to our needs.

PLANNING RELATED ISSUES

100% Land ownership: Provincial 100%

Servitude: None

Zoning: Public open space

Household density: 2HH/Ha

Evaluation of categorisation

This very low density isolated settlement has no municipal plans. The housing backlog in the municipal IDP indicates that 16 houses have been provided and 20 are still needed. This survey indicates that 83 households live informally in this community. Therefore 20 additional houses will not be sufficient to alleviate the need. There are no future municipal plans for this settlement as the municipality cannot proceed with development due to the settlement’s location in an Act 9 area. The municipality, together with provincial government and the Department of Rural Development and Land Reform, needs to implement a land reform investigation to determine whether this community is eligible to gain ownership of the land and in turn attain tenure security for the community. This will include making use of the Transformation of Certain Rural Areas Act, 1999 (TRANCRAA). The municipality will have to assist the community with employing a rural development or land reform consultancy to support the community with establishing a committee that can represent the community as well as take members through the legislative process of a land reform project. Since the community faces very few locational risks and has access to educational, health and other amenities, this settlement is suitable for long term development. Given the outcome of the TRANCRAA process, the settlement should be upgraded in situ so that the community can receive adequate access to basic services and experience improved general wellbeing.

Comment on past relocation attempts

The community reports that there are no plans for the settlement.
HAZARDS AND RISKS

Natural
- Slope greater than 18

Man-made
- Inadequate sanitation

Assessment
The community reports that it experiences drainage issues when it rains and that the municipality should assist by installing concrete storm water channels. Social problems include drug related violence. The municipality should implement drug awareness campaigns and support groups for the community. Police must monitor the community and attempt to stop the supply of drugs.

BASIC SERVICES

Service assessment
The settlement receives an average level of basic service delivery with good water provision, some electrical connections, a decent waste management system and average sanitation delivery. The community reports that 4 pit latrines are broken and that when they are full residents do not know what to do with them and that the municipality offers no assistance. However, the community did report that maintenance work is usually done within a week and that it is reported to a councillor. The municipality should investigate the feasibility of providing flush toilets to this community as well as extending electrical access to all households by installing prepaid connections to the ones that are currently without. With regard to waste, the municipality must ensure that the area where the community dumps waste is not environmentally sensitive and that the waste is contained. The municipality should implement recycling schemes if these do not already exist.

SANITATION

![Taps](image)

**Working ratio 1:4**

19 working pit latrines are maintained by the community. There is no shortfall but 4 toilets need to be repaired. The community reports that when pit latrines are full residents do not know what to do and the municipality does not maintain them.

WATER

![Toilet](image)

**Working ratio 1:12**

7 working communal standpipes are located in the settlement and maintained by the municipality. There is no shortfall.

ELECTRICITY

![Street lights](image)

**11 Prepaid 5 Street lights**

There are 11 prepaid connections and 5 street lights.

WASTE

Waste management: Common area inside settlement

The community disposes of waste in a common area inside the settlement. Waste is collected bi-weekly and black bags are distributed weekly.
The community has good access to educational facilities with both pre- and primary schools close by. Secondary school learners need to walk 30+ minutes to get to schools and should be assisted with transport if this is not the case already. The community has good access to health care with a clinic and hospital within a 30 minute walk. The municipality must ensure that in emergencies the community can access transport to get to these health care facilities quickly. The community accesses other socio-economic amenities such as a playground, community hall, church, 3 spaza shops, police stations and 2 shebeens.

Community members are predominantly employed as domestic workers (80% of women) and farm workers (70% of men). Farm work can be seasonal in nature and leave households in vulnerable economic positions. The municipality should attempt to increase access to employment opportunities by implementing skills upgrading and vocational training projects. The municipality should also assist in stimulating entrepreneurship and small business development.
The settlement categorisation is based on the following categorisation logic: Where applicable, the categorisation also references the municipal IDP’s, housing pipelines and municipal business plans.

### Glossary and Disclaimer

**Oudtshoorn Municipality**

### Categorisation

The settlement categorisation is based on the following categorisation logic: Where applicable, the categorisation also references the municipal IDP’s, housing pipelines and municipal business plans.

1. Is the settlement suitable for long-term development and does not pose any significant hazard to the well being of the inhabitants?
2. Is the settlement in any danger of relocation?
3. What is the estimated number of people living in the settlement?
4. Describe any health or safety issues the settlement has identified?
5. Does the settlement experience any income drain?

### Demographic Summary

Three datasets are provided: number of structures, number of households and number of people living in informal settlements.

- **The number of structures** is a triangulation of data received from the municipality, the community (via the focus group discussion) and actual structure counts during the rapid appraisal. In instances where the field team counted structures, this figure is deemed to be most accurate. In instances where an extensive discrepancy with municipal figures occurred, the team conferred with officials.

- **The number of people in the settlement** is based on a ratio of 3 people per household. This falls below the metro ratio of 3 people per household and is considered a good estimate for non-metro informal settlements.

- **The number of households** is based on a community estimate. The general approach used to reflect a more realistic estimate worked with 1.2 households per structure. This ratio is based on CORC’s experience on the ground.

### Sanitation Shortfall

The sanitation shortfall is based on the national standard of 1 toilet for every 5 households. The number of toilets within a settlement is based on the actual number of working toilets at the time of the rapid appraisal.

### Water Shortfall

The water shortfall is based on the national standard of 1 tap for every 25 households. The number of taps within a settlement is based on the actual number of working taps at the time of the rapid appraisal.

### Density Gradients

The following density gradients were used:

- **> 25**: Very Low
- **26 - 50**: Low
- **51 - 75**: Medium
- **76 - 100**: High
- **101 +**: Very High
The information in this municipal profile provides an overview of the informal settlements that form part of the municipal area. The settlements profiled were De Hoop, Riemvasmaak Bloom Neck, Heinsview, Paradise View, Die Gaatjie, Volmoed, Riemvasmaak, Kanaalweg, GG Kamp and Black Joint Tarven.

**SETTLEMENT CATEGORISATIONS AND SHORT TERM INTERVENTIONS**

<table>
<thead>
<tr>
<th>SETTLEMENT</th>
<th>CATEGORY</th>
<th>SHORT TERM INTERVENTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>De Hoop</td>
<td>B2</td>
<td>• Provide concrete storm water drainage channels.</td>
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<tr>
<td></td>
<td></td>
<td>• Assess possibilities for providing better sanitation services besides chemical toilets as these are reported to be clogged with filth.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide a communal skip for a more organised waste management system.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Regularly distribute black bags and regularly collect waste.</td>
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<tr>
<td></td>
<td></td>
<td>• Investigate the possibility of providing electricity even though the settlement is located on privately owned land.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Engage regularly with the community and provide support on implementing community priorities.</td>
</tr>
<tr>
<td>Riemvasmaak Bloom Neck</td>
<td>B1</td>
<td>• Apply concrete to community dug out channels to improve storm water drainage and mitigate the spread of tuberculosis.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Fix 93 toilets and fix 1 toilet.</td>
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<tr>
<td></td>
<td></td>
<td>• Fix 3 communal standpipes and provide 19 taps to meet the shortfall.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide more street lights.</td>
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<tr>
<td></td>
<td></td>
<td>• Provide a communal skip for organised waste management and raise awareness around the importance of waste management.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Regularly engage with the community.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Social facilitation is needed to capacitate a leadership structure.</td>
</tr>
</tbody>
</table>
### INTRODUCTION

The Oudtshoorn municipal area is situated below the Swartberg mountains in the Klein Karoo region of the Western Cape. It is considered to be a semi-desert area with a unique and sensitive natural environment. The municipal area is known for its ostrich farms and the Route 62 wine route. The nearby Cango Wildlife Ranch is a conservation park that offers animal petting. To the north, the Cango Caves are a 20-million-year-old network of limestone chambers (Local Government, 2016). The area is considered to have development potential, which is linked to its geographical location on main transport routes, natural resource base, human resources, function as an institutional centre and commercial services (Local Government, 2016). The RAP project identified and profiled ten informal settlements: De Hoop, Riemvasmaak Bloom Neck, Heinsview, Paradise View, Die Gaatjie, Volmoed, Kanaalweg, GG Kamp and Black Joint Tarven. The municipality’s vision for the area is to be “a strong and caring Municipality that strives to improve the quality of life of all our citizens in a sustainable manner.”

<table>
<thead>
<tr>
<th>Settlement</th>
<th>Grade</th>
<th>Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heinsview</td>
<td>A</td>
<td>• Apply concrete to community dug out channels.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Assess the possibility of providing better sanitation services besides chemical toilets.</td>
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<tr>
<td></td>
<td></td>
<td>• Fix 2 taps and provide 3 taps.</td>
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<tr>
<td></td>
<td></td>
<td>• Provide 250 prepaid electrical connections.</td>
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<tr>
<td></td>
<td></td>
<td>• Raise awareness and educate the community about the importance of proper waste management.</td>
</tr>
<tr>
<td>Paradise View</td>
<td>A/C</td>
<td>• Provide a storm water drainage system.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Fix 1 bucket toilet. Assess whether the municipality can provide a better sanitation service in the form of flush toilets to alleviate the shortfall of 14 toilets.</td>
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<tr>
<td></td>
<td></td>
<td>• Provide 1 tap to alleviate the shortfall.</td>
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<tr>
<td></td>
<td></td>
<td>• Distribute black bags and collect waste regularly.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Encourage proper waste collection and raise awareness around the importance thereof.</td>
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<tr>
<td></td>
<td></td>
<td>• Assess the possibility of electrifying a portion of the settlement located on municipally owned land.</td>
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<tr>
<td></td>
<td></td>
<td>• Social facilitation is needed to assess both residents who pay and those who do not pay for water and communicate these reasons to solve conflict among the community.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Social facilitation is needed to develop a leadership structure and a working group to assist with implementing short term interventions.</td>
</tr>
<tr>
<td>Die Gaatjie</td>
<td>C</td>
<td>• Provide 10 temporary toilets.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Implement a waste management system that includes the regular collection of waste and distribution of black bags.</td>
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<tr>
<td></td>
<td></td>
<td>• Provide 1 additional communal tap.</td>
</tr>
<tr>
<td>Volmoed</td>
<td>A/B2</td>
<td>• Implement a waste management system and provide a municipal skip and black bags regularly.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Repair 23 broken flush toilets.</td>
</tr>
<tr>
<td>Riemvasmaak</td>
<td>C</td>
<td>• Provide 8 temporary toilets and maintain these regularly.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Implement a waste management system and provide a municipal skip.</td>
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<tr>
<td></td>
<td></td>
<td>• Distribute black bags regularly.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Establish a working relationship with the community and be transparent about relocation plans.</td>
</tr>
<tr>
<td>Kanaalweg</td>
<td>A</td>
<td>• Repair 20 pit latrines.</td>
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<tr>
<td></td>
<td></td>
<td>• Install 3 communal standpipes.</td>
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<td></td>
<td></td>
<td>• Add an additional 30 prepaid connections and repair street lights.</td>
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<tr>
<td></td>
<td></td>
<td>• Install concrete storm water channels. Regularly distribute black bags.</td>
</tr>
<tr>
<td>GG Kamp</td>
<td>A</td>
<td>• Install 70 flush toilets.</td>
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<tr>
<td></td>
<td></td>
<td>• Repair 6 communal standpipes and provide 10 more.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install prepaid electrical connections to all houses.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide municipal skips and implement a waste management plan.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Meet more regularly with the community.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Social facilitation is needed to develop a leadership structure.</td>
</tr>
<tr>
<td>Black Joint</td>
<td>A</td>
<td>• Repair 9 flush toilets and provide 92.</td>
</tr>
<tr>
<td>Tarven</td>
<td></td>
<td>• Provide 18 communal standpipes and investigate the feasibility of installing individual standpipes.</td>
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<tr>
<td></td>
<td></td>
<td>• Install additional street lights that are specifically located to improve passive surveillance.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install concrete storm water channels.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Facilitate a working relationship with the community.</td>
</tr>
</tbody>
</table>

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The communities shared similar priorities linked to a lack of basic service delivery and lack of adequate accommodation. Priorities included access to sanitation, access to water, access to electricity, shelter and tenure security. Access to employment opportunities was another common priority. The municipality can address the priorities linked to service delivery by alleviating sanitation and water shortfalls in all settlements, ensuring adequate access to electricity by installing prepaid electrical connections to households and implementing effective maintenance plans that empower communities to look after their resources. Communities are authorised to receive adequate levels of sanitation and water provision and must hold the municipality accountable for this. A lack of access to employment and the subsequent high level of unemployment were linked to social issues of alcohol and drug related violence, gangsterism and petty crime. The municipality needs to improve access to employment by extending EPWP and CWP programmes to communities, implementing skills upgrading projects and increasing access to educational and vocational opportunities. The priorities of shelter and tenure security are directly linked to the nature of informal settlements and in the case of this municipality, settlements that are located on private land. Shelter can be provided by the municipality through increasing the housing stock but this is a lengthy procedure. In the meantime, the municipality can assist by providing building materials as well as introducing design typologies which improve household structures and are more resistant to natural hazards such as fires, strong winds and floods. Tenure security on private land can be addressed by land reform but only if this is preferred to relocation and if the settlement is suitable for long term development. Other priorities included improving the dignity of communities, access to community facilities and storm water and drainage management.

**DEMOGRAPHIC SUMMARY**

<table>
<thead>
<tr>
<th>SETTLEMENTS</th>
<th>STRUCTURES</th>
<th>HOUSEHOLDS</th>
<th>PEOPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>1963</td>
<td>2042</td>
<td>6126</td>
</tr>
</tbody>
</table>

Density (HH/Ha)

The settlements reviewed are mostly very low or low density settlements. Their aggregate density is 40HH/Ha, which can be described as low density. Only GG Kamp - which is medium density - and Black Joint Tarven - which is high density - are outliers. The municipality must monitor the reasons for increasing densities and track the growth of settlements. This is crucial to understand the movement of marginalised rural people and is helpful when attempting to assist these communities as it gives an indication of service delivery, seasonal fluctuations of populations and can be a method used to track farm evictions.
The settlements are all suitable for long term development and have all been categorised for in situ upgrading. Development is restricted in the settlements categorised for relocation (which includes a portion of Paradise View, Die Gaatjie and Riemsmaak (Dysselsdorp) because they are situated on privately owned land and have servitudes and encumbrances that prohibit the future development potential of the land. 40% of Volmoed and DeHoop have been categorised as no urgent relocation required. However, there is no long term development potential because these settlements are located on privately owned land. The community should be relocated from informal sites to service sites in either UISP or RDP projects. For the communities located on land with no future development potential, the municipality should ensure access to basic services in the interim and assess how to alleviate infrastructural shortfalls and improve existing services.

The graph showing structure density versus the age of the 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 negative correlation (coefficient = -0.31) between the variables of age and density. Therefore, the age of the settlement does not have a determining factor on its density.

ii) Black Joint Tarven, GG Kamp, Riemsmaak Bloom Neck and Riemsmaak have all experienced high levels of growth. Reasons for growth include in-migration from evicted farm dwellers and backyarders.

iii) De Hoop and Die Gaatjie have experienced 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 illegal farm evictions. The seasonality of farm labour means that densities of households can increase and that the demand for services fluctuates.

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)
39% of the settlements are located on privately owned land, namely De Hoop, Die Gaatjie, 40% of Volmoed and 50% of Paradise View. Die Gaatjie has been categorised for urgent relocation due to the lack of long term development potential and housing opportunity in Heinsview. A portion of Paradise View has also been categorised for urgent relocation for similar reasons and the fact that there is an electrical servitude that hinders the development of the site. De Hoop has been categorised as no urgent relocation required. However, relocation should occur because there is no long term development potential and land expropriation requires a long time and may not be successful in the end. In the interim the municipality should ensure that the community has adequate access to basic services.

Servitudes (Important for partial or total relocation)
30% of the settlements have servitudes on them. De Hoop and Paradise View have an electrical servitude and Die Gaatjie is situated on a sewer servitude. All of these settlements have been categorised taking into account servitudes and other site restrictions that hinder long term development potential.
**Relocation**

30% of the settlements have been categorised for relocation. This includes a portion of Paradise View, Die Gaatjie and Riemvasmaak (Dysselsdorp). De Hoop and 40% of Volmoed will potentially be relocated but not urgently as the land has no future development potential. The municipality has various housing projects in Heinsview as well as other UISP and RDP projects at different stages in the housing pipeline. Riemvasmaak, Die Gaatjie and a portion of Paradise View are settlements where relocation is planned and urgently required. 40% of Volmoed and De Hoop have been categorised as no urgent relocation required, however there is no long term development potential because they are located on privately owned land. The community should be relocated from informal sites to service sites in either UISP or RDP projects.

**Settlements categorised for in situ upgrading**

10% of the settlements have been categorised for in situ upgrading. Riemvasmaak is ideal for in situ upgrading as it is located on municipally owned land and there are no servitudes or encumbrances that prohibit the future development potential of the land. 60% of the settlements have been categorised as in situ upgrading with planning underway. Heinsview, Kanaalweg, GG Camp, Black Joint Tarven and the portion of Paradise View and Volmoed are located on municipally owned land and have all been categorised as in situ upgrading with planning underway.

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**HAZARDS AND RISKS**

The settlements experience a variety of locational hazards, man-made risks and natural hazards. The most common amongst these are related to a lack of service delivery including the man-made risks of inadequate sanitation, inadequate waste management and its link to waterborne diseases. The municipality must alleviate sanitation shortfalls and ensure regular maintenance of sanitation facilities. It must also implement effective waste management systems that entail regular waste collection, black bag distribution, provision of municipal skips and facilitating the development of a recycling programme, which also includes education about waste. Effective waste management will help to mitigate the effects of garbage dumps located near the settlements. 7 of the settlements are located in flood prone areas and many communities report drainage and water logging issues. The municipality must install concrete storm water drainage channels in the settlements that are not located on private land to improve drainage and mitigate flooding. Settlements located on private land are due to be relocated. Relocation should be urgent so that these communities no longer need to face undue risk. De Hoop and Paradise View are located under power lines. The municipality must assess the safety risk posed and relocate the portions of the settlements affected. Fires were also a prevalent problem in the settlements. The effect of fires can be mitigated through providing electricity and spatially reorganising settlements, which minimises the risk of fires. By educating people about how to act in a fire risk situation, which includes safety precautions when using gas or other combustion stoves, the municipality can assist in lowering the incidence of fires. Social issues such as crime relating to alcohol and drug related violence, petty crime and gangsterism were reported. These could be linked to high levels of unemployment and need to be tackled in a systematic approach, which attempts to socially and economically uplift communities, introduce skills development and educational programmes, catalyses entrepreneurship and facilitates small business development as well as protects workers rights, especially farm workers, by monitoring the practices of labour contractors.

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**BASIC SERVICE PROVISIONS**

**Service assessment**

Basic service delivery is poor across the 10 settlements. Sanitation services are generally poor. Water provision is varied. Electrical provision is poor with only 2 (Riemvasmaak Bloom Neck and Kanasalweg) settlements having access to prepaid electrical connections. Waste management is also poor. The municipality must alleviate the sanitation and water shortfalls, repair broken infrastructure and assess the feasibility of providing settlements access to electricity. There must be scope for communities to assist in maintenance such as through the EPWP programme. This could possibly be linked to apprenticeships and other methods of skills development. Service delivery should be improved through the in situ upgrading of these settlements. This also requires social facilitation to assist with developing leadership structures in the settlements so that communities can voice service delivery needs through the correct channels that can reach people with the power to assist them. With regard to settlement relocation, the municipality should ensure that basic service needs are met in the interim.
Waste management is varied across the settlements with communities reporting disorganised methods that include burning waste while others use communal skips. Heinsview and Paradise View have access to communal skips. Volmoed has a common area outside the settlement where waste is disposed. The municipality should encourage adequate waste management in settlements by providing skips, regularly distributing black bags and regularly removing waste. The municipality should also educate the community on the importance of waste management and introduce widespread recycling schemes.
The settlements surveyed have varied access to education and health facilities. The municipality must ensure access to educational facilities so that 100% of children can attend schools. Access to healthcare must be ensured by providing transport to hospitals, which are usually more than an hour’s walk away. This is especially the case in emergencies. Other socio-economic amenities enjoyed by the communities profiled include playgrounds, sports facilities, community halls, spaza shops, general shops, police stations, churches and shebeens. Often none of these were located inside the settlement. De Hoop has no access to any socio-economic amenities. The municipality should assist with establishing small businesses as well as making facilities available for community use.

Access to educational amenities

- 100% within 5km of a preschool
- 100% within 5km of a primary school
- 90% settlements in municipal area have access to a secondary school

Access to health facilities

- 70% settlements within 5km radius of a clinic
- 10% settlements within 5km radius of hospital

Social problems
The communities reported social issues mainly related to drug and alcohol-related crime and robbery. Unemployment is a reported strong causal factor in many of these crimes. The municipality must ensure that support and rehabilitation programmes are provided for communities and people addicted to drugs. It should also ensure that communities are properly policed, that police and communities work closely together to mitigate crime, that the police always respond to calls for help and carry out investigation procedures fully. The delivery of basic services and improvement of employment opportunities will increase the well-being of communities and can help to reduce crime. Community leaders must arrange for neighbourhood watches as well as outing criminals instead of shielding them.

Employment
The settlements profiled have a variety of occupations. Farm work and domestic work among women, are the dominant forms of employment with construction and gardening featuring to a lesser extent. Unemployment is a major restricting factor for these communities. The municipality must consistently attempt to increase access to employment opportunities by implementing skills upgrading and vocational training projects. The potential exists for occupations such as farm labour to be seasonal, which can leave households in a vulnerable position. The municipality must be aware of this, lend assistance where it can and strictly monitor the practices of labour contractors. Extending the EPWP and CWP programmes into these communities is a good way of stimulating employment. The municipality must assist with supporting innovation and small business growth, especially in these informal settlements.
COMMUNITY READINESS / POLITICAL ENVIRONMENT

Ward committee
None of the settlements surveyed have established ward committees that communicate with the municipality or help with facilitating basic service delivery, top structure provision and relocation. Mostly, the settlements have no leadership structures or leadership structures that have a good internal relationship but do not engage with the municipality in a proactive manner. The municipality should engage with communities and through social facilitation, work towards introducing ward committees or representation in order to improve communication channels between the community and the municipality.

Relationship with the municipality
The communities surveyed have varied relationships with the municipality, which are either bad, average or very good. The municipality must establish a working relationship with all of these communities. Only Black Joint Tarven, De Hoop, Heinsview and Volmoed report having regular meetings with the municipality. However, in the case of Black Joint Tarven little has been done to improve service delivery and the community reports that the relationship is bad even though they meet regularly. If the municipality wants to build good relationships that assist with service delivery and achieving community priorities then it must meet regularly with all of these communities. It should also establish relationships that are built on progressive change and follow a community led development approach.

Assessment
Community readiness is low across these settlements. This is evident in community reports that highlight communities’ varied relationships with the municipality and a pattern of communities not being well informed about future plans for their settlement. Many settlements are without any formal leadership structures, which makes it challenging for the municipality to engage with some communities. Social facilitation is needed to assist with developing leadership structures that are well capacitated as well as establishing formal ward committee representation so that these communities can communicate regularly with the municipality. Such regular interaction can contribute to streamlining processes of service delivery, reblocking, in situ upgrading, top structure provision and relocation.

SUMMARY

Ten settlements were surveyed in the municipal area. 7 settlements (61%) are located on municipally owned land, which includes 50% of Paradise View, 39% of the settlements are situated on privately owned land, which includes 50% of Paradise View, 40% of Volmoed, De Hoop, Die Gaatjie and Riemvasmaak (Dysseldorp). 10% of the settlements have been categorised for in situ upgrading. Riemvasmaak (Bloom Neck) is ideal for in situ upgrading as it is located on municipally owned land and is without servitudes or encumbrances that prohibit the future development potential of the land. The community is also well located to amenities. 60% of the settlements have been categorised as in situ upgrading with planning underway. Heinsview, a portion of Paradise View and Volmoed (all located on municipally owned land), Kanaalweg, GG Camp and Black Joint Tarven have all been categorised as in situ upgrading with planning underway. These are aligned with housing pipeline projects in the municipal IDP. 30% of the settlements have been categorised for relocation including a portion of Paradise View, Die Gaatjie and Riemvasmaak (Dysseldorp), De Hoop and 40% of Volmoed will potentially be relocated but not urgently as the land has no future development potential. Presently, access to basic services is poor across the 10 settlements. Sanitation services are poor, water provision is varied, waste management is poor as well as electrical provision as only 2 settlements have access to prepaid electrical connections. The municipality must alleviate the sanitation and water shortfalls, repair broken infrastructure and assess the feasibility of providing settlements with access to electricity. Settlements that are set for relocation must also be considered because access to basic services affects the communities’ well-being. The settlements have varied access to education and health facilities. The municipality must ensure access to educational facilities so that 100% of children can attend schools across the settlements. Access to health care is varied with most settlements having access to clinics but not to hospitals. This is a problem especially in emergencies. The municipality needs to ensure that there is a dedicated hospital transport system and make a particular effort for settlements such as De Hoop, that have no access to health facilities. The communities have a variety of occupations. Farm work and domestic labour amongst women are the dominant forms of employment with construction featuring to a lesser extent. Unemployment is a major restricting factor for these communities and is frequently listed as a community priority. The municipality must consistently attempt to increase access to employment opportunities by implementing skills upgrading and vocational training projects. Community readiness is generally low across these settlements as communities report having varied relationships with the municipality as well as not being well informed about future plans for their settlement. The municipality must encourage community readiness. Therefore, social facilitation is needed to develop a leadership structure and formal ward committees. This is essential for adopting a community-led development approach that actively engages with communities at a grassroot level, supports savings schemes to decrease the vulnerability of communities and helps to support social programmes that deal with drug and alcohol related abuse. The municipality should extend employment opportunities to communities (in the form of EPWP and CWP programmes) and develop working groups that address the infrastructural requirements of settlements such as service shortfalls and the maintenance of existing infrastructure.
De Hoop

Municipality: **OUDTSHOORN MUNICIPALITY**
Closest town: **OUDTSHOORN**
Established: **2006**
Structures: **4**

**SUMMARY**

De Hoop is a **very low density** settlement located on **privately owned land, outside the urban edge** and zoned as **authority**. The settlement is largely isolated from health facilities, secondary education and socio-economic amenities. The settlement is located on a **slope**, an electrical servitude and next to a **railway line**. The community suffers from man-made risks, which are all attributed to the **lack of basic services** such as inadequate sanitation and waste management. The settlement has been categorised as **B2**. Based on the fact that there is **no long term development potential** in its current location, **no urgent relocation is required**. The municipality should ensure that it intervenes by providing a **mobile clinic** to service the settlement, by providing **transport** to and from the **hospital** and that it encourages the community to **establish spaza shops**. The municipality should ensure that it implements short term interventions to improve access to basic services and assess alternatives for electrical provision so that the quality of life in the settlement is improved until relocation can occur.

**SHORT TERM INTERVENTIONS**

- Provide concrete storm water drainage channels.
- Assess the possibility of providing the community with better sanitation services other than chemical toilets, which are reported to be clogged with filth.
- Provide a communal skip for a more organised waste management system.
- Regularly distribute black bags and regularly collect waste.
- Investigate the possibility of providing electricity to the community even though the settlement is located on privately owned land.
- The municipality should regularly engage with the community and provide support on implementing community priorities.

**HISTORY AS TOLD BY THE COMMUNITY**

The residents were evicted from farms and then settled in an open space next to the railway track.

COMMUNITY PRIORITIES

Short term:
- Access to shelter
  Relocation plan to housing development.

COMMUNITY READINESS

- Leadership: No leaders
- Internal community relations: Generally cooperative
- Relationship with municipality: Good

ASSESSMENT

The settlement has no leadership structure. Nevertheless community members generally cooperate with each other. However, they never convene a general meeting. The community and the municipality meet once a year and have a good relationship. Both should meet more regularly. The community should appoint one person to liaise with the municipality regarding the implementation of community priorities and support for social related issues in the community.

DEMOGRAPHICS

- Structures: 4
- Households: 4
- People: 12

COMMUNITY VOICES

We want the municipality to share the relocation plan with us.

PLANNING RELATED ISSUES

- Land ownership: Private
- Zoning: Authority
- Servitude: Electricity
- Household density: 4 HH/Ha
  (HH/Ha - households per hectare)

Evaluation of categorisation
This very low density settlement of 4 households has existed for 10 years. It is located on privately owned land and is zoned as authority. The settlement has been categorised as B2. Based on the analysis, the settlement should be relocated because in its current location, the settlement has no long term development potential. In addition the settlement is located on privately owned land. This means that the government cannot make financial investments that private landowners could benefit from. There are municipal plans to provide water and sanitation services to the settlement, which should be implemented. The municipality should also assess whether it can implement short term interventions until the settlement can be relocated to a housing project.

Comment on past relocation attempts
The community reported that the settlement has not been slated for relocation. However, people located under the electrical servitude and railway line were relocated to their relatives. The community reported that the settlement is currently under threat of relocation. Municipal plans for the settlement concern water and sanitation provision.
BASIC SERVICES

Service assessment
The settlement has poor access to basic services. Bulk service capacity, electrical connections or street lights are not available in the settlement. There is poor provision of sanitation services in the form of clogged up chemical toilets and 1 communal standpipe. There is no waste management system or storm water drainage channels. It generally takes two weeks for the municipality to perform general maintenance in the settlement. The municipality should engage with the community more regularly. As the settlement is low density and consists of 4 households, improvements related to basic services can significantly impact the quality of life in the settlement.

HAZARDS AND RISKS

Man-made
- Inadequate sanitation
- Inadequate waste management

Natural risks
- Railway track
- Slope greater than 18
- Under power lines
- Rock falls

Assessment
The settlement has locational risks such as being closely located to a railway track, on a slope greater than 18 and under power lines. The community experiences no natural disasters but is at risk of man-made hazards such as inadequate sanitation and waste management. The settlement is largely isolated and although the community reports that they have a good relationship with the municipality, access to services is poor. The municipality needs to ensure that short term interventions are implemented and that it provides access to health facilities in the form of a mobile clinic. The community reported that crime presents a problem in the settlement. The municipality should facilitate law enforcement to conduct regular patrols in the area and encourage the development of a neighbourhood watch.

SANITATION

Working ratio 1:2 Shortfall 0
2 chemical toilets are managed by a service provider. The community reports that the water tank of the chemical toilets is clogged with filth. There is no shortfall, however the municipality should assess whether it can provide the community with better sanitation services.

ELECTRICITY

0 Pre-paid
There are 0 electrical connections or street lights.

WATER

Working ratio 1:4 Shortfall 0
1 communal standpipe is located on the edge of the settlement and maintained by the municipality.

WASTE

Waste management: Common area outside settlement
There is no waste management system. The community burns waste outside the settlement next to the railway line. The municipality should provide a communal skip for a more organised waste management system, regular distribution of black bags and regular waste collection.

SETTLEMENT MAP
As the settlement has no access to health facilities, the municipality needs to ensure that it provides a mobile clinic to service the settlement and transport residents to and from the closest hospital. The community has good access to a preschool and primary school but no access to a secondary school. Only a few children attend school in the settlement (up to 50%). The preschool and primary school are located less than 1km away, which is a 10 minute walk. No secondary school is located within a 5km radius. The community has no access to socio-economic amenities or community facilities.

Community members predominantly work as farm labourers (95%), gardeners and domestic workers. Farm work is considered seasonal and can create vulnerable livelihoods for households that could be without income for months at a time. Gardening and domestic work are low income earning types of employment. The municipality should extend the EPWP programme to the settlement as well as implement skills upgrading and training to improve access to employment for this community.
Riemvasmaak is a low density settlement located on municipally owned land, zoned for public open space and located inside the urban edge. No servitudes or encumbrances hinder the future development potential of the site. The community is well located to a clinic, educational and socio-economic amenities. The settlement also has community facilities within its immediate vicinity. The settlement experiences no locational risks or man-made hazards. For the municipality to improve the community’s present quality of life, it should engage with the community and ensure that social facilitation contributes to capacitating a leadership structure. Through supporting the community to implement short term interventions, the municipality will assist with alleviating shortfalls and improve access to basic services. Additionally, transport should be provided to and from the closest hospital. The community should be allowed to access employment opportunities, which can be made available through EPWP job opportunities during settlement upgrading. As there is no police station in the settlement, the municipality needs to provide a mobile police unit and street lights for passive surveillance to address crime in the settlement.

- Install concrete community dug out channels to improve storm water drainage and mitigate the spread of tuberculosis in the community.
- Provide 93 toilets and fix 1 toilet.
- Fix 3 communal standpipes and provide 19 taps to meet the shortfall.
- Provide more street lights.
- Provide a communal skip for organised waste management.
- Create awareness around the importance of waste management.
- The municipality regularly needs to engage with the community.
- Social facilitation is needed to develop a leadership structure.

COMMUNITY PRIORITIES

Short term:
- **Access to water**
  The community only has one standpipe, which is a walking distance away.
- **Access to employment opportunities**
  Most of the community is unemployed.

Medium term:
- **Access to shelter**
  Housing is needed for everyone.
- **Access to community facilities.**

Long term:
- **Security of tenure**
  Everyone needs to have an individual title deed.

COMMUNITY READINESS

- **Leadership:** No leaders
- **Leader relations:** None
- **Relationship with municipality:** Very bad

ASSESSMENT

The settlement has no leadership structure and the community only convenes a general meeting when necessary. The community reported that they only meet with the municipality when necessary and that they have a very bad relationship with the municipality. The municipality needs to regularly engage with the community. Social facilitation is needed to develop a leadership structure.

DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Structures</th>
<th>Households</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>484</td>
<td>480</td>
<td>1440</td>
</tr>
</tbody>
</table>

COMMUNITY VOICES

The water pressure is very poor.

PLANNING RELATED ISSUES

- **Land ownership:** Municipality 100%
- **Zoning:** Public open space
- **Servitude:** None
- **Household density:** 50 HH/HA

**Evaluation of categorisation**

This low density settlement has existed for 5 years. The settlement is located on a slope and on a garbage dump. There are no servitudes and the land is owned by the municipality. The community experiences risks, which are related to a lack of access to basic services such as inadequate waste management, a poor street network and waterborne diseases. The settlement experiences no natural disasters. The municipality plans to provide electrical and water services to the settlement. The community is well located to a clinic, educational facilities and socio-economic amenities. Transport to and from the hospital should be provided. The settlement is well suited for in situ upgrading, which will mitigate risks such as inadequate waste management and improve conditions relating to the high location of the water table. The initial phase of upgrading should be reblocking the settlement, which will allow for improved access / egress arrangements.

**Comment on past relocation attempts**

The community reported that there are no plans to relocate the settlement. There are municipal plans for water and electricity provision.
BASIC SERVICES

Service assessment

The settlement has varied access to basic services as there are huge water and sanitation shortfalls. There is no waste management system and no bulk capacity services are available. Maintenance is a problem in the settlement. The community reports general maintenance issues to the councillor who takes 1 week to respond. The settlement has 480 electrical connections but only 1 street light. The municipality needs to engage with the community to implement short term interventions, alleviate shortfalls and develop an infrastructure maintenance management plan with a reporting protocol.

SANITATION

Working ratio 1:120 Shortfall 93

Of 4 flush toilets only 3 are working and are maintained by the municipality. 1 needs to be fixed. There is a shortfall of 93 toilets.

WATER

Working ratio 1:480 Shortfall 19

Of 5 communal standpipes only 2 are working and 3 need to be fixed. Water services are maintained by the municipality. The standpipes are located on the edge of the settlement and the community has requested another standpipe. There is a shortfall of 19 standpipes.

ELECTRICITY

480 Pre-paid

There are 480 prepaid electrical connections and 1 street light. More street lights are needed in the settlement.

WASTE

Waste management: Disorganised deposit

Waste is thrown anywhere in the settlement. The municipality collects waste and distributes black bags on a weekly basis. The municipality should provide a communal skip for organised waste management and create awareness around the importance of waste management.

HAZARDS AND RISKS

Man-made

- Inadequate waste management
- Poor street network
- Waterborne diseases

Natural risks

- Garbage dump
- Slope greater than 18

Assessment

The settlement’s locational risks do not pose a threat to the community. Through upgrading the settlement locational risks such as being situated on a slope and garbage dump will be mitigated. The settlement experiences no natural disasters. Man made hazards and risks can be addressed through implementing short term interventions and alleviating shortfalls. In addition to providing an adequate waste management system such as a communal skip, the municipality should create awareness about the importance of thorough waste management to discourage people from disposing waste anywhere in the settlement. The community reported that residents dispose dead animals, which presents a health risk to the community. The community also reported that tuberculosis is prevalent amongst residents as there is a high water table which leads to this sickness. Infrastructural changes and vaccinations should be prioritised so that the sickness can be mitigated. The community reported social problems such as crime, alcohol and drug related abuse. The municipality should ensure the provision of a mobile police unit to service the settlement, encourage a community neighbourhood watch as well as provide support programmes for drug and alcohol related abuse.

SETTLEMENT PROFILE: RIEMVASMAAK
SOCIO-ECONOMIC AMENITIES

The community has varied access to health facilities. The clinic is located less than 1km and a 10 minute walk away. The hospital is located more than 5 km away, which is a 1 hour walk. Transport should be provided to and from hospital, especially in the case of emergencies. The community has excellent access to educational amenities. The pre, primary and secondary schools are located less than 1km from the settlement, which is a 10 minute walk. Most children in the settlement (75-100%) attend school. The community has access to socio-economic amenities such as 3 spaza shops and community facilities such as a church, a community hall, playground and police station.

EMPLOYMENT PROFILE

% of employed men and women

- **80%** Farm work
- **15%** Social grants
- **5%** Domestic work

Access to employment opportunities is listed as one of the community priorities. Community members predominantly work as farm labourers (80%). 15% rely on social grants as a form of income and 5% on domestic labour. The municipality needs to provide employment opportunities to the community through the EPWP programme and support social organisations by providing skills capacity workshops. The municipality should also encourage entrepreneurial behaviour and community savings schemes to address daily needs.
Heinsview is a very low density settlement that is located on municipally owned land, zoned public open space and situated inside the urban edge. The community experiences no significant disasters and locational risks can be mitigated through upgrading the settlement. The settlement is ideally suited for in situ upgrading and is earmarked for a UISP project. The settlement is well located to educational amenities, a clinic and socio-economic amenities. The community is far from a hospital. Transport should be provided to and from hospitals, especially in the case of emergencies. As an initial phase of the UISP, the municipality should ensure that short term interventions are implemented, that social issues in the settlement are made a priority and that awareness raising interventions are implemented. Furthermore, the municipality should ensure that community priorities are aligned with settlement upgrading and that the community receives employment opportunities to sustain a better quality of life.

### SHORT TERM INTERVENTIONS

- Apply concrete to community dug out channels.
- Assess the possibility of providing better sanitation services other than chemical toilets.
- Fix 2 taps and provide 3 taps.
- Provide 250 prepaid electrical connections.
- Create awareness around waste management and educate the community about the importance of proper waste management.

COMMUNITY PRIORITIES

Short term:
• **Access to water**
  We can’t live without water.

Medium term:
• **Access to electricity**
  We can’t buy in bulk because of the price of electricity.
• **To better our standard of living and bring back our dignity**

Long term:
• **Access to shelter**
  We need houses, staying in shacks is not good.
• **Security of tenure**
  Everybody needs a title deed.
• **Access to health facilities**
• **Access to employment opportunities**
  The community needs to take ownership of themselves, respect their community and upgrade their own standards. Give people more opportunities towards EPWP, so that it can curb the unemployment rate.

COMMUNITY READINESS

**Leadership:** Leadership committee

**Leader relations:** Healthy

**Relationship with municipality:** Very good

ASSESSMENT

The settlement has a leadership committee that shares a healthy internal relationship. The community convenes general meetings when necessary and reported that it has a very good relationship with the municipality.

DEMOGRAPHICS

250 HOUSEHOLDS
750 PEOPLE
255 STRUCTURES
250 RESIDENTIAL
5 BUS. & RES.

COMMUNITY VOICES

Give people more opportunities towards EPWP, so that it can curb the unemployment rate.

ASSESSMENT

The settlement has a leadership committee that shares a healthy internal relationship. The community convenes general meetings when necessary and reported that it has a very good relationship with the municipality.

PLANNING RELATED ISSUES

100% Land ownership: Municipality 100%

**Servitude:** None

**Zoning:** Public open space

**Household density:** 17 HH/Ha

( HH/Ha - households per hectare)

Evaluation of categorisation

Heinsview is a very low density settlement that was established 5 years ago. It is situated on municipally owned land, zoned as public open space and inside the urban edge. The settlement has been earmarked for UISP. The IDP reported that the settlement is to receive services such as sanitation, water and electricity. Based on the analysis, upgrading the settlement in situ is aligned with the IDP’s vision for the settlement.

Comment on past relocation attempts

The community reported that the municipality has identified the settlement for relocation to a housing project. The community has identified land. The municipality told the community that a feasibility study will be conducted on the identified land as it is a water logged area. The land is in the Bokkraal area.
BASIC SERVICES

Service assessment
The settlement has adequate access to basic services except for 0 electrical connections and only 7 working taps. The community has adequate access to sanitation services. There is no shortfall, however the type of sanitation services need improvement. The municipality needs to assess whether it can provide the community with flush toilets, which are more hygienic and requires less maintenance. 2 taps need to be fixed and 3 additional taps need to be provided. The municipality needs to assess if it can incrementally provide prepaid electrical connections to the settlement and additional street lights. The only available storm water drainage that was reported, is in the form of community dug out channels. The municipality needs to apply concrete to community dug out channels. General maintenance takes 1 week to be attended to and is reported to the community leadership. The municipality should engage with the community leadership and together develop a maintenance plan that deals with reporting protocol and contains a regular maintenance schedule, which will mitigate infrastructure from breaking.

HAZARDS AND RISKS

Man-made

- None

Natural

- Water logging drainage
- Flood prone area
- Rock falls

Assessment
The settlement is located in a flood prone area and is at risk of rock falls. Man-made risks include water logging drainage. The community reported that there is no storm water drainage in the settlement and that the community relies on community dug out channels. As part of short term interventions, the municipality should concrete community dug out channels. The community faces no significant natural disasters. In summer, water access in the settlement is a problem. The municipality should alleviate shortages and fix broken taps. Upgrading and the settlement’s future development should be done sensitively and take into account the surrounding natural environment that comprises 33% CBA (Critical Biodiversity Area) and 15% river. Social issues relate to alcohol and drug abuse as well as high rates of unemployment. The municipality should support awareness programmes and provide employment opportunities through the EPWP programme.

SETTLEMENT PROFILE: HEINSVIEW

WATER

Working ratio 1:28  
Shortfall 3

Of 9 communal standpipes 7 are working and 2 need to be fixed. There is a shortfall of 3 standpipes. All taps are located inside the settlement and maintained by the municipality. The community reported that in summer water is scarce.

ELECTRICITY

0  
Pre-paid

The settlement has 0 electrical connections and 3 street lights. The community reported that the municipality does not have funds to provide the settlement with electricity.

WASTE

Waste management: 2  
Municipal skips

The settlement has 2 municipal skips. The municipality collects waste from the settlement and distributes black bags weekly. The community reported its willingness to take ownership of waste management and dispose waste in the skips. The municipality should raise awareness and educate community members about the importance of proper waste management.
SOCIO-ECONOMIC AMENITIES

The community has varied access to health facilities. The clinic is located less than 1km and a 10 minute walk away. The hospital is located more than 5km away, which is an hour’s walk from the settlement. Transport should be provided to and from the hospital. The community has good access to educational amenities. The preschool is located less than 1km and a 10 minute walking distance away. The primary school is located 1km away, which is a 15 minute walking distance. The secondary school is located 2.5km and a 30 minute walking distance from the settlement. The community has access to spaza shops and community facilities such as a church, community hall, playground, police station and sports facility.

EMPLOYMENT PROFILE

Community members predominantly (80%) work as farm labourers. This type of employment can be seasonal and create vulnerable livelihoods for households as they can be without income for months at a time. The municipality should extend the EPWP programme to the settlement that already includes more than 10% of community members employed by EPWP. The municipality should also implement skills upgrading and training to improve access to employment for this community.
Paradise View

Municipality: OUDTSHOORN MUNICIPALITY
Closest town: DYSSELSDORP
Established: 2002
Structures: 20

**SUMMARY**

Paradise View is a very low density settlement, located on 50% privately owned land and 50% municipally owned land, zoned public open space and situated inside the urban edge. The settlement is located on an electrical servitude and ideally suited for in situ upgrading. As per the IDP, it is aligned with the UISP project proposed in its ward. However, the portion of the settlement located on private land and under power lines should be relocated to a UISP site in the same ward. The reality that the municipality cannot invest in infrastructure on private land should be communicated to the community to prevent protests and unrest. Presently, the settlement is poorly serviced in terms of access to basic services. Through in situ upgrading and implementing short term interventions, basic services will be improved and allow for a better quality of life. The community is well located to educational amenities, a clinic and community facilities. Transport should be provided to and from the closest hospital. The community should also be able to access socio-economic amenities such as shops.

**SHORT TERM INTERVENTIONS**

- Provide a storm water drainage system.
- Fix 1 bucket toilet.
- Provide 14 toilets to meet the shortfall and assess whether alternative sanitation such as flush toilets can be provided.
- Provide 1 tap to alleviate the water shortfall.
- Distribute black bags, collect waste regularly and raise awareness around the importance of waste collection.
- Assess the possibility of electrifying a portion of the settlement that is located on municipally owned land.
- Assess residents who pay for water and those who do not.
- The municipality should communicate with the community regarding plans for the settlement to resolve conflict between residents.
- Social facilitation is needed to develop a leadership structure and a working group to assist with implementing short term interventions.

COMMUNITY PRIORITIES

Short term:
- **Access to electricity**
  Electricity is a priority. When it becomes dark, children who take drugs break in.
- **Access to sanitation**
  There are no toilets - the toilets in people's yards are locked.

Medium term:
- **Access to water**
  We buy water.

Long term:
- **Access to shelter**
  We need decent houses for all.
- **Storm water and flooding management**
  The area floods because there are no drains.
- **Drains to channel the water and dispose of greywater**

COMMUNITY READINESS

- Leadership: **None**
- Leader relations: **None**
- Relationship with municipality: **None**

ASSESSMENT

The settlement has no leadership structure. The community has reported no relationship with the municipality. Social facilitation is needed to develop a leadership structure and working groups in the settlement that can actively engage with the municipality.

COMMUNITY VOICES

We do not want to be relocated.

PLANNING RELATED ISSUES

- **Land ownership:** Municipality 50%; Private 50%
- **Servitude:** Electricity
- **Zoning:** Public open space
- **Household density:** 60 HH/Ha

100% Land ownership: Municipality 50%; Private 50%

Evaluation of categorisation

This very low density settlement was established 14 years ago. It is located on 50% municipal land and 50% private land, zoned public open space and inside the urban edge. There is an electrical servitude on the land. The community experiences locational risks such as being situated in a flood prone area, on a garbage dump and under power lines. Man-made risks in the settlement are associated with a lack of adequate access to basic services. The community experiences no significant natural disasters but reported instances of floods and strong winds that cause structural damage. The settlement is ideally suited for in situ upgrading. It is also aligned with the UISP project proposed in its ward as per the IDP. However, the portion of the settlement located on private land should be relocated to a UISP site as the municipality cannot invest in infrastructure on private land. The residents settled under power lines should be spatially organised and either accommodated on municipal land or relocated to an alternative UISP site.

Comment on past relocation attempts

The community reports that the settlement has been slated for relocation because it is located in a flood zone and on an electrical servitude. People were relocated to some open spaces in the existing location. The community was not happy with being relocated and took actions by protesting and marching to the municipality. The settlement is considered to be under threat of relocation. If the community should be relocated, residents want to be relocated to a house and not a shack. There are municipal plans for electricity provision.

DEMOGRAPHICS

- **Structures:** 20
- **Households:** 80
- **People:** 240
HAZARDS AND RISKS

Man-made
• High density
• Inadequate sanitation
• Inadequate waste management
• Poor street network
• Water logging drainage
• Waterborne diseases

Natural
• Flood prone area
• Garbage dump
• Under power lines
• Rock falls
• Floods

Assessment
The settlement experiences locational risks such as being situated in a flood prone area, under power lines and on a garbage dump. The community experiences no significant natural disasters. Man-made risks are attributed to the lack of basic service provision and the lack of maintaining existing services. These risks can be mitigated through implementing short term interventions and upgrading the settlement. This will include providing a storm water drainage system that will alleviate flooding in the area, relocating those located under power lines, introducing a proper waste management system, educating the community about waste management and disposing waste in an organised manner. The community reports that shacks are burnt down on a weekly basis. The electrification of the settlement will mitigate this occurrence. The community reported instances of diseases. Kraals nearby result in the presence of many flies, which are a health risk to the residents. There is also a wide spread presence of rats and snakes. Supported by the Department of Health and the local hospital, the municipality should provide vaccines, pest control services and regular cleaning of the area. The community reported social issues such as families fighting amongst each other, burglary, stabbing, crime and community protests. Social facilitation is needed to encourage the community to work together, to provide social support to residents as well as regular policing and developing a neighbourhood watch.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
The settlement has poor access to basic services with a sanitation shortfall of 14 and a shortfall of 1 tap. There are 0 electrical connections and there is no adequate waste management system. The settlement neither has a storm water drainage system. Short term interventions include alleviating shortfalls, assessing whether alternative sanitation services can be provided and assessing the possibility of electrifying the portion of the settlement that is located on municipally owned land. The community reports that shacks are burnt down on a weekly basis. The electrification of the settlement will mitigate this occurrence. The community reported instances of diseases. Kraals nearby result in the presence of many flies, which are a health risk to the residents. There is also a wide spread presence of rats and snakes. Supported by the Department of Health and the local hospital, the municipality should provide vaccines, pest control services and regular cleaning of the area. The community reported social issues such as families fighting amongst each other, burglary, stabbing, crime and community protests. Social facilitation is needed to encourage the community to work together, to provide social support to residents as well as regular policing and developing a neighbourhood watch.

SANITATION

Of 3 bucket toilets only 2 are working and irregularly maintained by a service provider. 1 bucket toilet needs to be fixed and there is a shortfall of 14. The community reported that arguments develop because the toilets are located in residents’ yards.

WATER

3 communal standpipes are located inside the settlement and maintained by the municipality. There is a shortfall of 1 tap. The community reported that if residents do not pay for water they suffer and that it is not fair for some squatters to pay while others get free water. This is a shared concern among women in the community.

WASTE

The settlement has no adequate waste collection system. 1 communal skip is maintained by the municipality. Black bags are distributed irregularly. The community reports that sometimes residents burn waste that has not been collected. The municipality needs to distribute black bags and collect waste regularly.

ELECTRICITY

There are 0 prepaid electrical connections in the settlement. The community reports that the municipality cannot electrify privately owned land.
SOCIO-ECONOMIC AMENITIES

The community has varied access to health facilities. The clinic is located 2.5km and a 30 minute walking distance away. The hospital is located more than 5km away, which is an hour’s walking distance. The community has good access to educational amenities. The preschool, primary school and secondary school are all located 2.5km and a 30 minute walking distance away. The community has good access to community facilities located within its immediate vicinity such as a church, a community hall, a playground, police station and sports facility.

SOCIAL SERVICES

- Church
- Community hall
- Playground
- Police station
- Sports facility

EMPLOYMENT PROFILE

Community members are predominantly (80%) employed in the farming sector. Farm work can be seasonal by nature, leaving households in vulnerable positions for parts of the year when work is scarce. The municipality must assist these households where possible. The municipality can also extend the EPWP and CWP programmes to this community. Local government can implement skills upgrading and vocational training projects to increase access to employment opportunities for these communities. 5% of women are employed as domestic workers. The municipality should assist with stimulating entrepreneurship and small business development in the community, especially among women.
Die Gaatjie

Municipality: OUDTSHOORN MUNICIPALITY
Closest town: DYSELSDORP
Established: 1986
Structures: 45

SETTLEMENT PROFILE

CATEGORISATION CODE/S

C - URGENT RELOCATION REQUIRED

Growth potential: Medium*

TOWN LEVEL MAP

HISTORY

AS TOLD BY THE COMMUNITY

The settlement was started by backyards who wanted to have their own shacks and were tired of renting.

SUMMARY

Die Gaatjie is a low density peri-urban settlement, located on privately owned land, zoned for agricultural use and situated inside the urban edge. The settlement is also located on a sewerage servitude. The municipality has been unable to invest in service delivery as it is constrained by private land ownership. The municipality consequently planned to relocate the community to a nearby settlement. The municipal IDP contains 2 UISP plans for the town of Dysselsdorp. It is therefore likely that the community will be relocated to a settlement, receive some serviced sites and a much improved level of service delivery. This settlement has thus been categorised for urgent relocation as presently, the community is placed at risk by natural and man-made risks that have serious detrimental effects on the community’s well-being. Nevertheless, the municipality is obligated to ensure that the community accesses basic services until they are relocated. Therefore the municipality needs to provide temporary sanitation and waste management solutions as well as tackle the social issues of substance abuse and unemployment. The municipality must facilitate a working relationship with the community as this is essential for a successful relocation and integration into the new settlement. The municipality should continue to provide for their basic needs and assist with helping the community attain tenure security.

SHORT TERM INTERVENTIONS

- Provide 10 temporary toilets.
- Implement a waste management system that includes the regular collection of waste and distribution of black bags.
- Provide 1 communal tap

COMMUNITY PRIORITIES

Short term:
- Storm water and flooding management
  Flooding and storm water management will create better access to the settlement for emergency vehicles.
- Access to sanitation
- Access to electricity
  We want free electricity like most settlements.
- Access to water
  We currently pay for water and this is unaffordable for the community. We request free access to water.
- Access to refuse bags
  The municipality does not provide black bags.

Long term:
- Shelter
  We stay in informal structures.

COMMUNITY READINESS

Leadership: No leaders
Leader relations: None
Relationship with municipality: None

ASSESSMENT

There is no leadership structure in the settlement. The community never holds general meetings and never meets with the municipality. The community reports having no relationship with the municipality. The municipality must establish a working relationship with the community. Social facilitation is needed to establish a leadership structure.

COMMUNITY VOICES

The municipality needs to listen to what the people in the community want. Services in the community are a problem and there is a high unemployment rate.

DEMOGRAPHICS

45 STRUCTURES
49 HOUSEHOLDS
147 PEOPLE

PLANNING RELATED ISSUES

Land ownership: Private 100%
Zoning: Agriculture
Servitude: Sewer
Household density: 17 HH/Ha

100% Land ownership: Private 100%

Evaluation of categorisation
This low density settlement is poorly located on a sewerage servitude, in an area prone to flooding and on private land. The municipality is therefore unable to pursue development and cannot upgrade this settlement in its current location. There are municipal plans to relocate this community to the nearby settlement of Heinsview. This analysis supports these plans as the settlement is not suitable for long term development and should be relocated so that the municipality can deliver basic services to the community.

Comment on past relocation attempts
The community reports that the municipality selected the settlement for relocation to Heinsview (a nearby informal settlement) because the community is located on private land and experiences regular flooding.
HAZARDS AND RISKS

Man-made
- High density
- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Water logging drainage
- Waterborne diseases

Natural
- Flood prone area
- Garbage dump
- Flooding
- Strong winds

Assessment
The settlement is situated in an area prone to flooding and near a garbage dump. The community suffers from man-made risks associated with informality and a lack of service delivery including inadequate sanitation, inadequate waste management, a poor street network, an overcrowded living environment, water logging and drainage issues, waterborne disease; and the natural hazards of fires, strong winds, and mosquitoes. This has resulted in violent protests by the community. The municipality must assist with improving the community’s well-being until residents are relocated. The municipality should improve drainage channels, provide temporary sanitation facilities, conduct insect and pest control operations, assist in structurally strengthening shacks to become more resistant to winds and provide an effective waste management system. The community reports social problems relating to crime, drug and alcohol related violence, teenage pregnancy, school dropouts and petty crime. The municipality must assist with establishing a regular police presence in the settlement and providing temporary street lights so that passive surveillance at night is improved. The municipality should also implement drug support programs and awareness campaigns relating to drug and alcohol abuse.

BASIC SERVICES

Service assessment
The settlement has an almost total lack of basic service delivery. The municipality provides only 1 communal tap and is obligated to provide basic services to this community, even if it is scheduled for relocation. Therefore, the municipality must provide 10 temporary toilets, 1 additional communal tap and implement a waste management system in the settlement that includes the regular collection of waste, distribution of black bags and recycling. Maintenance work usually takes 1 month to be carried out and is reported to community leaders who then report it to the municipality. The municipality must implement a maintenance and operations plan which would increase the efficiency of maintenance work.

SANITATION

Working ratio: N/A
Shortfall: 10

The settlement has no access to sanitation infrastructure. There is a shortfall of 10 toilets.

ELECTRICITY

0
Pre-paid

There is no access to electricity in this settlement because it is located on private land.

WATER

Working ratio: 1:49
Shortfall: 1

1 working communal tap is located inside the settlement and maintained by the municipality. There is a shortfall of 1 tap.

WASTE

Waste management: Common area outside settlement

There is no waste collection system and waste is dumped around the settlement. Black bags are not distributed and the community reports the presence of litter and that people burn waste. The community is concerned that the fumes emitted by burning waste pose a health threat.
SOCIO-ECONOMIC AMENITIES

The community has decent access to educational amenities with pre and primary schools a 30 minute walk away. Secondary schools are located a 15 minute walk away. The settlement has poor access to health facilities with both the clinic and hospital more than an hour away. The municipality should assist this community with transport so that residents can access healthcare. The municipality should also arrange for the settlement to be serviced by a mobile clinic until it is relocated. The community makes use of other socio-economic amenities such as a playground, sports facility, community hall, church, spaza shops, general shops, a police station and shebeens. None of these are located inside the settlement.

EMPLOYMENT PROFILE

Community members are predominantly (80%) employed as farm labourers. This work can be seasonal or temporary and can leave households in vulnerable positions if they are without a steady income for periods of time. The municipality should implement skills upgrading and vocational training in an attempt to increase access to employment for this community. It should also extend the EPWP and CWP programmes to stimulate employment. The municipality should assist innovative people with small businesses by introducing support for entrepreneurs.
**SETTLEMENT PROFILE**

**Volmoed**

Municipality: **OUDTSHOORN MUNICIPALITY**

Closest town: **OUDTSHOORN**

Established: **1999**

Structures: **53**

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**SUMMARY**

Volmoed is a low density settlement located outside the urban edge and on land zoned for agricultural use. 60% of the land is municipally owned and 40% is privately owned land. The settlement is suitable for long term development. Municipal UISP plans for in situ upgrading exist. This will require a portion of the settlement that is on private land to be relocated or that the municipality attempts to expropriate the land. The municipality must address the current hazards and risks suffered by this community. Improvements to the delivery of water, sanitation, electricity, waste services as well as spatially organising the settlement will mitigate the risks posed by the nearby garbage dump, the slope, occasional strong winds, water logging and drainage. The municipality must address the poor waste management plan by implementing a regular waste collection system. The municipality should also provide transport to hospitals in emergencies as the ambulance takes more than 1 hour to reach the settlement as the nearest hospital is far away. The municipality must continue to establish a working relationship with the community. Social facilitation is needed to assist with establishing a formal leadership structure so that community priorities can be communicated and subsequently met.

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**SHORT TERM INTERVENTIONS**

- Implement a waste management system.
- Provide a municipal skip and black bags regularly.
- Repair 23 broken flush toilets.

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**HISTORY AS TOLD BY THE COMMUNITY**

The farm was established by former farm labourers who were dismissed from work because they had reached retirement or were disabled.

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COMMUNITY PRIORITIES

Medium term:
- Access to sanitation
- Access to electricity

Long term:
- Shelter
  The structures are made of temporary materials. We need brick and mortar structures - not a shack structure, we want to dignify our lives by having a proper structure.
- Tenure security

COMMUNITY READINESS

Leadership: No leaders
Leader relations: None
Relationship with municipality: Good

ASSESSMENT

The community reports that no leadership structure exists in the settlement but that residents convene general meetings when necessary. The community meets with the municipality when necessary to discuss services and reports having a good relationship with the municipality.

DEMOGRAPHICS

53 STRUCTURES
50 HOUSEHOLDS
150 PEOPLE

COMMUNITY VOICES

We have no access to good services. There are very little jobs for us.

PLANNING RELATED ISSUES

100% Land ownership: Municipality 60% Private 40%
Servitude: None

Zoning: Agriculture
Household density: 38 HH/Ha
(HH/Ha - households per hectare)

Evaluation of categorisation
This low density settlement is situated on municipally owned (60%) and privately owned land (40%). This requires a portion of the settlement to be relocated so that the municipality can deliver basic services as the municipality’s development jurisdiction is constrained through the settlement’s location on privately owned land. The rest of the settlement is suited for long term development and should be upgraded in situ so that service delivery and the wellbeing of this community can be improved. The municipality lists two UISP projects in its IDP. This analysis supports these and found Volmoed well suited for a UISP project. The settlement is therefore ideally suited for in situ upgrading and potential partial relocation.

Comment on past relocation attempts
The community reports that there are no plans to relocate the settlement. However, the municipality does have plans to improve water and sanitation provision. The municipality’s IDP includes a UISP project for the area of Volmoed. This analysis assumes that the improved provision of water and sanitation is part of the UISP project.
BASIC SERVICES

Service assessment
The settlement has an average level of access to basic services. Although there are no sanitation or water shortfalls, the community makes use of chemical toilets and pit latrines because 23 flush toilets need to be repaired. The municipality also needs to implement a waste management system that includes providing a municipal skip, regularly collecting waste and distributing black bags. The municipality should also install individual taps to households, if it has not yet done so already. This community is provided with solar power. The municipality, with the help of the community, needs to assess if solar power is sufficient or if prepaid electrical connections could be added. Maintenance usually takes 1 week to complete and is reported straight to the municipality.

HAZARDS AND RISKS

Man-made
- Inadequate sanitation
- Inadequate waste management
- Water logging drainage

Natural
- Flood prone area
- Garbage dump
- Slope greater than 18

Assessment
The settlement is situated in an area prone to flooding, near a garbage dump and on a slope. The community suffers from the man-made risks of inadequate sanitation and waste management, water logging and drainage problems as well as occasional strong winds. These hazards and risks can be mitigated through the process of upgrading the settlement. The municipality should therefore implement an effective waste management system that minimises the risk of the nearby garbage dump and empowers the community to manage waste efficiently. This should include introducing recycling programs. Furthermore, the municipality should improve the effectiveness of current storm water channels to assist with drainage issues and mitigate flooding; and introduce improved sanitation and water infrastructure. The community reports social problems that are related to crime, drug and alcohol related violence and petty crime. The municipality should offer support and rehabilitation opportunities for drug addicts and affected residents as well as raise awareness around drug and alcohol related abuse. The municipality can also establish a regular police presence in the settlement and increase the number of street lights to improve passive surveillance at night.

SANITATION

Working ratio 1:2
5 working flush toilets are maintained by the municipality and 23 are broken. 5 working chemical toilets are serviced by a service provider. 10 pit latrines are maintained by the community but not serviced regularly. There is no shortfall.

WATER

Working ratio 1:13
2 working communal standpipes and 2 individual standpipes are located inside the settlement and maintained by the community. There is no shortfall.

ELECTRICITY

0 Pre-paid
The community has access to solar power and 2 street lights in the settlement.

WASTE

Waste management: Common area outside settlement
The community deposits waste in 1 common area outside the settlement. Waste is also burnt by the community. The municipality does not distribute black bags.
SOCIO-ECONOMIC AMENITIES

The community has excellent access to educational facilities. All schools are within a 10 minute walking distance. The settlement is isolated from health care facilities but is visited by a mobile clinic. The municipality must ensure that the community can reach health care, especially if residents require urgent medical attention. Other available socio-economic amenities include a playground, a church and a spaza shop.

EMPLOYMENT PROFILE

Community members are predominantly (90%) employed as farm labourers. This work can be seasonal or temporary and can leave households in vulnerable positions if they are without a steady income for periods at a time. The municipality should implement skills upgrading and vocational training in an attempt to increase access to employment for this community. The municipality should also extend the EPWP and CWP programmes to stimulate employment.
Riemvasmaak

Municipality: OUDTSHOORN MUNICIPALITY
Closest town: DYSELSDORP
Established: 2010
Structures: 39

SUMMARY

Riemvasmaak is a low density, peri-urban settlement, located on privately owned land, zoned for agricultural use and situated inside the urban edge. The municipality has not been able to invest in service delivery to the settlement due to constraints linked to land ownership. The municipality has therefore planned to relocate the community to a nearby settlement. The municipal IDP contains 2 UISP plans for the town of Dysselsdorp. It is likely that the community will be relocated to a settlement, receive some serviced sites and a much improved level of service delivery. This settlement has been categorised for urgent relocation as currently the community is placed at risk by natural and man-made risks, which have serious detrimental effects on the community’s well-being. Nevertheless, the municipality is obligated to ensure that the community receives basic service delivery until residents are relocated. Therefore the municipality needs to provide temporary sanitation and waste management solutions as well as tackle the social issues of substance abuse and unemployment. The municipality must establish a working relationship with the community. This is essential not only for a successful relocation, but also for the community’s successful integration into the new settlement. A working relationship is also essential for continuing to provide basic needs and assist the community with attaining tenure security.

SHORT TERM INTERVENTIONS

- Provide 8 temporary toilets, which are maintained regularly.
- Implement a waste management system and provide a municipal skip.
- Distribute black bags regularly.
- Establish a working relationship with the community and communicate transparently about relocation plans.

COMMUNITY PRIORITIES

Short term:
- **Access to sanitation**
  Residents have no access to sanitation.
- **Shelter**
  Residents would like access to houses.
- **Access to employment opportunities**
  Due to high unemployment residents would like to have access to sustainable employment opportunities.
- **Access to water**
  Residents would like a better ratio to access water.

Long term:
- **Tenure security**
  The community is located on private land and as a result has poor or no access to services. The municipality has in the past promised relocation. Therefore the community would like the municipality to share the relocation plans.

COMMUNITY READINESS

- **Leadership:** No leaders
- **Leader relations:** None
- **Relationship with municipality:** None

ASSESSMENT

The community reports having no formal leadership structure and never holding general meetings. The community never meets with the municipality and has no relationship with them. The municipality must establish a working relationship with this community as this is essential for relocation.

COMMUNITY VOICES

There is high unemployment in the settlement. We would like the municipality to find ways for us to access employment opportunities.

DEMOGRAPHICS

- **Structures:** 39
- **Households:** 39
- **People:** 117

PLANNING RELATED ISSUES

- **Land ownership:** Private 100%
- **Zoning:** Agriculture
- **Servitude:** None
- **Household density:** 31 HH/Ha

Evaluation of categorisation

The settlement is located on private land. The municipality is therefore unable to develop the land to fulfil basic services requirements and has planned to relocate this community to a nearby informal settlement where the municipality can deliver an adequate level of basic services. 2 UISP projects are also planned for Dysseldorp. The settlement currently experiences almost no service delivery with the exception of adequate water provision. The settlement is also located in a flood prone area, near a garbage dump and on a slope. This analysis supports the municipality’s plan to relocate the settlement as currently it is not suitable for long term development.

Comment on past relocation attempts

The community reports that the municipality has selected the settlement for relocation to Heinsview (a nearby informal settlement) because the settlement is currently located on private land.
 service assessment

The settlement receives a very poor level of basic service delivery because it is located on private land. Maintenance usually takes 1 month to be carried out. The municipality should provide temporary services until the community is relocated to a more suitable location. These should include adequate sanitation provision, street lights, waste collection and management, including the regular distribution of black bags. The municipality must ensure that the new location has adequate services to accommodate the 39 households without diminishing access for the community that currently lives there.

HAZARDS AND RISKS

Man-made

- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Water logging drainage

Natural

- Flood prone area
- Garbage dump
- Slope greater than 18

Assessment

The settlement experiences an array of hazards and risks including fires, strong winds, being situated in an area prone to flooding, being located near a garbage dump, being situated on a slope as well as suffering from man-made risks associated with a lack of service delivery. These include inadequate sanitation and waste management, poor drainage and water logging. The municipality is not readily able to address these problems as the settlement is located on private land. Nevertheless, the municipality is obligated to ensure that the community’s access to basic service delivery is met. Therefore, the municipality must provide adequate sanitation and waste collection services until the community has been relocated. Social problems include alcohol and drug related violence and petty crime. The community commented that alcohol abuse, security of tenure and poor access to services are common community problems. The municipality must assist by implementing support and rehabilitation programmes for drug addicts and the community at large as well as implementing awareness campaigns around drug and alcohol abuse. The municipality should also establish a regular police presence in the settlement and install temporary street lights so that at night, passive surveillance is improved. Hopefully relocating the community to a settlement with adequate access to services as well as providing service sites will help to alleviate crime.

BASIC SERVICES

Service assessment

The settlement receives a very poor level of basic service delivery because it is located on private land. Maintenance usually takes 1 month to be carried out. The municipality should provide temporary services until the community is relocated to a more suitable location. These should include adequate sanitation provision, street lights, waste collection and management, including the regular distribution of black bags. The municipality must ensure that the new location has adequate services to accommodate the 39 households without diminishing access for the community that currently lives there.

SANITATION

Working ratio 0

This settlement has no sanitation infrastructure and a shortfall of 8 toilets. The community reports that residents make use of the neighbouring settlement’s infrastructure or the bush.

WATER

Working ratio 1:8

5 working communal standpipes are located in the settlement and maintained by the municipality.

ELECTRICITY

Pre-paid

There are no electrical connections or street lights in the settlement because, according to community reports, the settlement is located on private land.

WASTE

Waste management: Common area outside settlement

There is no waste collection system and waste is dumped around the settlement. Black bags are not distributed and the community reports that there is a lot of litter and that people burn their rubbish.
The community enjoys good access to educational facilities with the secondary school a 30 minute walk away. Pre- and primary schools are a 15 minute walk away. There is decent access to health care with a clinic within a 15 minute walk. However, the hospital is more than an hour away. Therefore, the municipality must provide transport for people who need to access the hospital, especially in emergency situations. Access to other socio-economic amenities includes a playground, a sports facility, a community hall, churches, spaza shops, general shops, police stations and shebeens. However, none of these amenities are in the settlement.

SOCIAL SERVICES
- Church
- Community hall
- Playground
- Police station
- Sports facility

EMPLOYMENT PROFILE
45% Social grants
35% Farm work
20% Unemployed

The majority of this community is unemployed with 90% of women receiving social grants and 40% of men unemployed. 35% of community members are farm labourers. This type of work can be seasonal in nature and potentially leave households vulnerable without a steady income. The municipality should implement skills upgrading and vocational training in an attempt to increase access to employment for this community. The municipality should also extend the EPWP and CWP programmes to stimulate employment.
Kanaalweg

Municipality: OUDTSHOORN MUNICIPALITY
Closest town: OUDTSHOORN
Established: 1980
Structures: 183

SUMMARY

Kanaalweg is a low density settlement situated on municipally owned land, inside the urban edge and zoned public open space. The settlement is part of the Bongolethu UISP project, which is supposed to provide service sites and some housing to this community. The analysis highlighted that the settlement suffers from poor access to basic service delivery including sanitation and water shortfalls and inadequate electricity provision. The settlement is located near a garbage dump, on sinking soil and in an area prone to flooding. It experiences the natural hazards of fires, flooding and strong winds. In situ upgrading will benefit the community’s well-being and mitigate these hazards and risks. This will occur through providing adequate basic services, introducing improved maintenance and waste management plans, installing concrete storm water channels, spatially organising the settlement to minimise the risk of fires, strong winds, flooding, sinking soil and the garbage dump, and providing additional electrical connections. The settlement is therefore suitable for long term development. The municipality will also have to provide transport for school children and people requiring health care. The municipality must continue to engage with the community in a transparent and honest way and attempt to establish a working relationship with the community through regular interactions and meetings.

SHORT TERM INTERVENTIONS

- Repair 20 pit latrines.
- Install 3 communal standpipes.
- Add additional 30 prepaid electrical connections.
- Repair street lights.
- Install concrete storm water channels.
- Regularly distribute black bags.

COMMUNITY PRIORITIES

Short term:
- **Access to water**
  The community requests more taps.
- **Access to sanitation**
  The community requests individual flush toilets as the communal toilets are a health risk.
- **Access to electricity**
  The community requests electricity due to an influx of immigrants and to curb fire hazards caused by illegal connections and open fires.
- **Storm water and flooding management**
  Floods occur during the rainy season.
- **Access to educational facilities**
  The community does not want to relocate but requests security of tenure in its existing settlement.

COMMUNITY READINESS

**Leadership:** Leadership committee

**Leader relations:** Healthy

**Relationship with municipality:** Average

ASSESSMENT

The community has a leadership committee that enjoys a healthy internal relationship and convenes general meetings when necessary. The community reports that, when necessary, they meet with the municipality about service delivery and that the community has an average relationship with the municipality. The municipality must continue to engage with the community in a transparent and honest way and attempt to establish a working relationship through regular meetings and interactions.

COMMUNITY VOICES

We request that the municipality take our issues more seriously.

DEMOGRAPHICS

- **Structures:** 183
- **Households:** 180
- **People:** 540

- **Land ownership:** Municipality 100%
- **Zoning:** Public open space
- **Servitude:** None
- **Household density:** 31 HH/Ha (HH/Ha - households per hectare)

Evaluation of categorisation

Kanaalweg is a low density settlement that faces natural hazards of fires, flooding and strong winds. It also suffers from man-made risks that are associated with a lack of service delivery. It is situated near a garbage dump, on sinking soil and in an area prone to flooding. The municipality has planned a UISP project for this settlement, which is supposed to begin in 2017/18. This analysis supports the plan and recommends proceeding with the in situ upgrading of the settlement as it is suitable for long term development. Settlement upgrading should aim to improve service delivery to ensure adequate access to sanitation, water, electricity and waste collection as well as mitigate locational risks and minimise natural hazards.

Comment on past relocation attempts

The community reports that there are no plans for the relocation or development of the settlement. The community also indicates that residents do not want to be moved.

PLANNING RELATED ISSUES
HAZARDS AND RISKS

Natural
- Fire
- Floods
- Strong winds
- Flood prone area
- Garbage dump
- Sinking soil

Man-made
- High density
- Inadequate sanitation
- Poor street network
- Waterborne diseases

Assessment

The settlement is located close to a garbage dump, on sinking soil and in an area prone to flooding. The community indicates that residents experience issues with drainage when it rains and that they have no drainage infrastructure. The community suffers from man-made risks of inadequate sanitation and waste management, a poor street network and waterborne diseases. Residents also experience significant fires, floods and strong winds. These locational and man-made risks and natural hazards can be mitigated by in situ upgrading, settlement re-blocking and the provision of adequate basic services. The municipality should install concrete stormwater channels to assist with drainage. The municipality should install concrete stormwater channels to assist with drainage, alleviate water and sanitation shortfalls, install flush toilets, introduce an effective waste management system, minimise the effect of the garbage dump and remove or fill-in sinking soil. Re-blocking or spatially re-organising the settlement can help reduce the risk of fires. The community reports social problems related to crime, drug and alcohol related violence and petty crime. The municipality must assist by implementing support and rehabilitation programmes for drug addicts and raise awareness about drug and alcohol related abuse. The municipality should also establish a regular police presence in the settlement and increase the number of street lights to improve passive surveillance at night.

SETTLEMENT MAP

BASIC SERVICES

Service assessment

The settlement receives poor access to basic services with sanitation and water shortfalls. 83% of households have access to electricity. Waste is collected regularly. Maintenance usually takes 1 week and is reported to the community leadership. The municipality is mandated to alleviate shortfalls and also investigate the feasibility of providing flush toilets to the community and do so, if feasible. The municipality needs to provide 30 households with prepaid electrical connections and run maintenance on street lights. The municipality should provide the community with a municipal skip, introduce recycling and distribute black bags regularly. These interventions will improve the well-being of the community.

SANITATION

Working ratio 1:4

30 working pit latrines are maintained regularly by the community. There is a shortfall of 6 toilets. 20 pit latrines are broken. The community reports that the municipality installed toilets but that these are not working anymore and that the municipality is not doing anything about it. The community reports that the current toilets pollute the area and that residents want individual flush toilets.

WATER

Working ratio 1:36

5 working communal standpipes are located on the edge of the settlement. There is a shortfall of 3 standpipes. The taps are maintained by the municipality. The community reports that taps are leaking and that the municipality takes a very long time to fix the broken taps.

WASTE

Waste management: Common area inside settlement

The community deposits waste in a communal area inside the settlement. Waste is collected weekly by the municipality. Black bags are distributed irregularly and the community requests that this become more regular.
SOCIO-ECONOMIC AMENITIES

The community has poor access to educational amenities with only 50-70% of children attending school. This seems to be due to the long travelling distance to school. Primary and secondary schools are more than an hour’s walk away and a pre-school is located a 30 minute walk away. The municipality must provide transport for these learners to and from school. Access to health care is average: a clinic is a 30 minute walk away but the hospital is more than an hour’s walk away. The municipality must provide transport to health care facilities, especially in emergencies as the community reports that it takes the ambulance more than an hour to arrive. The community has access to other socio-economic amenities such as a church, 1 spaza shop, general shops, a police station and shebeens.

EMPLOYMENT PROFILE

% of employed men and women

50% Construction
50% Domestic work

Employment in this community is split between men and women. All men work in the construction industry while all women work as domestic workers. These types of employment can constitute temporary incomes and may leave households in vulnerable positions if there are long gaps between jobs. The municipality should implement skills upgrading and vocational training in an attempt to increase access to employment for this community. It should also extend the EPWP and CWP programmes to stimulate employment.
GG Kamp

Municipality: OUDTSHOORN MUNICIPALITY
Closest town: OUDTSHOORN
Established: 2011
Structures: 380

TOWN LEVEL MAP

SETTLEMENT PROFILE

SUMMARY

GG Kamp is a medium density settlement situated on municipally owned land inside the urban edge. The settlement is part of the Bongolethu UISP project, which is supposed to provide service sites and some housing to the community. This analysis highlights that the settlement suffers from very poor access to basic services with large sanitation and water shortfalls, a lack of electrical provision, no waste collection system and poor maintenance. The community has some access to educational and health amenities but requires transport to a hospital, especially in emergencies. The settlement is suited for long term development. In situ upgrading will improve the community’s well-being as the process should alleviate shortfalls, introduce access to electricity and see effective waste management and maintenance plans implemented. The municipality should tackle unemployment, especially among the youth, by introducing skills upgrading and vocational training programmes and extending the EPWP and CWP programmes in the community. The municipality must establish a working relationship with the community. This will allow for a community-led development process to be followed.

SHORT TERM INTERVENTIONS

• Install 70 flush toilets.
• Repair 6 communal standpipes and provide 10 more.
• Install prepaid electrical connections in all houses.
• Provide municipal skips and implement a waste management plan.
• Meet more regularly with the community.
• Ensure social facilitation to assist with forming a leadership structure.

HISTORY

AS TOLD BY THE COMMUNITY

The settlement’s people were backyards who decided to move to the area because their families grew. Some of the people got chased away from where they were residing and that is why they settled in GG Kamp.

COMMUNITY PRIORITIES

Short term:
- Shelter.
- Access to electricity.
- Access to sanitation.

Medium term:
- Access to employment opportunities.
- Maintenance and operations.

COMMUNITY READINESS

Leadership: Other

Leader relations: None

Relationship with municipality: Average

ASSESSMENT

There is no leadership structure in the settlement. The community reports convening a general meeting once a week and meets the municipality when necessary. The community reports having an average relationship with the municipality but meetings between the two parties are rare. The municipality must engage more regularly with this community and establish a working relationship. Social facilitation is needed to assist with forming a leadership structure.

COMMUNITY VOICES

We are serious and keen for houses and we don’t like the fact that the municipality is not paying attention to us. All we want are toilets and electricity; we want them to be installed as soon as possible.

DEMOGRAPHICS

380 structures
380 households
1140 people

PLANNING RELATED ISSUES

100% Land ownership: Municipality 100%

Zoning: Residential

Servitude: None

Household density: 63 HH/Ha

Evaluation of categorisation

GG Kamp is a medium density settlement, situated near a railway track and in an area prone to flooding. It also faces natural hazards of fires and strong winds. The community suffers from man-made risks associated with a lack of service delivery. The municipality has a planned UISP project for this settlement, which is supposed to begin in 2017/18. This analysis supports the plan and recommends proceeding with upgrading the settlement in situ as it is suitable for long term development. Upgrading should aim to drastically improve service delivery to ensure adequate access to sanitation, water, electricity and waste collection.

Comment on past relocation attempts

The community reports that there are no plans for the relocation or development of the settlement.
BASIC SERVICES

Service assessment
The settlement experiences poor access to basic services with large sanitation and water shortfalls recorded, no access to electricity and no waste management system. Maintenance usually takes more than 2 months to complete and is reported to community members who, presumably, are in a better position to assist with getting the municipality to conduct repairs. To mitigate man-made risks associated with poor service delivery, the municipality must alleviate shortfalls by providing flush toilets, communal stand pipes and repairing broken infrastructure. The municipality also needs to introduce an effective waste management plan that includes the regular collection of waste, the regular distribution of black bags and the implementation of a recycling scheme. The municipality must also provide prepaid electrical connections to each household. The municipality is obligated to meet the adequate service delivery requirements to ensure a decent level of well-being in the community.

HAZARDS AND RISKS

- Strong winds
- Flood prone area
- Railway track
- Slope greater than 18

- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Waterborne diseases

Assessment
The settlement experiences the locational hazards of close proximity to a railway line, being situated in an area prone to flooding and experiences fires and strong winds. The community suffers the risks of inadequate sanitation, inadequate waste management, waterborne disease and a poor street network. These can be mitigated through improved basic service provision. Through overcoming large shortfalls, installing an effective waste management system and spatially re-organising the settlement to improve the street network, the potential threat of fires and strong winds is minimised. The community indicated the presence of drainage issues. Therefore the municipality should install concrete storm water channels to assist with drainage. The community reported social problems relating to crime, drug and alcohol related violence, gangsterism and petty crime. The municipality must assist by establishing a regular police presence in the settlement and increasing the number of street lights to improve passive surveillance at night. The municipality should also implement support programmes and awareness campaigns relating to drug and alcohol abuse.

SANITATION

- Working ratio: 1:64
- Shortfall: 70

6 working flush toilets are maintained by the municipality. There is a shortfall of 70 toilets. The community reports that the municipality installed toilets but that these are not working anymore and that the municipality is not doing anything about it.

WATER

- Working ratio: 0
- Shortfall: 16

There are 0 working communal standpipes in the settlement. 6 are broken and there is a shortfall of 16 standpipes. The community reports that taps get vandalised.

ELECTRICITY

- Pre-paid: 0

There are 10 streetlights in the settlement but no access to electricity. The community reports that residents need electricity for their homes.

WASTE

Waste management: Disorganised deposit

Waste is collected weekly but there is no centralised location or ordered system for depositing waste. Black bags are distributed irregularly.
The community has an average access to educational and health amenities. Primary and secondary schools are a 30 minute walk away. There is a preschool nearby and the majority of children attend school. The settlement is a 30 minute walk from the nearest clinic. There is no hospital in the vicinity as it is more than an hour’s walk away. The municipality must ensure that the community has access to health care, especially in an emergency. This could mean providing regular transport to the hospital. This community accesses other socio-economic amenities such as a playground, a community hall, a church, spaza shops, shebeens and a police station.

The men in the community are predominantly (80%) employed as farm labourers and 70% of women are employed as domestic workers. These types of employment can constitute temporary incomes. Farm work, in particular, is often seasonal in nature and may leave households in vulnerable positions if there are large periods between jobs. The municipality should implement skills upgrading and vocational training in an attempt to increase access to employment for this community. The municipality should also extend the EPWP and CWP programmes to stimulate employment.
Black Joint Tarven is a well located, high density settlement that is situated on municipally owned land and located inside the urban edge. The settlement is part of the Bongolethu UISP project, which is supposed to provide service sites and some housing to this community. This analysis highlights that the settlement suffers from very poor access to basic services with large sanitation and water shortfalls, a lack of electrical provision, a lacking waste collection system and poor maintenance. The community has excellent access to educational and health amenities but requested access to a police station because of the settlement’s high levels of crime that are linked to unemployment. The settlement is suited for long term development and in situ upgrading, which will improve the well-being of this community. This is because upgrading should alleviate shortfalls, introduce access to electricity and see effective waste management and maintenance plans implemented. The municipality should tackle unemployment, especially among the youth, by introducing skills upgrading and vocational training programmes and extending the EPWP and CWP programmes in the community. The municipality must establish a working relationship with the community in order to follow a more community-led development process.

**Short Term Interventions**

- Repair 9 flush toilets and provide 92 more.
- Provide 18 communal standpipes.
- Investigate the feasibility of installing individual standpipes.
- Install additional street lights that are specifically located to improve passive surveillance.
- Install concrete storm water channels.
- Establish a working relationship with the community.

COMMUNITY PRIORITIES

Short term:
- **Access to water**
  We cannot survive without water.
- **Access to electricity**
  There are a lot of fire disasters. With electricity we are safe.
- **Shelter**
  Children are not safe, there is fire and it is very cold.
- **Access to sanitation**
  1 family per 1 toilet. Currently sanitation is not adequate.
- **Access to employment opportunities**
  To reduce crime everyone must have income.
- **Access to police stations**
  Crime rate and visibility.

COMMUNITY READINESS

- **Leadership:** *Leadership committee*
- **Leader relations:** *Healthy*
- **Relationship with municipality:** *Very bad*

ASSESSMENT

The community has a leadership committee that enjoys a healthy internal relationship and convenes general meetings when necessary. The community reports that it meets with the municipality once a week about service delivery and that it has a very bad relationship with the municipality. The municipality must continue to engage with the community in a transparent and honest way and establish a working relationship with them.

COMMUNITY VOICES

The municipality needs to listen to the community and provide services and information to the community. They should communicate with the community not only when they want to address us, but communicate with members of the community.

DEMograPhics

<table>
<thead>
<tr>
<th>Structures</th>
<th>Households</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>500</td>
<td>530</td>
<td>1590</td>
</tr>
</tbody>
</table>

PLANNING RELATED ISSUES

- **100% Land ownership:** *Municipality 100%*
- **Servitude:** *None*
- **Zoning:** *Public open space*  
  (HH/Ha - households per hectare)
- **Household density:** *80 HH/Ha*

Evaluation of categorisation

Black Joint Tarven is a well located, high density settlement that faces few natural risks but suffers from man-made hazards associated with a lack of service delivery. The municipality has planned a UISP project for this settlement, which is supposed to begin in 2017/18. This analysis supports the plan and recommends proceeding with upgrading the settlement in situ as it is suitable for long term development. Upgrading should aim at drastically improving service delivery to ensure adequate access to sanitation, water, electricity and waste collection.

Comment on past relocation attempts

The community reports that there are no plans for the relocation or development of the settlement.
HAZARDS AND RISKS

Natural
- Slope greater than 18

Man-made
- Inadequate sanitation
- Inadequate waste management
- Poor street network

Assessment
The settlement is locationally safe from natural hazards and disasters but suffers from man-made risks of inadequate sanitation, inadequate waste management and poor street networks. These can be mitigated through providing improved basic services. This includes overcoming large shortfalls, installing an effective waste management system, spatially re-organising the settlement to improve the street network and minimise the potential threat of fires. The community indicated that residents experience issues when it rains and that they have no drainage infrastructure. Therefore, the municipality should install concrete storm water channels to assist with drainage. Social problems reported by the community include crime related to alcohol, drug violence and gangsterism. The community commented on the presence of police vigilance but that crime is high. They requested more lights and more vigilance from the police. The municipality must respond by establishing a permanent police presence in the settlement and increasing the number of street lights so that passive surveillance at night is improved. The municipality should also implement drug support and rehabilitation programmes and awareness campaigns relating to drug and alcohol abuse.

BASIC SERVICES

Service assessment
The settlement has poor access to basic services. Large sanitation and water shortfalls are recorded. There is no access to electricity and no waste management system. Maintenance is reported to the municipality and usually takes more than 2 months to complete. To mitigate man-made risks associated with poor service delivery, the municipality must alleviate shortfalls by providing flush toilets and communal stand pipes, repair broken infrastructure and introduce an effective waste management plan that includes the regular collection of waste, regular distribution of black bags and implementation of a recycling scheme. The municipality must also provide prepaid electrical connections to each household. The municipality is obligated to meet the adequate service delivery requirements to ensure a decent level of well-being for the community.

SANITATION
Working ratio 1:36
Shortfall 101

6 flush toilets are working and there is a shortfall of 101 toilets. 9 toilets are broken. The community reports that sanitation facilities are destroyed, that they no longer function and that no one maintains them.

WATER
Working ratio 1:133
Shortfall 18

4 working communal standpipes are located on the edge of the settlement and maintained by the municipality. There is a shortfall of 18 taps. The community requests individual household standpipes.

ELECTRICITY
Pre-paid

There are 2 streetlights in the settlement but no access to electricity. The community reports that residents need electricity because fire disasters are caused by candles and wood fire.

WASTE

Waste management: Common area outside settlement

There are no areas in the settlement for the community to deposit waste. The municipality distributes black bags irregularly. The community reports that skips or wheelie bins are provided by the municipality.
The community has excellent access to educational facilities as pre, primary and secondary schools are all within a close walking distance. The community also has excellent access to both a clinic and hospital within a 15 minute walk. The community reports that ambulances take more than 2 hour to arrive. The municipality should ensure that in emergency cases people can access transport to get them to hospital. The community accesses other socio-economic amenities such as community halls, churches, spaza shops, general shops, police stations and shebeens.

Community members are predominately (50%) employed in the construction sector. 80% of women are employed as domestic workers. These types of employment can constitute temporary incomes and may leave households in vulnerable positions if there are large periods of time between jobs. The municipality should implement skills upgrading and vocational training in an attempt to increase access to employment for this community. They should also extend the EPWP and CWP programmes to stimulate employment.
Three datasets are provided: number of structures, number of households and number of people living in informal settlements.

The number of structures is a triangulation of data received from the municipality, the community (via the focus group discussion) and actual structure counts during the rapid appraisal. In instances where the field team counted structures, this figure is deemed to be most accurate. In instances where an extensive discrepancy with municipal figures occurred, the team conferred with officials.

The number of people in the settlement is based on a ratio of 3 people per household. This falls below the metro ratio of 3 people per household and is considered a good estimate for non-metro informal settlements.

The number of households is based on a community estimate. The general approach used to reflect a more realistic estimate worked with 1.2 households per structure. This ratio is based on CORC’s experience on the ground.

The following density gradients were used:

- **VERY LOW**
- **LOW**
- **MEDIUM**
- **HIGH**
- **VERY HIGH**

The sanitation shortfall is based on the national standard of 1 toilet for every 5 households. The number of toilets within a settlement is based on the actual number of working toilets at the time of the rapid appraisal.

The water shortfall is based on the national standard of 1 tap for every 25 households. The number of taps within a settlement is based on the actual number of working taps at the time of the rapid appraisal.

The settlement categorisation is based on the following categorisation logic. Where applicable, the categorisation also references the municipal IDP’s, housing pipelines and municipal business plans.

**CATEGORIZATION**

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>(A)unsettled, not under any government plan.</td>
</tr>
<tr>
<td>B</td>
<td>(B) unsettled, under current IDP, but not part of any government plan.</td>
</tr>
<tr>
<td>C</td>
<td>(C) in planning for current IDP, but not under any government plan.</td>
</tr>
<tr>
<td>D</td>
<td>(D) in planning for current IDP, and under government plan.</td>
</tr>
<tr>
<td>E</td>
<td>(E) in planning for previous IDP, and under government plan.</td>
</tr>
<tr>
<td>F</td>
<td>(F) in planning for previous IDP, but not under any government plan.</td>
</tr>
</tbody>
</table>

**DISCLAIMER**

This municipal profile does not cover all settlements in the municipality as political and other factors prevented access to some informal settlements. The Overstrand municipal profile therefore includes 3 settlements in the municipal area and excludes the following 11 settlements in the municipal area:

- Tsepe Tsepe
- Service Side
- Thambo Square
- Zwelihle Unknown
- Transit Camp
- Mandela Area
- Beverly Hills (Hermanus)
- Masakhane
- New Camp
- Asazani (Hermanus)
- Masakhane
- New Camp
- Asazani (Hermanus)
Overstrand municipality is located in the Overberg district municipal area, with Hermanus as the most well known town. Geographically it is located along the Atlantic coast between Cape Town and Cape Agulhas. The municipal area is known for its unique offering in land-based whale watching and shark cage diving, pristine blue flag beaches, excellent wine industry, restaurants and accommodation, which make it an attractive tourist destination with a variety of activities. The area’s main economic drivers are finance and business services (30.5%), wholesale (17.1%), manufacturing (16.4%), transport, commercial services, storage and communication (9.3%) (Local Government Handbook, 2016). The municipal area comprises of the following towns: Betty’s Bay, Birkenhead, De Kelders, Fishershaven, Franskraal, Gansbaai, Hawston, Hermanus, Kleinmond, Onrus, Pearly Beach, Pringle Bay, Rooi-Els, Sand Bay, Stanford, Van Dyks Bay and Vermont. The RAP project identified three informal settlements in the area: Die Kop, Beverly Hills and Overhills. The municipality’s vision for the area is “to be the centre of excellence for the community”.

**CONTEXTUAL MAP OF MUNICIPALITY**

**SETTLEMENT CATEGORISATIONS AND SHORT TERM INTERVENTIONS**

<table>
<thead>
<tr>
<th>SETTLEMENT</th>
<th>CATEGORY</th>
<th>SHORT TERM INTERVENTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Die Kop</td>
<td>B2</td>
<td>• Provide 6 flush toilets.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Repair one communal standpipe.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Introduce regular waste collection and black bag distribution.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide the settlement with access to electricity.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install concrete storm water channels.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Facilitate a working relationship with the community.</td>
</tr>
<tr>
<td>Overhills</td>
<td>A</td>
<td>• Facilitate regular engagements with the community to improve the existing relationship between the community and the municipality.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Adopt a community-driven process regarding the development of the settlement.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install concrete community dug out channels to improve the management of storm water.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Fix 20 flush toilets.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Improve operational and maintenance capacity of sanitation infrastructure.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Fix 1 tap - taps should be located inside the settlement.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide regular maintenance for water services to alleviate water pressure problems.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Check water quality regularly.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Engage with the community regarding the billing structure for electrical connections.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Distribute black bags regularly.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide individual bins.</td>
</tr>
<tr>
<td>Beverly Hills</td>
<td>A</td>
<td>• Apply concrete community dug out channels for improved storm water management.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Repair 2 toilets.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide 4 electrical connections.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide black bags to the community and 98 individual household bins.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Facilitate regular engagements with the community to implement community priorities and improve the quality of life in the settlement.</td>
</tr>
</tbody>
</table>
INTRODUCTION

The information in this municipal profile provides an overview of the informal settlements that form part of the municipal area. The settlements profiled were Die Kop, Beverly Hills and Overhills.

The settlements were established through farm worker evictions, people looking for accommodation and people migrating to the area to look for jobs. A commonality in these settlements is that communities need access to employment opportunities. Those employed work as farm-, construction- and domestic workers. The municipality is known for its tourist seasons, where people from across the country visit during the whale watching season. The municipality should encourage entrepreneurial activities that make use of the municipality’s attractions so that locals can become self sustainable. Crime related to gangsterism, house break-ins, drug and alcohol related abuse is common in these settlements. The municipality should encourage social programs to raise awareness about the dangers of substance abuse and establish support groups to assist in the rehabilitation process.

SUMMARY OF COMMUNITY PRIORITIES

The settlements reported various community priorities, the most common being access to employment opportunities. Access to health facilities and adequate shelter are further commonly shared priorities. The municipality can tackle unemployment proactively by introducing skills upgrading and vocational training programs as well as trying to stimulate entrepreneurial activity amongst the profiled communities. With regards to healthcare, the municipality must ensure that people are able to access clinics and hospitals when necessary. The municipality should therefore provide adequate transport to these amenities. With regards to shelter, the municipality must refrain from destroying shacks if there is no adequate accommodation for people to be relocated to. The municipality should also assist with providing building material so that communities can construct sturdier and more resilient structures. Communities were largely concerned with securing adequate access to basic services as well as effective maintenance thereof. The community of Beverly Hills wants the municipality to allow them to renovate and upgrade their shacks as well as introduce a storm water management plan as there are water logging issues when it rains.

DEMOGRAPHIC SUMMARY

The average household density across the settlements is 41 households per hectare. This can be described as low density. This is a fair description of the settlement densities with Die Kop being in the upper bracket as a very low density settlement. Overhills is in the lower bracket as a medium density settlement and Beverly Hills is in the upper bracket as a low density settlement. The municipality must constantly monitor the household density in these settlements so that it can be aware of rapid increases and act accordingly.
Density vs Age of Settlement Graph

The graph showing structure density vs the age of the 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 strong negative correlation (coefficient = -0.95) between the variables of age and density. Therefore, the age of the settlement does have a determining factor on its density - although this is a small sample set making statistical analysis less effective.

ii) Die Kop is an isolated settlement outside the urban edge which could be why its density has not followed the trajectory of the other settlements.

iii) Overhills has experienced rapid growth in its recent years. The municipality must closely monitor the growth of settlements in order to determine the factors responsible for growth such as in-migration by job seekers and relocation by evicted farm dwellers.

Informal Settlements Surveyed in Overstrand

Density of Structures (Structures per ha)

- Act 9 area (tenure security issues - land reform projects)
  None of the settlements are situated in Act 9 areas.

- Private land (ESTA issues - possible expropriation/land reform or eviction)
  None of the settlements are located on private land.

- Servitudes (Important for partial or total relocation)
  Overhills is the only settlement located on a servitude, namely an electrical servitude. The municipality has already relocated a portion of the settlement, which was situated under power lines. As the safety hazard of the servitude has been mitigated, this analysis has assumed that the settlement is suitable for long term development.

Planning Overview

The settlements are all located on municipally owned landed. Only Overhills is located on an electrical servitude while Die Kop is the only settlement that has been selected for relocation to a municipal IRDP project. Both Overhills and Beverly Hills have been selected for in situ upgrading and there are municipal plans in place to provide these communities with service sites and some top structures. The municipality must ensure that it communicates transparently with communities regarding the development of these settlements or in the case of Die Kop, when the community can expect to be relocated.
The communities reported a variety of locational risks such as snakes, fires, flooding and strong wind in Die Kop; being located under power lines and near a garbage dump in Overhills and flooding in Beverly Hills. Die Kop reported no man-made risks but Overhills and Beverly Hills both suffer from inadequate sanitation, inadequate waste management and waterborne disease.

### Sanitation

#### Sanitation shortfall

These communities experience poor delivery of sanitation services with shortfalls and maintenance issues exist as well as toilets that need to be repaired. Provision of water is adequate with no recorded shortfall in any of the settlements. The settlements have varied levels of access to electricity. Die Kop is the only settlement without any electrical connections. Beverly Hills has an electrical shortfall of 4. Overhills is completely electrified but is the only settlement without street lights. The lack of electricity poses a health and safety risk as fire disasters become more common. The municipality needs to assist with improving access to basic services across the settlements. This should occur through alleviating the sanitation and electricity shortfalls, providing improved waste management and by implementing individual maintenance plans that are tailored to each settlement so that services are kept in a working condition.

#### Water

##### Water shortfall

The communities of Overstrand have an adequate level of water service provision. No individual standpipes are located in any of the settlements. Each settlement only has access to communal standpipes. There are no reported shortfalls for water services, however the communities report maintenance issues. Die Kop and Overhills both report that 1 tap needs to be repaired, that water is dirty and that the water pressure is inadequate. The municipality needs to develop a maintenance plan for existing water services infrastructure that has a functioning reporting protocol so that communities do not wait for long periods of time before taps are repaired.

### Electricity

#### Electricity

The settlements surveyed have varied access to electrical connections. Die Kop has 13 street lights but no access to electricity. Overhills has 300 prepaid electrical connections but no street lights. Beverly Hills has 94 prepaid electrical connections, 12 street lights and a shortfall of 4 electrical connections. A lack of access to electrical connections poses a health and safety risk and is a direct cause of fires which are a significant occurrence in Die Kop and occasionally in Beverly Hills. The municipality, through the process of in situ upgrading, can install prepaid connections in Die Kop and alleviate the shortfall in Beverly Hills. Overhills requires the installation of street lights, which will assist as a form of passive surveillance as the community has reported common occurrences of crimes such as house break-ins.

### Waste

#### Access to waste management

Each settlement has access to skips where residents dispose of waste. There are no individual bins nor regular distribution of black bags. With in situ upgrading and the formalisation of the three settlements, the municipality should look into providing individual bins, improve the distribution of black bags and implement a waste management plan that actions regular collections so that waste disposal is effectively carried out.
Ward committee
All settlements have leadership committees that convene meetings with their communities. None of the settlements are connected to ward committee leadership structures.

Relationship with the municipality
Residents of both Die Kop and Beverly Hills report that they have no relationship with the municipality. The municipality must facilitate working relationships with these communities in order to effectively communicate future development plans for relocation and in situ upgrading. Residents of Overhills report having an average relationship with the municipality.

Assessment
The settlements have organised leadership structures but the municipality is not engaging with these. The municipality should adopt a community-led approach to the development process. This builds a sense of ownership in communities regarding the infrastructure and amenities installed into their settlements and makes it more likely that they will look to maintain these. The municipality must continue to work at its relationship with all of these communities and ensure transparency and open communication.

Social problems
The communities reported various social issues such as drug and alcohol related crime, gangsterism, domestic violence, rape and house break-ins. According to community reports, unemployment is 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. Basic service delivery and improved employment opportunities will increase the wellbeing of communities and can help to reduce crime. Community leaders must arrange neighbourhood watches as well as oust criminals instead of shielding them.

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Employment
The communities have a variety of dominant occupations like farm work, domestic labour and construction. Unemployment is a major restricting factor. The municipality must consistently attempt to increase access to employment opportunities by implementing skills upgrading and vocational training projects. The potential exists for occupations (such as farm labour) to be seasonal. This can leave households in a vulnerable position. The municipality must take note of these dynamics and lend assistance where it can. Extending the EPWP and CWP programs into these communities is a good way to stimulate employment.

The profiled communities suffer from poor access to healthcare. They have average access to education and access to other socio-economic amenities such as churches, spaza shops, community facilities, police stations and playgrounds. Other than providing transport for learners to and from schools, to healthcare facilities and introducing mobile clinics to communities, municipalities can encourage the growth of socio-economic amenities by developing mixed use corridors where entrepreneurial opportunities can manifest and small business can develop. The relocation of Die Kop will ideally increase the level of access to amenities.

ACCESS TO AMENITIES
The profiled communities suffer from poor access to healthcare. They have average access to education and access to other socio-economic amenities such as churches, spaza shops, community facilities, police stations and playgrounds. Other than providing transport for learners to and from schools, to healthcare facilities and introducing mobile clinics to

Access to educational amenities
- 66% within 5km of a preschool
- 100% within 5km of a primary school
- 100% settlements in municipal area have access to a secondary school

Access to health facilities
- 33% settlements within 5km radius of a clinic
- 0% settlements within 5km radius of a hospital

QUALITY OF LIFE

Social problems
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COMMUNITY READINESS / POLITICAL ENVIRONMENT

Ward committee
All settlements have leadership committees that convene meetings with their communities. None of the settlements are connected to ward committee leadership structures.

Relationship with the municipality
Residents of both Die Kop and Beverly Hills report that they have no relationship with the municipality. The municipality must facilitate working relationships with these communities in order to effectively communicate future development plans for relocation and in situ upgrading. Residents of Overhills report having an average relationship with the municipality.

Assessment
The settlements have organised leadership structures but the municipality is not engaging with these. The municipality should adopt a community-led approach to the development process. This builds a sense of ownership in communities regarding the infrastructure and amenities installed into their settlements and makes it more likely that they will look to maintain these. The municipality must continue to work at its relationship with all of these communities and ensure transparency and open communication..
The settlements surveyed are all located on municipally owned land of various zoning and face a low level of locational risks. The communities report similar priorities relating to a lack of service delivery and ineffective waste management which constitutes a risk to their well being.

All of the settlements have a municipal developmental strategy. Die Kop is the only settlement which will be relocated to an RDP housing project. Due to the settlement’s isolated nature, this analysis found that this was a prudent decision. Nevertheless, the municipality must ensure that the community has adequate access to basic services, educational facilities and healthcare while it waits to be relocated. Overhills and Beverly Hills are both located on sites suitable for long term development (Overhills is situated on an electrical servitude but the municipality has already relocated the portion of the community affected).

These settlements are due to be upgraded in situ, which will allow for their communities to gain improved access to basic service delivery, waste management and electricity. In all cases the municipality must ensure that it communicates transparently with the communities and engages with their leadership structures in order to implement a community-led development process.

This should include employing community members in the construction of their settlement and should extend to empowering the communities to maintain their infrastructure.

Crime is at a high level across the settlements. The communities reported issues related to drug and alcohol abuse, gangsterism, house break-ins and domestic violence. The municipality and local police need to strategically address the prevalence of crime in the settlements through raising awareness about drug and alcohol related violence and abuse, adopting an accountability strategy for perpetrators, developing local neighbourhood watches and introducing forms of surveillance such as street lighting.

SUMMARY
**SETTLEMENT PROFILE**

**Die Kop**

Municipality: **OVERSTRAND MUNICIPALITY**  
Closest town: **STANFORD**  
Established: **1989**  
Structures: **103**

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**HISTORY**

**AS TOLD BY THE COMMUNITY**

The site used to be a farm workers camp. Farm workers’ relatives would come from the Eastern Cape to look for jobs and stay with the farm workers. Over the years, when there were many people, the farmer chased everyone off the farm and the community built its shacks here.

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**TOWN LEVEL MAP**

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**SUMMARY**

Die Kop is a very low density settlement located on municipally owned land outside the urban edge and zoned for agricultural use. The settlement is **due to be relocated** by the municipality as part of the Stanford IRDP project. Until the community is relocated the municipality must ensure that the community receives an adequate level of basic service delivery and that natural hazards such as snakes, fires, strong winds and floods are mitigated. The municipality needs to ensure that this isolated community has access to educational and healthcare facilities and needs to assist with **transport provision** where necessary. The municipality must attempt to provide the community with temporary access to electricity until the community is relocated. The municipality also needs to implement a **waste management** plan, an operations and maintenance plan and **skills upgrading programs** to increase access to employment. In addition, a working relationship with the community needs to be facilitated.

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**SHORT TERM INTERVENTIONS**

- Provide 6 flush toilets.
- Repair 1 communal standpipe.
- Introduce regular waste collection and black bag distribution.
- Provide the settlement with access to electricity.
- Install concrete storm water channels.
- Facilitate a working relationship with the community.

---

COMMUNITY PRIORITIES

Short term:
- **Access to electricity**
  There are always shack fires and snakes because we cannot see them.
- **Access to health facilities**
  They are too far and there is no transport to get to existing ones.
- **Access to community facilities**
  The youth plays close to the forest and it is not safe.
- **Access to employment opportunities**
  People are not employed.
- **Shelter**
  The municipality always demolishes our shacks when we extend or even fix our shacks.

COMMUNITY READINESS

- **Leadership**: Leadership committee
- **Leader relations**: Meet regularly
- **Relationship with municipality**: None

ASSESSMENT

The community has a leadership committee that holds general meetings once a week. The community never meets with the municipality and subsequently has no relationship with them. The municipality must facilitate a working relationship with the community.

DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Structures</th>
<th>Households</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>103</td>
<td>107</td>
<td>321</td>
</tr>
</tbody>
</table>

**Land ownership**: Municipality 100%
**Zoning**: Agriculture
**Servitude**: None
**Household density**: 24 HH/Ha

PLANNING RELATED ISSUES

- **Servitude**: None
- **Household density**: 24 HH/Ha

Evaluation of categorisation
The community is scheduled to be relocated to an IRDP project for which planning has already begun. Currently the settlement is located outside the urban edge and is isolated from educational and health facilities. It experiences natural hazards such as fires, strong winds and flooding. The community also reports the presence of snakes. The area would be suitable for long term development but this should not be pursued as the municipality plans to relocate this community. This is prudent as the settlement’s isolated nature would make in situ upgrading more expensive and less effective. Nevertheless, the municipality needs to ensure that the community receives adequate levels of basic service delivery until it is relocated.

Comment on past relocation attempts
The community reports that according to the municipality it will be relocated to Portion 25 (a Portion of Portion 2) of the Farm Riverside No 644 in Stanford. The settlement will be relocated as part of the Stanford IRDP project.
HAZARDS AND RISKS

Natural
- Snakes
- Fire
- Floods
- Strong winds

Man-made
- None

Assessment
The settlement experiences the locational hazards of snakes, fires, strong winds and flooding. The community is scheduled to be relocated but the municipality must ensure that until such time the community is able to live in an environment that is not detrimental to their wellbeing. The community has reported that crime is high because of unemployment, that children are hit by cars and that people are raped when passing through the forest. The local police force must investigate these crimes and implement proactive measures to stop them e.g. adding additional lights in the settlement. The municipality should put slow signs on the roads near the settlement.

BASIC SERVICES

Service assessment
The settlement experiences poor access to sanitation, decent access to water, poor waste management, no access to electricity and ineffective maintenance operations. The municipality must alleviate the sanitation shortfall by providing 6 flush toilets. The municipality also needs to repair 1 communal tap. There is no electricity provision to the settlement, possibly because it is located outside the urban edge. The municipality must investigate the feasibility of providing access to electricity for this community. As waste collection is poor, the municipality should introduce a waste management plan that includes regular distribution of black bags and weekly garbage collection. It should also promote recycling. It takes a month to carry out maintenance and there is no person who the community reports maintenance issues too. The community needs to elect a person responsible for reporting issues to the municipality, and in turn, the municipality must respond effectively.

SANITATION

Working ratio 1:7
Shortfall 6

16 working flush toilets are maintained by the municipality. There is a shortfall of 6 toilets. The community reported that toilets are not repaired regularly and that community members end up using the bushes. Since their installation, some toilets have never worked. The current person who cleans the toilets only comes on Sunday nights. She does not do a good enough job and the community wants its own members to clean the toilets.

WATER

Working ratio 1:16
Shortfall 0

7 working communal standpipes are located on the edge of the settlement and maintained by the municipality. There is no shortfall but one tap needs to be repaired. The community reported that when one tap is open the water does not come out in the other taps. They also reported that the water is not clean and that children often get sick.

ELECTRICITY

Pre-paid

There is no access to electricity in the settlement but there are 13 street lights. The community reports that when street lights go off, criminals break into their houses.

WASTE

Waste management: Common area inside settlement

7 common areas exist inside the settlement that the community uses to dump waste. Black bags are not handed out and the community reports that skips often fill up and that waste is not disposed of properly.
The community has access to education but the secondary school is more than an hour’s walk away. The primary school is approximately 30 minutes walk away. There is no transportation to town and community members either walk or hitchhike. The municipality must ensure that learners are able to access schooling and provide transport if learners are unable to access schooling. The municipality also needs to supply transport to health facilities as the nearest hospital or clinic is more than an hour’s walk away. The municipality could also provide the services of a mobile clinic. The community has access to other socio-economic amenities which include a playground, a church which doubles as a creche, 2 spaza shops, 1 shebeen and a police station which is an hour away.

Community members are mostly employed as farm labourers (80% of men) and in the working for water project (80% of women). Some people are employed in the construction industry, some do gardening and some do domestic work. The municipality must assist with skills training to increase the community’s access to employment. The municipality should extend the EPWP and CWP programs to the community to stimulate employment.
SETTLEMENT PROFILE

Overhills

Municipality: OVERSTRAND MUNICIPALITY
Closest town: KLEINMOND
Established: 1995
Structures: 316

CATEGORISATION CODE/S

A - IN SITU UPGRAADING WITH PLANNING UNDERWAY

Growth potential: HIGH*

SUMMARY

Overhills is a medium density settlement located on municipally owned land, zoned for authority use and situated inside the urban edge. The settlement experiences a range of hazards and risks including proximity to a garbage dump, being located under powerlines, high density, inadequate sanitation, inadequate waste management and waterborne disease. It occasionally suffers from fires and strong winds. The settlement has been selected by the municipality as part of an in situ upgrading project that will see service sites and some top structures delivered. These will accommodate all households in the settlement. The analysis confirms that this site is suitable for long term development and should be upgraded so that the community is able to access an adequate level of basic services. The municipality must continue to strengthen its relationship with the community and prioritise community driven development for the upgrading process. This should include extending the EPWP program to the community.

SHORT TERM INTERVENTIONS

- Facilitate regular engagements with the community to improve the existing relationship.
- Adopt a community driven process in the development of the settlement.
- Apply concrete to community dug out channels to improve the management of storm water.
- Fix 20 flush toilets.
- Improve operational and maintenance capacity of sanitation infrastructure.
- Fix 1 tap - taps should be located inside the settlement.
- Maintain water services regularly to alleviate water pressure problems.
- Check water quality regularly.
- Engage the community around the billing structure for electrical connections.
- Distribute black bags regularly.
- Provide individual bins.


HISTORY

AS TOLD BY THE COMMUNITY

In 1995 people came from different areas to look for jobs. The municipality did not allow us to build shacks so we stayed in the community hall for some time. Over the years, more people started coming. Then the municipality allowed us to build shacks. In 1995 the municipality also registered us for housing. We were even asked to choose house plans but only a few houses were built in 2009.
COMMUNITY PRIORITIES

Short term:
- **Security of tenure**
  We are not allowed to extend and there are a lot of families sharing shacks.
- **Access to education facilities**
  Children pay R700 for transportation when they reach secondary school. Sometimes when their parents do not have money they do not go to school. Some girls do not come back from school because they find boyfriends in France informal settlement which is closer to school.
- **Access to health facilities**
  At the clinic we need to make appointments in order to be treated. It does not help us because in a month’s time you are either dead or the illness is gone.

Medium term:
- **Access to employment opportunities**
  There are no work opportunities.

Long term:
- **Access Road**

COMMUNITY READINESS

- **Leadership:** *Leadership committee*
- **Leader relations:** *Healthy*
- **Relationship with municipality:** *Average*

ASSESSMENT

A well established leadership committee in the settlement is tasked with talking to the municipality, conflict resolution and governing the settlement. Leaders have a healthy internal relationship and the community convenes a general meeting once a month. They have an average relationship with the municipality and meet when necessary concerning issues related to backyard dwellers and transportation. The municipality should facilitate regular engagements with the community and adopt a community driven process in the development of the settlement.

COMMUNITY VOICES

The municipality must plan with us because right now we do not know what is happening. We have asked that the municipality give us land but there has been no response since then. We have been told that if we want to extend we need municipal approval but that takes very long and sometimes they do not give permission. The community runs a soup kitchen in the community hall.

PLANNING RELATED ISSUES

**Land ownership:** *Municipality 100%*

**Servitude:** *Electricity*

**Zoning:** *Other*

**Household density:** *53 HH/Ha*  
(HH/Ha - households per hectare)

Evaluation of categorisation

The settlement is located on municipally owned land, zoned for authority use and located inside the urban edge. An electrical servitude abuts a portion of the site. The settlement has existed there for 21 years. There are no community reports that speak of hazards relating to the close proximity to an electrical servitude. The Integrated Development Plan (IDP) has earmarked the settlement as a UISP project for all 378 households to be accommodated. Based on the analysis of the settlement this categorisation is correct and locational hazards can be mitigated by formalising the site. The electrical servitude and location of power lines should be excluded from the location of residential dwellings through settlement reblocking and creating clear access/egress routes for pedestrian and vehicular access. The settlement has adequate access to sanitation and waste services. Waste management improvements, maintenance and operation management of facilities are listed as part of the settlement’s short term interventions.

Comment on past relocation attempts

The community reports that the settlement is not under threat of relocation. The municipality, however, suggests that it has been slated for relocation. The community explains that it identified a piece of land but the municipality said the land belonged to Mr Green. The community is still waiting for the municipality to get back to them about the land. A number of shacks were removed from under the power line and some relocated to a housing project. The municipality also claims that the land is suitable for long term development. The community claims that the municipality does not communicate its plans to them.
HAZARDS AND RISKS

Natural
- Garbage dump
- Under power lines
- Snakes

Man-made
- High density
- Inadequate sanitation
- Inadequate waste management
- Waterborne diseases

Assessment
The community experiences locational hazards such as proximity to a garbage dump, being located under power lines and close to a sensitive conservation area that offers important ecological support to the broader ecosystem. The settlement’s development needs to be sensitive to the surrounding natural environment consisting of critical biodiversity areas, rivers and wetlands. The community is faced with man-made risks such as high density, inadequate sanitation, poor waste management and waterborne disease. Through implementing short term interventions these risks can be alleviated. There are social issues such as house break-ins and domestic violence. The police should be proactive and raise awareness regarding domestic violence as well as respect the claims of victims and always respond to calls for help.

BASIC SERVICES

Service assessment
The community has adequate access to basic service provision, waste management and electricity. The municipality must improve its overall maintenance of existing infrastructure in the settlement. The community is required to wait two months for the municipality to conduct general maintenance in the settlement. The municipality should be proactive in engaging with the existing leadership structure in the settlement. With the help of the community the municipality should develop a maintenance and infrastructural operations plan to ensure that infrastructure is operating optimally. When developing a maintenance plan, the municipality should make provision for EPWP opportunities to improve access to employment.

SANITATION
Working ratio 1:3 Shortfall 0

Of 122 flush toilets only 102 are working, 20 need to be fixed and there is no shortfall. The municipality maintains the toilets. The community reported that residents lock their toilets to keep them clean, to avoid vandalism and to prevent children from occasionally throwing stones inside the toilets. The community also reported that there is a section of the settlement that does not have access to toilets because since these were installed they were never operational.

WATER
Working ratio 1:15 Shortfall 0

Of 21 communal standpipes in the settlement, only 20 are working and 1 needs to be fixed. Standpipes are located on the edge of the settlement. It takes the community a 5 minute walk to access the taps. The municipality maintains the taps. The community has reported that the water pressure is very low and the water is usually dirty after rainfall. In summer the water is sometimes cut off and it takes 3 days before the situation is fixed.

ELECTRICITY
Cost 300

300 households have access to prepaid electrical connections. The community has reported that electricity is too expensive. They have been told that the municipality charges water and other services on the electricity bill. The municipality should engage with the community and educate them on how they are billed for services.

WASTE
Waste management: Common area inside settlement

24 communal skips are located in common areas inside the settlement. The community reported that it does not get refuse bags and that residents throw their waste into communal bins. The black bags are given to EPWP workers who take the waste to the dump site.
### SOCIO-ECONOMIC AMENITIES

The community has poor access to health facilities. The clinic is located 2.5km from the settlement which equates to a 30 minute walk. The hospital is located more than 5km from the settlement which equates to an hour’s walk. The community has reported that the clinic can only accommodate patients who have made an appointment but that patients often wait 1 month for their appointment. The municipality, with assistance from the Department of Health, should provide a mobile clinic to service the settlement and see to patients who urgently need care. Transport to and from the hospital should also be made available to patients. Access to educational amenities is varied: 75-100% of children attend school in the settlement. The preschool is located 1km away from the settlement which is a 15 minute walk. The primary school is located 2.5km away from the settlement which is a 30 minute walk. The secondary school is more than 5km away from the settlement and it takes children 1 hour to get to school. The municipality should provide transport for secondary school learners to encourage attendance. The community has access to socio-economic amenities such as 6 shebeens and 2 spaza shops. There are also community facilities such as a church, community hall, police station and a sports facility.

#### ECONOMIC SERVICES
- Shebeen
- Spaza shops

#### SOCIAL SERVICES
- Church
- Community hall
- Police station
- Sports facility

### EMPLOYMENT PROFILE

% of employed men and women

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic work</td>
<td>35%</td>
</tr>
<tr>
<td>Shopping centre</td>
<td>10%</td>
</tr>
<tr>
<td>Restaurant</td>
<td>5%</td>
</tr>
<tr>
<td>Construction</td>
<td>40%</td>
</tr>
<tr>
<td>Gardening</td>
<td>5%</td>
</tr>
<tr>
<td>Security</td>
<td>5%</td>
</tr>
</tbody>
</table>

Most men (80%) work as construction workers and most women (70%) work as domestic workers. These types of employment offer limited growth opportunities as they are low income earning jobs. The municipality should provide skills and capacity building workshops as well as employment opportunities through the EPWP program and encourage the importance of education.
Beverly Hills

Municipality: **OVERSTRAND MUNICIPALITY**
Closest town: **GANSBAAI**
Established: **1992**
Structures: **98**

**CATEGORISATION CODE/S**

**A**
**A - IN SITU UPGRADING WITH PLANNING UNDERWAY**

Growth potential: **HIGH**

**TOWN LEVEL MAP**

**HISTORY AS TOLD BY THE COMMUNITY**

The site was used as a builders’ camp. Once the construction was completed people started building shacks.

**SUMMARY**

Beverly Hills is located on municipally owned land, which is zoned for residential use and located inside the urban edge. It is a low density settlement with 98 households. The settlement was established 24 years ago. The settlement has no locational hazards and faces no significant disasters risks. The municipality has selected Beverly Hills to be part of a greater Gansbaai informal settlement upgrading project, which will also include the provision of sites, services and some top structures. This has not been communicated to the community. The municipality should establish a working relationship with the community by engaging with the community’s existing leadership structure so that a community driven development process can be adopted. This will also assist with improving social conditions in the settlement and providing access to opportunities such as employment. Man made risks can be attributed to the poor level of basic service provision. The community suffers from shortfalls in sanitation and electricity and needs an improved waste management system. There is no maintenance plan for existing infrastructure and the community has reported that they generally wait 2 months for the municipality to repair broken infrastructure. The settlement has excellent access to educational and socio-economic amenities but poor access to health facilities. This can be improved by providing the settlement with a mobile clinic and transport to and from the closest hospital.

**SHORT TERM INTERVENTIONS**

- Apply concrete to community dug out channels for improved storm water management.
- Repair 2 toilets.
- Provide 4 electrical connections.
- Provide black bags to the community and 98 individual household bins.
- Facilitate regular engagements with the community to implement community priorities and improve the quality of life in the settlement.

COMMUNITY PRIORITIES

Short term:
- **Access to shelter**
  Wind and rain make it uncomfortable to live here
- **Maintenance and operations**
  Children become sick. We feel that the taps must be separated from the toilets
- **Storm water and flooding management**
  Water logging when it rains
- **Shack upgrading**
  The municipality must give us permission to renovate our shacks. We must even ask for permission to fix our roofs
- **Access to employment opportunities**
  Most people are unemployed

COMMUNITY READINESS

- **Leadership:** Leadership committee
- **Leader relations:** Undetermined
- **Relationship with municipality:** None

ASSESSMENT

The settlement has a leadership committee whose role is to talk to the municipality and to conduct conflict resolution. The settlement convenes a general meeting when necessary and has no relationship with the municipality. The municipality should proactively engage with the community and develop a working relationship so that the community’s quality of life can be improved.

DEMOGRAPHICS

- **Structures:** 98
- **Households:** 98
- **People:** 294

**Leadership Committee**
- **Households:** 6
- **Business:** 1
- **Other:** 4

**Evaluation of categorisation**

The settlement is located on municipally owned land zoned for residential purposes. The community has been there for 24 years. The community experiences no locational hazards or risks and no significant disasters. Man-made risks are all attributed to the provision of basic services and shortfalls. Short term interventions have been identified. If these are implemented, the quality of life in the community will improve. The settlement is well located in relation to educational and socio-economic amenities but has poor access to health facilities. The community has no relationship with the municipality. A working relationship with the community should be facilitated to improve social conditions and alleviate shortfalls. The settlement is well suited for in situ upgrading because, based on its zoning, the land has the development rights for long term development. There are no locational risks or servitudes. The community is well located to amenities except for health facilities. This can be addressed through the provision of mobile clinics and/or a transport system.

**Comment on past relocation attempts**

The community reports that the settlement is not under threat of relocation and that there are no plans to relocate it. They explained that some people were relocated to a housing project in Bloampark. They also say that the municipality does not communicate their development plans to them. The municipality’s housing pipeline suggests that this settlement will be upgraded in situ and top structures will be provided.
HAZARDS AND RISKS

Natural
• None

Man-made
• High density
• Inadequate sanitation
• Inadequate waste management
• Waterborne diseases

Assessment
The community experiences no locational hazards or risks. Residents only experience man-made risks such as inadequate sanitation and waste management and the prevalence of waterborne diseases. These are attributed to the quality and provision of basic services in the settlement. Another contributing factor to the prevalence of waterborne diseases is the community’s poor access to health facilities. Through upgrading the settlement and alleviating shortfalls man-made risks will be mitigated. The community experiences disasters such as fires, floods and strong winds, which are not significant but can also be mitigated through reblocking the settlement and installing an improved drainage system. The community reported that crime in the settlement is high. There are instances of drug and alcohol related abuse and gangsterism. As a police station is located close to the community, the community should work alongside the police to implement a neighbourhood watch project. The municipality must help to raise awareness regarding drug and alcohol abuse.

BASIC SERVICES

Service assessment
The settlement generally has an average access to basic service provision. There are sanitation and electrical shortfalls that need to be alleviated. The community needs individual household bins and regular distribution of black bags to improve waste management in the settlement. The community has no relationship with the municipality and general maintenance takes more than 2 months. There is no established maintenance reporting protocol. Therefore the community reports maintenance issues to municipal workers. The community, with the help of the community, needs to develop a maintenance management program which contains established reporting protocols and includes regular maintenance schedules.

SANITATION

Working ratio 1:6
Shortfall 2

18 working flush toilets are maintained by the municipality. There is a shortfall of 2 toilets, which can be alleviated if the 2 broken toilets are repaired. The community reported that toilets get blocked and overflow. When this happens the community cannot get water from the tap.

WATER

Working ratio 1:13
Shortfall 0

8 communal standpipes are located inside the settlement and are maintained by the municipality. There is no shortfall.

ELECTRICITY

94 Pre-paid

There are 94 electrical connections with a shortfall of 4. 12 street lights are located inside the settlement.

WASTE

Waste Management: Common area inside settlement

The community disposes its waste in a common area outside the settlement. 18 skips are serviced by the municipality. Waste is collected on a weekly basis. Black bags are not distributed to the community. The municipality should provide black bags to the community as well as individual household bins to 98 households. The community reported that frogs sometimes eat all the old food when the bin is full.
SOCIO-ECONOMIC AMENITIES

The community has poor access to health facilities: the clinic and hospital are located more than 5km from the settlement, which is a 1 hour walking distance away. 50-75% of children in the settlement attend school. There is adequate access to educational amenities. The preschool and primary school are located 15 minutes walking distance and 1km away. The secondary school is 2.5km away from the settlement and a 30 minute walk for learners. The community has access to socio-economic amenities such as spaza shops and community facilities such as a church, playground and a police station. The municipality needs to provide transport for the community to access health facilities especially in emergency situations as well as provide mobile clinics. The municipality should investigate why 100% of children are not attending school and consequently implement solutions to raise attendance rates.

EMPLOYMENT PROFILE

% of employed men and women

Most people work as farm labourers and domestic workers. These forms of employment have low income earning potential. The municipality needs to encourage entrepreneurial activities for those working in the fishing and gardening sector. The municipality needs to assist the community in skills upgrading programs and provide more EPWP opportunities to alleviate unemployment.
Saldanha Municipality

The settlement categorisation is based on the following categorisation logic. Where applicable, the categorisation also references the municipal IDP's, housing pipelines and municipal business plans.

**GLOSSARY AND DISCLAIMER**

**Saldanha Municipality**

**DISCLAIMER**

This municipal profile does not cover all settlements in the municipality as political and other factors prevented access to some informal settlements. The Saldanha municipal profile therefore includes 3 settlements in the municipal area and excludes 1 settlement in the municipal area, which is: Geelbek Street (also known as Tonnyn Street Settlement).

**CATEGORISATION**

The sanitation shortfall is based on the national standard of 1 toilet for every 5 households. The number of toilets within a settlement is based on the actual number of working toilets at the time of the rapid appraisal.

The water shortfall is based on the national standard of 1 tap for every 25 households. The number of taps within a settlement is based on the actual number of working taps at the time of the rapid appraisal.

The number of structures is a triangulation of data received from the municipality, the community (via the focus group discussion) and actual structure counts during the rapid appraisal. In instances where the field team counted structures, this figure is deemed to be most accurate. In instances where an extensive discrepancy with municipal figures occurred, the team conferred with officials.

The number of households is based on a community estimate. The general approach used to reflect a more realistic estimate worked with 1.2 households per structure. This ratio is based on CORD’s experience on the ground.

The number of people in the settlement is based on a ratio of 3 people per household. This falls below the metro ratio of 3 people per household and is considered a good estimate for non-metro informal settlements.

The following density gradients were used:
- > 25: VERY LOW
- 26 - 50: LOW
- 51 - 75: MEDIUM
- 76 - 100: HIGH
- 101+: VERY HIGH

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**GLOASSARY: SALDANHA MUNICIPALITY**

**DEMOGRAPHIC SUMMARY**

Three datasets are provided: number of structures, number of households and number of people living in informal settlements.

**SANITATION SHORTFALL**

The sanitation shortfall is based on the national standard of 1 toilet for every 5 households. The number of toilets within a settlement is based on the actual number of working toilets at the time of the rapid appraisal.

**WATER SHORTFALL**

The water shortfall is based on the national standard of 1 tap for every 25 households. The number of taps within a settlement is based on the actual number of working taps at the time of the rapid appraisal.
Saldanha Bay municipality forms part of the West Coast district municipality in the Western Cape Province. The municipal area is located on the south-eastern coastline. The municipality covers a geographical area of 2,015 km² and includes a coastline of 238 km. In total, 0.4% of the land is urban and 96.96% is rural. Overall, Saldanha Bay municipality constitutes 5.8% of the entire West Coast, making it the smallest municipal area in the district (Saldanha Bay IDP Review 2016/2017). The RAP project identified three informal settlements in the area: Langville, Plakkerskamp, Tsitsiratsitsi, and Joe Slovo. The municipality is comprised of three towns: Vredenburg, Saldanha, and Langebaan. The municipality’s vision for the area is “Serve, Grow and Succeed Together”.

### MUNICIPAL PROFILE

**Saldanha Municipality**

### CONTEXTUAL MAP OF MUNICIPALITY

![Contextual Map of Saldanha Municipality]

### SETTLEMENT CATEGORISATIONS AND SHORT TERM INTERVENTIONS

<table>
<thead>
<tr>
<th>SETTLEMENT</th>
<th>CATEGORY</th>
<th>SHORT TERM INTERVENTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Langville</td>
<td>B1</td>
<td>• Provide 44 flush toilets and repair 46.</td>
</tr>
<tr>
<td>Plakkerskamp</td>
<td></td>
<td>• Repair 26 communal standpipes.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install concrete storm water channels.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide black bags regularly and install a municipal skip inside the settlement which is serviced regularly.</td>
</tr>
<tr>
<td>Tsitsiratsi</td>
<td>B1</td>
<td>• Improve waste management by providing individual bins to each household and black bags on a regular basis.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Improve general maintenance of water services in the settlement and alleviate the shortfall of 3 taps to meet national standards.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Alleviate the sanitation shortfall of 13 toilets.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Electrify the settlement (all 110 households) and provide more street lights.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install concrete storm water channels.</td>
</tr>
<tr>
<td>Joe Slovo</td>
<td>B1</td>
<td>• Provide 2 communal skips and individual bins.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide 44 taps to the community to meet national standards.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Repair 4 flush toilets and provide 234 toilets to meet national standards.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide 1300 prepaid electrical connections and apply concrete to storm water channels.</td>
</tr>
</tbody>
</table>
INTRODUCTION

The information in this municipal profile provides an overview of the informal settlements that form part of the municipal area. The settlements profiled were Langville Plakkerskamp, Tsitsiratsitsi and Joe Slovo.

The settlements were established for various reasons such as backyarders seeking alternative accommodation, temporary relocations and in-migration from the Eastern Cape. The provision of basic services in all profiled settlements is poor and does not meet national standards. There is no maintenance plan for existing infrastructure in the settlements. This further diminishes the quality of life of vulnerable communities.

The settlement’s leadership bodies do not have a transparent relationship with the municipality. Access to socio-economic amenities varies between the three settlements. However, all settlements have good access to community facilities such as churches, general shops, spaza shops, police stations and sports facilities.

SUMMARY OF COMMUNITY PRIORITIES

Common priorities listed by the settlements included access to electricity, access to shelter or security of tenure and access to community facilities. Access to educational and health amenities were also prevalent priorities. Some priorities link directly to basic service provision which can be addressed through in situ upgrading. It is recommended that the municipality make use of community identified priorities to engage the communities of relevant settlements by e.g. indicating the feasibility of community facilities or providing transport to health facilities. Open and transparent communication by the municipality can assist settlement communities to formulate attainable priorities and ward project proposals.

EXTRACT FROM COMMUNITY

The community wants access to employment opportunities due to high unemployment. The municipality needs to engage people more often about plans and promises.

Community of Tsitsiratsitsi.

DEMOGRAPHIC SUMMARY

57HH/Ha

Density (HH/Ha)
The average household density of the 3 settlements is 57 - indicating a medium density settlement. This is not representative of overall settlement densities as Langville Plakkerskamp has a very high density of 571 and Tsitsiratsitsi has a very low density with 21 structures per hectare.
The graph showing structure density vs. the age of the 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 strong positive correlation (coefficient = 0.99) between the variables of age and density. Therefore, the age of the settlement has a determining factor on its density - although this is a very small sample making statistic analysis less significant.

ii) The municipality should monitor the growth of informal settlements, especially Langville Plakkerskamp, to determine reasons for in-migration, adequate service delivery levels and to assist in mitigating illegal farm evictions. The seasonality of farm labour means that densities of households can increase and the demand for services fluctuates.

**Planning Overview**

All settlements have been categorised for in situ upgrading as all are located on sites suitable for long term development. The settlements reviewed are all inside the urban edge and only Tsitsiratsitsi is not zoned residential - it has an undertermined zoning. These settlements can be upgraded and formalised by providing bulk infrastructure, especially electricity, and by assisting with top structure provision or tenure security. This will go a long way towards establishing settlements where communities enjoy good levels of well-being and dignity.

Act 9 area (tenure security issues - land reform projects)
None of the settlements are situated on Act 9 areas.

Private land (ESTA issues - possible expropriation/land reform or eviction)
None of the settlements are located on private land.

Servitudes (Important for partial or total relocation)
None of the settlements are located on any servitudes.

**Hazards and Risks**

The most common hazards are poor street networks and inadequate sanitation. The municipality needs to install concrete storm water channels, specifically to mitigate waterborne diseases. Inadequate sanitation services compound these risks and directly contribute to the spread of waterborne diseases. Therefore, adequate sanitation services must be provided. A poor street network is common in informal settlements because residents do not plan the location of their structures. This can be addressed through incremental, in-situ upgrading with an initial phase of reblocking the settlement, i.e. creating clear and defined pedestrian and vehicular access or egress routes. This will improve ambulance response times as well as policing in the area due to clearer navigation. Tsitsiratsitsi settlement contains the most hazards due to its close proximity to a garbage dump and its location on sinking soil. Hazards can be mitigated through providing adequate basic services and investing in infrastructure.
Access to waste management

Only the settlement of Joe Slovo receives regular waste collection, while Langville Plakkerskamp and Tsitsiratsitsi have their waste collected irregularly. It is a quick win if the municipality regularly collects waste from these settlements and distributes black bags. There should be no problems as all settlements are well located in towns. In Langville Plakkerskamp the municipality needs to provide a municipal skip as the community currently dumps rubbish in a communal area outside of the settlement. With the in situ upgrading and formalisation of these settlements the municipality should look to install flush toilets in Tsitsiratsitsi as they are more sustainable and cost effective in the long run.

Service assessment

The settlements surveyed have poor access to basic services, namely water and sanitation shortfalls, large amounts of illegal electrical connections, no legal access to electricity, illegal waste collection and poor maintenance of basic infrastructure. The municipality needs to come to the table by first and most importantly alleviating the huge sanitation and water shortfalls; secondly by providing legal access to electricity and lastly by implementing individual maintenance plans that are tailored to each settlement so that services are kept in a working condition and waste management is carried out efficiently.

Electricity

While the settlements surveyed have access to electricity, residents make use of illegal connections as the municipality has not provided any pre-paid connections. Langville Plakkerskamp, Tsitsiratsitsi, and Joe Slovo all heavily rely on illegal connections having 1000, 110 and 1300 illegal connections respectively. This poses a health and safety risk and directly causes fires which are significant in Tsitsiratsitsi and occur occasionally in Langville Plakkerskamp. The municipality, through the process of in situ upgrading, can install prepaid connections to these communities, this will help minimise the risk of illegal connections.

Access to educational and health amenities is varied across the settlements. Langville Plakkerskamp has good access to educational and health amenities. Joe Slovo and Tsitsiratsitsi have no access to a preschool. This is problematic for people who work as they cannot leave young children at home. The municipality should provide preschools in these settlements. Langville Plakkerskamp is the only settlement that has no access to a secondary school. Funding should be provided for transport services to the nearest school so that youth in the area can become skilled. Access to a hospital is important as living conditions in the settlements profiled can have a detrimental effect on the health of residents. Transport services to access adequate healthcare in hospitals should be provided for the sick. Where there is no access, the municipality should assist communities to benefit from amenities present in the surroundings.
Ward committee
Only Tsitsiratsitsi has a ward committee that acts as a community leadership structure. Langville Plakkerskamp has a leadership committee that struggles to come to internal agreements. Joe Slovo has a street leadership committee which has a good internal working relationship, holds regular meetings and actively participates in the IDP process.

Relationship with the municipality
The communities residing in these informal settlements have varied relationships with the municipality. While Joe Slovo’s street leadership committee has a good working relationship, Langville Plakkerskamp has a poor relationship and Tsitsiratsitsi has no relationship with the municipality.

Social problems
Crime linked to drug and alcohol related violence is a common social problem in all settlements. The community believes this is due to unemployment and the accessibility of shebeens in the immediate vicinity.

Employment
Fishing is the predominant form of employment in Langville Plakkerskamp, Tsitsiratsitsi and Joe Slovo. This type of employment is seasonal and not considered to be sustainable in terms of improving livelihoods for communities. Other types of employment include construction work, domestic work (common amongst women), gardening, security and retail work. All these are considered to be low skilled levels of employment.

QUALITY OF LIFE

Access to educational amenities
- 0% within 5km of a preschool
- 100% within 5km of a primary school
- 66% settlements in municipal area have access to a secondary school

Access to health facilities
- 100% settlements within 5km radius of a clinic
- 0% settlements within 5km radius of a hospital

COMMUNITY READINESS / POLITICAL ENVIRONMENT

Ward committee
Only Tsitsiratsitsi has a ward committee that acts as a community leadership structure. Langville Plakkerskamp has a leadership committee that struggles to come to internal agreements. Joe Slovo has a street leadership committee which has a good internal working relationship, holds regular meetings and actively participates in the IDP process.

Assessment
The municipality should assist in introducing ward committees to Langville Plakkerskamp to effectively engage with elected ward councillors and the municipality. The development of smaller community working groups will allow for improved communication between the municipality and the implementation of community priorities. The municipality should partner with the street committee in Joe Slovo to help form a ward committee to affect greater change in their settlement. In Tsitsiratsitsi, the municipality needs to engage with the community to help ease tension between community leaders and to establish a working relationship with the municipality.

SUMMARY

All settlements in the municipal area are located on municipally owned land and have no servitudes or encumbrances hindering the development potential of the land. Langville Plakkerskamp and Joe Slovo are zoned residential, Tsitsiratsitsi has an undetermined zoning, but is located within the urban edge. These are strong contributing factors for upgrading these settlements to formalised residential areas. The most prevalent hazards and risks - such as inadequate sanitation and poor street networks - can be mitigated by providing and maintaining basic services. Major improvements across the settlements need to include the construction of concrete storm water channels, the provision of sanitation facilities, the provision of prepaid electrical connections and the introduction of a waste management plan including the regular distribution of rubbish bags and individual bins. All settlements have been categorised for in situ upgrading. Recommendations relate to implementing the categorisation in an incremental manner through the process of reblocking as the initial phase.
SETTLEMENT PROFILE

Langville Plakkerkamp

Municipality: SALDANHA MUNICIPALITY
Closest town: ST HELENA BAY
Established: 1990
Structures: 1100

HISTORY

SUMMARY

Langville Plakkerkamp is a residentially zoned, very high density settlement located inside the urban edge. The settlement experiences no locational risks and is not significantly affected by natural or man-made hazards. This settlement is ideally located for in situ upgrading as there are no housing projects or relocation plans for the settlement. In addition, the community requires adequate access to basic services such as sanitation, waste collection and electricity. The municipality should engage with the community to implement a reblocking process in order to formalise the street network, provide prepaid electrical connections, formulate a waste and sanitation maintenance plan, ensure adequate access to high school education as well as access to health care facilities for the community. The community has also asked for assistance in dealing with the social issues of drug and alcohol related crime and burglary. It is advisable that the municipality adds additional street lights to increase passive surveillance and assist in reducing crime.

SHORT TERM INTERVENTIONS

- Provide 44 flush toilets and repair 46
- Repair 26 communal standpipes
- Install concrete storm water channels
- Provide black bags regularly and install a municipal skip inside the settlement that is serviced regularly
- The municipality should meet with the community more regularly so that priorities can be communicated effectively and clear frameworks can be established for meeting these
- The municipality would do well to remain transparent and honest about any implemented UISP process

COMMUNITY PRIORITIES

Short term:
- **Shelter**
  We want houses, we don’t have adequate structures.
- **Access to employment opportunities**
  We have a high unemployment rate in the community.
- **Access to electricity**
  Currently we use illegal electricity connections.
- **Access to educational facilities**
  We want a high school closer because our children have to go to Vredenburg to attend school which costs more money.

Long term:
- **Community facilities**
  Children currently have to play far from home and the parents are not happy about that.

COMMUNITY READINESS

**Leadership:** Leadership committee
**Leader relations:** Generally cooperative
**Relationship with municipality:** Very bad

**ASSESSMENT**
The settlement has an established leadership committee that is generally cooperative but at times struggles to come to agreements. The community does not hold general meetings and meets with the municipality roughly once a year, usually to discuss housing. The community reports that it has a very bad relationship with the municipality. The municipality should therefore facilitate a working relationship and meet more regularly so that priorities can be communicated effectively to the municipality and clear frameworks are established for meeting these. The municipality would do well to remain transparent and honest about any implemented UISP process.

DEMOGRAPHICS

1100 structures
2 Res. & Bus.
30 vacant

1100 households

3300 people

COMMUNITY VOICES

We want multilingual schools, a clinic to serve the community at large and a crèche that is closer to Plakkerskamp.

PLANNING RELATED ISSUES

**Land ownership:** Municipality 100%
**Servitude:** None

**Zoning:** Residential

**Household density:** 574HH/ha

Evaluation of categorisation
Langville Plakkerskamp is a very high density settlement. It is zoned as residential, located inside the urban edge and without significant risks or hazards. The settlement is ideally suited for in situ upgrading as no relocation or housing projects are planned. The municipality should address shortfalls in sanitation, address maintenance issues and provide prepaid electrical connections. Upgrading will enable the community’s improved access to basic services and improved wellbeing.

Comment on past relocation attempts
The community won a court order against the municipality after they were told to find alternative land. Once the community won the case the municipality had to provide the settlement with services such as toilets and taps. There are plans to relocate the settlement to a housing project and to provide top structure provision. The community reports that the settlement has been selected as part of a housing project that involves top structure provision to the settlement.
HAZARDS AND RISKS

Natural
• None

Man-made
• Poor Street Network

Assessment
The settlement does not experience any significant natural or manmade hazards. Only a poor street network is listed as a risk. This can be improved by settlement reblocking and formalising the street network.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
Other than good access to water, the settlement experiences low levels of service delivery. There is a shortfall of 90 toilets, which can be reduced by half if 46 are repaired. The municipality should ensure that this shortfall is met and empower the community to help maintain this infrastructure. There is a lack of legal electricity provision which must be urgently addressed - the reported 1000 illegal connections present a serious health hazard. The municipality can also use the provision of prepaid electrical connections as a step towards formalising the settlement, especially with top structure provision planned. Waste collection and management is poor with residents dumping waste in a communal area outside the settlement.

SANITATION

Working ratio 1:9  Shortfall 90
130 working flush toilets are located in the settlement and maintained by the community. 46 toilets need to be repaired and there is a shortfall of 90 toilets. The community also reported that current toilets are located too far away.

ELECTRICITY

1000  Illegal
Langville Plakkerskamp has no legal access to electricity. There are a reported 1000 illegal connections. The municipality should explore providing this large settlement with prepaid electrical connections. Illegal connections are a serious health hazard and can result in the destruction of property.

WATER

Working ratio 1:8  Shortfall 0
150 communal standpipes are located inside the settlement and maintained by the municipality. 26 standpipes need to be repaired and there is no shortfall.

WASTE

Deposited in common area outside settlement
The community dumps waste in a communal area outside the settlement. The municipality collects the waste irregularly and does not hand out black bags.
SOCIO-ECONOMIC AMENITIES

**Assessment**
The community has an average level of access to educational amenities with pre- and primary school education available but no access to a secondary school. Access to educational facilities also featured as a short term priority because currently secondary school learners attend school in Vredenburg which is costly. The community has an average level of access to health facilities with a clinic within a 30 minute walk and a hospital within a 1 hour walk. Where needed, the municipality should provide transport for secondary school learners as there is no school for them in the area. The municipality should also provide a transport service in case of emergencies or in cases where people in need are unable to reach these facilities. Regarding socio-economic amenities, the community has access to a sports facility, community hall, church, spaza shop, general shop, police station and shebeens.

**EMPLOYMENT PROFILE**
% of employed men and women

- **80%** Fishing
- **5%** Restaurant
- **7.5%** Construction
- **5%** Shopping
- **2.5%** Security

Community members (80%) are primarily employed in the fishing industry. Some people (7.5%) are employed in construction, some (5%) in the restaurant industry, some (5%) in shopping centres and a few (2.5%) are employed in the security industry. There is a high unemployment rate in the community which has listed access to employment as one of its short term priorities. The municipality should investigate using the EPWP program to employ unemployed residents during the upgrade of the settlement.
**SETTLEMENT PROFILE**

**Tsitsiratsitsi**

**Municipality:** SALDANHA MUNICIPALITY  
**Closest town:** VREDENBURG  
**Established:** 2011  
**Structures:** 115  

**SUMMARY**

Tsitsiratsitsi is a very low density settlement located inside the urban edge on land which has an undetermined zoning. The settlement experiences the locational risks and hazards of sinking soil and 100m proximity to a garbage dump. These hazards can be improved through providing incremental formalisation of the settlement. The settlement is therefore considered ideal for in situ upgrading. The settlement is poorly serviced in terms of basic service provision and lack of a maintenance plan for existing infrastructure. The community has identified priorities consistent with municipal plans for the settlement. The provision of adequate basic services such as water and sanitation and electrification of the settlement will improve the community’s standard of living. The leadership structure and municipality should meet so that priorities can be implemented. The settlement is well located and enjoys access to a clinic, socio-economic amenities and educational facilities such as a primary and high school. The community experiences a range of social problems such as crime relating to a clash of cultures, drug and alcohol related violence, petty crime and gangsterism. As no police station is located inside the settlement, the municipality should provide a mobile station and more street lights as a form of passive surveillance to improve the community’s safety. The municipality should also facilitate social programmes through various state departments and social organisations to raise awareness around the use of drugs and alcohol. As access to employment is a problem in the settlement, the municipality should facilitate skills capacity workshops and more EPWP job opportunities.

**HISTORY**

AS TOLD BY THE COMMUNITY

The settlement was formed due to the relocation and the formalisation of the George Kerridge settlement. Most current community members were backyarders in George Kerridge.

**SHORT TERM INTERVENTIONS**

- Improve waste management by providing individual bins to each household and black bags on a regular basis  
- Improve general maintenance of water services in the settlement and alleviate the shortfall of 3 taps to meet national standards  
- Alleviate the sanitation shortfall of 13 toilets  
- Electrify the settlement (all 110 households) and provide more street lights  
- Install concrete storm water channels

COMMUNITY PRIORITIES

Short term:
- **Access to electricity**
  Will help to curb the crime rate; illegal connections cause fires.
- **Access to water**
  Access to sanitation - The community uses the chemical toilets which are not hygienic.
- **Security of tenure**
  If the municipality is having a hard time delivering the houses then security of tenure would work for us. We do not mind building our own homes.
- **Access to police station**
  The existing police station is too far from the community.

Medium term:
- **Access to health facilities**
  The existing clinic does not have the capacity to accommodate everyone in the community.

COMMUNITY READINESS

Leadership:
- Ward committee

Leader relations:
- Political tensions

Relationship with municipality: None

ASSESSMENT

The community’s leadership structure comprises the form of a ward committee. There is political tension between leaders. The settlement does not have general meetings and they do not meet with the municipality. The leadership structure has no relationship with the municipality. The leadership structure should meet with the community so that they can be strategic about facilitating engagements with the municipality.

DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Structures</th>
<th>Households</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential: 110</td>
<td>Business: 3</td>
<td>Vacant: 2</td>
</tr>
<tr>
<td>115</td>
<td>110</td>
<td>330</td>
</tr>
</tbody>
</table>

COMMUNITY VOICES

We want access to employment opportunities due to high unemployment. The municipality needs to engage with people more often about plans and promises.

PLANNING RELATED ISSUES

- **Land ownership:** Municipality 100%
- **Servitude:** None
- **Zoning:** Other
- **Household density:** 21 HH/Ha

Evaluation of categorisation
The very low density settlement is 5 years old and is considered to be well suited for in situ upgrading. Locational risks present can be improved through bulk infrastructure investment in the settlement. The hardening of surfaces can mitigate against the sinking soil. Through relocating the garbage dump to an alternative location and rehabilitating the land the methane will be prevented from affecting the community. The electrification of the settlement will mitigate the incidence of fires. The implementation of short term interventions will improve poor sanitary conditions, provide better waste management and improve poor street networks through the initial phase of reblocking. The installation of concrete drainage channels will mitigate water logging and the occurrence of waterborne diseases.
HAZARDS AND RISKS

Natural
- Sinking soil
- Fires

Man-made
- High density
- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Water logging drainage
- Proximity to garbage dump
- Waterborne diseases

Assessment
The settlement is affected by the locational hazards of being situated on sinking soil and within 100m proximity to a garbage dump. It experiences risks which are directly linked to its informality and poorly serviced nature. The settlement suffers from inadequate sanitation, fires caused by illegal electrical connections, inadequate access to water, drainage and water logging issues. In situ upgrading along with the provision of basic services can help to mitigate these hazards and risks. Installing electrical connections will alleviate the incidence of fires while installing concrete storm water channels will improve drainage and water logging issues.

BASIC SERVICES

Service assessment
The settlement experiences poor basic service provision. Water and sanitation services do not meet national standards and existing services are poorly managed. Waste collection is irregular - the municipality needs to provide regular black bags and individual bins to each household. The settlement needs to be electrified as all electrical connections are illegal. The municipality should provide more street lights as a form of passive surveillance in the settlement. The settlement has no storm water drainage system. Concrete should be applied to channels dug out by the community.

SANITATION

Working ratio 1:13 Shortfall 13
9 chemical toilets are located in the settlement and maintained by the municipality. All toilets are in working order. There is a shortfall of 13 toilets.

WATER

Working ratio 1:55 Shortfall 3
2 communal standpipes are located on the edge of the settlement and are managed by the community. There is an inadequate amount of taps to meet the national standard with a shortfall of 3 taps. The taps are poorly maintained by the municipality. The community usually contributes money to fix taps and waits for two months for them to be fixed.

ELECTRICITY

110 Illegal
The settlement has 0 legal electrical connections. 110 households have illegal electrical connections. There is 1 street light.

WASTE

2 Municipal skips
2 municipal skips are maintained by the municipality. The municipality provides black bags irregularly.
SOCIO-ECONOMIC AMENITIES

Assessment
The clinic is located 2.5km away from the settlement. The community has no access to a hospital within 5km or to a preschool within a 5km radius. The primary school is 1km away which amounts to a 15 minute walk. The secondary school is located within 2.5km from the settlement and is a 30 minute walk away. The settlement has general shops and spaza shops in its immediate vicinity as well as a range of community facilities such as a church, community hall, police station and a sports facility. The police station is a 30 minute walk away and is not located inside the settlement.

ECONOMIC SERVICES
- General
- Spaza shops

SOCIAL SERVICES
- Church
- Community hall
- Police station
- Sports facility

EMPLOYMENT PROFILE
% of employed men and women

- Security: 55%
- Construction: 15%
- EPWP: 15%
- Gardening: 5%
- Domestic work: 10%

A large portion of the working population (55%) in the community works in the security sector. Other forms of employment comprise low level skilled work. The municipality should encourage skills workshops to equip people with additional skills which would increase their marketability in other types of employment.
SETTLEMENT PROFILE

Joe Slovo

Municipality: SALDANHA MUNICIPALITY
Closest town: SALDANHA
Established: 2013
Structures: 1360

SUMMARY

Joe Slovo is a medium density settlement situated on municipally owned and residentially zoned land. This settlement does not experience any locational hazards or risks. Man-made hazards and risks include inadequate sanitation and a poor street network. If the community’s priorities - such as bulk infrastructure investment and improved sanitation - are met, the effects of these hazards and risks will be mitigated. Based on the settlement analysis, short term interventions include maintaining existing infrastructure and investing in infrastructure to meet national standards. Such implementations would improve conditions in the settlement. An improved road network and concrete drainage channels will improve access/egress into the settlement and decrease ambulance response times to less than an hour. The settlement is well located near to socio-economic amenities, educational facilities and a clinic. There is no hospital within a 5km radius. The municipality should therefore facilitate a system where those who need to go to hospital are able to do so. The settlement experiences a range of social problems related to drug use, gangsterism, petty crime and alcohol related violence. The community considers the shebeen located in the settlement as one of the reasons for alcohol related violence. There is a police station within the immediate vicinity of the settlement, which should play a more active role in mitigating crime in the area. It should also facilitate awareness creation workshops to keep youth away from drugs. The municipality should meet with the leadership more regularly so that community priorities can be met. In addition, the municipality should facilitate EPWP programmes so that the effects of seasonal employment in the fishing industry does not affect Joe Slovo’s working population as severely as it currently does. The settlement is ideal for in situ upgrading which can be undertaken in a phased manner. This will meet community priorities and improve living conditions.

SHORT TERM INTERVENTIONS

- Provide 2 communal skips and individual bins.
- Provide 44 taps to the community.
- Repair 4 flush toilets and provide 234 toilets to meet national standards.
- Provide 1300 electrical connections.
- Apply concrete to storm water channels.
- Engage with the community more regularly so that community priorities can be understood and met.

HISTORY

AS TOLD BY THE COMMUNITY

Joe Slovo was previously used as a relocation site for those awaiting placement in a housing project. The settlement now mostly comprises of backyard dwellers from the surrounding area.

COMMUNITY PRIORITIES

Short term:
- **Bulk infrastructure** - We need bulk infrastructure for water and electricity so that we can access basic services.
- **Access to employment opportunities** - So that people are able to afford things such as food.
- **Access to health facilities** - The service at the clinic is not good enough.
- **Access to education facilities** - We need access to education within the settlement as the surrounding schools are overcrowded.

Medium term:
- **Access to community facilities** - The community needs easy access to a crèche.
- **Recreational facilities** - We need recreational facilities and to plant trees to beautify the area.

COMMUNITY READINESS

Leadership: Other

Leader relations: Healthy

Relationship with municipality: Good

ASSESSMENT

The community's leadership structure takes the form of a street committee whose role is conflict resolution, settlement governance, participating in the Integrated Development Planning (IDP) process and engaging with the councillor and ward committees. Members of the leadership have a healthy relationship cooperating with each other and meeting once a month. The community leadership only meets with the municipality when necessary and discusses issues related to housing and service delivery. The community has a good relationship with the municipality. This relationship can be further improved through regular community and municipal engagements.

DEMOGRAPHICS

- **Structures**: 1360
  - Residential: 1300
  - Business: 30
  - Vacant: 30
  - Community: 30
- **Households**: 1300
- **People**: 3900

COMMUNITY VOICES

We are requesting a space for recreational activities such as a church. We feel that the lack of basic services leads to health problems.

PLANNING RELATED ISSUES

- **Land ownership**: Municipality 100%
- **Servitude**: None
- **Zoning**: Residential

**Household density**: 70HH/Ha

(HH/Ha - households per hectare)

Evaluation of categorisation

This medium density settlement is 5 years old and is considered to be well suited for in situ upgrading. Joe Slovo’s community members have spatially organised themselves. This should be considered as the first phase of reblocking (through creating clear access / egress into the settlement). The land is owned by the municipality, it possesses appropriate zoning (residential) and allows for bulk infrastructure investment suited for residential living.

Comment on past relocation attempts

The municipality has identified alternative land for relocation to a housing project. The municipality is waiting on the EIA (environmental impact assessment) to deliver basic services such as water and sanitation in the settlement.
HAZARDS AND RISKS

Natural
• None

Man-made
• Inadequate sanitation
• Poor street network

Assessment
The settlement experiences no location related hazards or risks. The only man-made hazards and risks are inadequate sanitation and a poor street network. These can be addressed through the phased process of in situ upgrading.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
There are only 2 municipal skips and black bags are handed out on a bi-weekly basis. The municipality should provide more waste collection points because it is a dense settlement. Black bags should be provided on a weekly basis to improve waste removal and management. The settlement has 8 communal standpipes all located inside the settlement, in working order and maintained by the municipality. There is a shortfall of 44 taps based on the national average. Only 22 flush toilets are working. Infrastructure for 26 flush toilets is present in the settlement. The municipality should maintain existing sanitation services and provide infrastructure shortfalls. The settlement has zero legal electrical connections; each household is connected illegally.

SANITATION

Working ratio 1:60 Shortfall 238

There are 26 flush toilets but only 22 are in working order and maintained by the municipality. There is a shortfall of 238 toilets. 4 need to be repaired.

WATER

Working ratio 1:163 Shortfall 44

8 communal standpipes are located inside the settlement and maintained by the municipality. The residents do not pay for water. On average it takes them 5 minutes to access their taps. Theft of taps is a problem. All taps are in working order. There is a shortfall of 44 taps.

ELECTRICITY

1300 Illegal

1300 households have access to illegal electrical connections. The settlement has 4 street lights.

WASTE

Waste management: Municipal skips

There are 2 municipal skips which are managed by the municipality. Black bags are distributed to the community on a bi-weekly basis.
The community has access to a clinic within 2.5km which is a 30 minute walk away. There is no hospital located within a 5km radius. The community has no access to a preschool. A primary and high school are located 1 km away which is equivalent to a 10 minute walk. The settlement has general shops and spaza shops within the immediate vicinity. The community also enjoys facilities such as a church, community hall, playground, police station and sports facility.

The town of Saldanha is known as a fishing town and it is not unusual that half of the people located in the settlement are employed by the fishing industry. This type of employment is seasonal and does not provide a form of income that can sustain livelihoods all year round. Domestic work (20%) and construction (30%) are both laborious forms of employment. The municipality should support and facilitate skills workshops so that people are able to attain skills to access better forms of employment.
This municipal profile does not cover all settlements in the municipality as political and other factors prevented access to some informal settlements. The Stellenbosch municipal profile therefore includes 15 settlements in the municipal area and excludes 3 settlements in Kayamandi.

The settlement categorisation is based on the following categorisation logic. Where applicable, the categorisation also references the municipal IDP’s, housing pipelines and municipal business plans.

A diagram is shown with steps for categorisation. Steps include:
1. Is the settlement located within the current CBD and part of the urban edge?
2. Is the settlement or part thereof located on a railway?
3. Has there been a fire in the settlement in terms of disaster risk?
4. Does the settlement or part thereof have significant social and logistical location?
5. Does the settlement or part thereof experience any man-made hazards risks?
6. Does the settlement or part thereof experience natural disasters with significant damage to life and property?

The possible categories are:

- Category A: In situ upgrading with planning underway
- Category B1: In situ upgrading
- Category B2: No urgent relocation required
- Category C: Upfront relocation required
- Category D: Upfront relocation required

A description of each category is provided.
Three datasets are provided: number of structures, number of households and number of people living in informal settlements.

The number of structures is a triangulation of data received from the municipality, the community (via the focus group discussion) and actual structure counts during the rapid appraisal. In instances where the field team counted structures, this figure is deemed to be most accurate. In instances where an extensive discrepancy with municipal figures occurred, the team conferred with officials.

The number of households is based on a community estimate. The general approach used to reflect a more realistic estimate worked with 1.2 households per structure. This ratio is based on CORC’s experience on the ground.

The number of people in the settlement is based on a ratio of 3 people per household. This falls below the metro ratio of 3 people per household and is considered a good estimate for non-metro informal settlements.

The following density gradients were used:

- > 25: VERY LOW
- 26 - 50: LOW
- 51 - 75: MEDIUM
- 76 - 100: HIGH
- 101+: VERY HIGH

The sanitation shortfall is based on the national standard of 1 toilet for every 5 households. The number of toilets within a settlement is based on the actual number of working toilets at the time of the rapid appraisal.

The water shortfall is based on the national standard of 1 tap for every 25 households. The number of taps within a settlement is based on the actual number of working taps at the time of the rapid appraisal.
Stellenbosch municipality is part of the Cape Winelands area and stretches past Jamestown to Raithby in the south, to Bottelary, Koelenhof and Klapmuts in the north and over the Helshoogte Pass to Pniel, Kylemore, Groendal and Franschhoek in the east. The town of Stellenbosch is the second oldest in South Africa and dates back to 1679 when the first farming activities in the area started. Today the area is primarily known for its extraordinary wines and fruit. The towns of Stellenbosch and Franschhoek are renowned for various architectural styles such as Dutch, Georgian and Victorian, which reflect the towns’ heritage and traditions, but also divisions of the past (Stellenbosch IDP, 2014). The municipal area is home to educational institutions including the University of Stellenbosch and a number of prestigious schools. It has a strong business sector that varies from major South African businesses and corporations to smaller enterprises and home industries. The tourism industry alone is responsible for the creation of about 18 000 jobs in the area. Wine farms and cellars abound and the area is home to the very first wine route in South Africa (Stellenbosch IDP, 2014). The RAP project identified a number of informal settlements: Slabtown, Mandela City, La Rochelle, Jan Meyer, Meerlust Bosbou Plakkerskamp, Chiff, Erf 64, Lower Graveyard, Mountain View, Longlands Temporary Relocation, Devon Valley, Prokoopies, Langrug, Klein Mooiwater and Upper Graveyard. The municipality’s vision for the area is to be “the innovation capital of South Africa.”

CONTEXTUAL MAP OF MUNICIPALITY

SETTLEMENT CATEGORISATIONS AND SHORT TERM INTERVENTIONS

<table>
<thead>
<tr>
<th>SETTLEMENT</th>
<th>CATEGORY</th>
<th>SHORT TERM INTERVENTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slabtown</td>
<td>B1/B2</td>
<td>• Provide a municipal skip and regularly distribute black bags.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install prepaid electrical connections to households.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Contract community members to clean and maintain toilets.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Facilitate a working relationship with the community.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install concrete storm water channels.</td>
</tr>
<tr>
<td>Mandela City</td>
<td>A</td>
<td>• Repair 2 toilets and provide 79 more.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install 17 communal standpipes.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide municipal skips, regularly collect waste and distribute black bags.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install prepaid electrical connections.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install concrete storm water channels.</td>
</tr>
<tr>
<td>La Rochelle</td>
<td>B1</td>
<td>• Install concrete storm water channels.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide a municipal skip and introduce regular waste collection and black bag distribution.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install prepaid electrical connections. Install streetlights.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Establish a working relationship with the community.</td>
</tr>
<tr>
<td>Community</td>
<td>Type</td>
<td>Issues/Actions</td>
</tr>
<tr>
<td>--------------------</td>
<td>------</td>
<td>-------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Jan Meyer          | B1/B2| • Provide a municipal skip inside the settlement and regularly distribute black bags.  
|                    |      | • Install prepaid electrical connections to households.                        
|                    |      | • Contract community members to clean and maintain toilets.                    
|                    |      | • Establish a working relationship with community.                              
|                    |      | • Install concrete storm water channels.                                       |
| Meerlust Bosbou    | C    | • Relocate this community to a housing project or nearby settlement.           
| Plakkerkamp        |      | • Establish a working relationship with this community.                        
|                    |      | • Provide 1 communal tap and 3 toilets until the community is relocated.       |
| Ghiff              | C    | • Relocate this community to a housing project or nearby settlement.           
|                    |      | • Establish a working relationship with this community.                        
|                    |      | • Provide 1 communal tap and 3 toilets until the community is relocated.       |
| Erf 64             | A    | • Install prepaid electricity connections to households who are without.      
|                    |      | • Install 6 flush toilets.                                                     
|                    |      | • Fix water pressure and water availability problems.                          
|                    |      | • Install individual standpipes to relevant households.                        
| Lower Graveyard    | B1   | • Implement an operations and maintenance plan.                                
|                    |      | • Fix connection issue of electricity boxes.                                   
|                    |      | • Repair 1 broken tap, install 7 flush toilets and provide street lights.       
|                    |      | • Provide 1 municipal skip and distribute black bags regularly.                |
| Mountain View      | B1   | • Apply concrete to community dug out channels.                                
|                    |      | • Electrify the settlement with street lights.                                 
|                    |      | • Supply 28 households with pre-paid connections.                              
|                    |      | • Collect waste weekly, distribute black bags regularly and provide individual household bins. |
|                    |      | • Assess the feasibility of providing better sanitation services such as flush toilets. |
| Longlands Temporary Relocation | C   | • Provide a storm water drainage system in the form of culverts or concrete channels. |
|                    |      | • Provide 1 tap to alleviate the water services shortfall.                     
|                    |      | • Assess whether the municipality can provide improved sanitation services beyond chemical toilets. |
|                    |      | • Provide a form of electrification to the settlement, especially street lights. |
|                    |      | • Assess the possibility of providing off the grid electrical services.        
|                    |      | • Provide black bags more regularly to improve waste management in the settlement. |
|                    |      | • Establish regular engagements with the community.                            |
| Devon Valley       | B1   | • Apply concrete to community dug out channels.                                
|                    |      | • Distribute black bags to improve waste management in the settlement.         
|                    |      | • Social facilitation is needed to strengthen community organising processes and establish a relationship between the community and municipality. |
| Prokoopies         | C    | • Apply concrete to community dug out channels.                                
|                    |      | • Fix 2 toilets and improve sanitation maintenance.                           
|                    |      | • Assess the feasibility of providing an additional tap to the settlement as well as improving water pressure. |
|                    |      | • Provide 7 electrical connections and assist the community to understand the process of purchasing electricity. |
|                    |      | • Ensure that all households have an individual bin and that black bags are distributed regularly. |
|                    |      | • Social facilitation is needed to strengthen communication and community organisation processes. |
| Langrug            | A    | • Apply concrete to areas that have community dug out channels.                
|                    |      | • Fix 83 flush toilets.                                                        
|                    |      | • Provide shortfall of 480 flush toilets.                                      
|                    |      | • Provide shortfall of 93 taps.                                                
|                    |      | • Improve the management of the service provider who manages flush toilets and taps. |
|                    |      | • Provide a shortfall of 1500 prepaid electrical connections and more street lights. |
|                    |      | • Provide additional skips and regularly distribute black bags.                
|                    |      | • Establish regular engagements between the community and municipality.        |
| Klein Mooiwater    | A/B2 | • Apply concrete to community dug out channels.                                
|                    |      | • Provide shortfall of 14 toilets and assess feasibility of providing alternative sanitation. |
|                    |      | • Provide 1 tap and fix 1 tap.                                                 
|                    |      | • Install shortfall of 30 electrical connections.                              
|                    |      | • Provide a municipal skip and individual households bins.                     
|                    |      | • Social facilitation is needed to establish a leadership structure and formal working groups in the settlement. |
| Upper Graveyard    | A    | • Fix 10 toilets.                                                              
|                    |      | • Assess the feasibility of providing the community with a better type of sanitation service. |
|                    |      | • Provide street lights and improve the quality of electrical connections.      
|                    |      | • Provide additional skips and regularly distribute black bags.                
|                    |      | • Actively engage with the community’s leadership.                            |
INTRODUCTION

The information in this municipal profile provides an overview of the informal settlements that form part of the municipal area. The settlements profiled were Slabtown, Mandela City, La Rochelle, Jan Meyer, Meerlust Bosbou Flakkerskamp, Ghiff, Erf 64, Lower Graveyard, Mountain View, Longlands Temporary Relocation, Devon Valley, Prokoopies, Langrug, Klein Mooiwater and Upper Graveyard.

The settlements in the area were established for various reasons which include people requiring accommodation, relocations and farm worker evictions. The settlements have varied access to basic services which includes no access, poor and average access. However, no settlement has good access to basic service provision. Most people in the municipality are employed as farm labourers. Communities located near Jamestown are employed in the recycling sector. Other forms of income are gained through domestic work, construction and restaurant work as well as income received from social grants. Settlement densities range from low to medium with only Langrug, Slabtown, Mandela City, Devon Valley and Klein Mooiwater recorded as high density settlements.

SUMMARY OF COMMUNITY PRIORITIES

The communities share a variety of priorities. Common priorities were linked to service delivery needs such as access to water, access to sanitation and access to electricity, improved shelter and tenure security, assistance to storm water and flooding management and access to employment opportunities. The most common priority was access to sanitation, which was listed by 11 settlements. The municipality urgently needs to address sanitation shortfalls and replace chemical with flush toilets. The second most common priority related to access to employment opportunities, which was listed by 10 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. Access to water, electricity and shelter were all listed 9 times. The municipality must improve basic service delivery by alleviating shortfalls, installing prepaid electrical connections and ensuring that they work as well as fast tracking the provision of top structures for communities. Where there is no plan to deliver top structures, the municipality should assist communities by providing or subsidising better building materials. Storm water and flooding management was listed by 8 communities. Many of these settlements are located in flood prone areas and have poor or no drainage. The municipality should install concrete storm water channels to alleviate drainage issues. 7 communities listed tenure security as a priority. Land and ownership insecurity is a major problem in South Africa. In the Western Cape many people arrived in these settlements as 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. Other priorities included access to community facilities (3 listings), access to health facilities (3 listings), improved safety, improved waste management (2 listings) and access to education facilities (1 listing).

• Access to water, sanitation and electricity
• Improved shelter and tenure security
• Assistance with storm water and flooding management
• Access to employment opportunities

DEMOGRAPHIC SUMMARY

153HH/Ha

Density (HH/Ha)
The 15 settlements profiled have a very high density of 153 hh/ha. This is not representative of all settlements surveyed as the very high density settlements of Slabtown, Mandela City, Devon Valley, Langrug and Klein Mooiwater skew the overall density. Jan Meyer, Meerlust Bosbou Flakkerskamp, Ghiff, Erf 64, Lower Graveyard and Mountain View are either very low or low density settlements with some, like Jan Meyer, consisting of as few as 9 households. The other settlements are medium or high density. The municipality should monitor the densities of settlements as they are indicators of population growth, immigration and service delivery needs.

**EXTRACT FROM COMMUNITY**

We want a sign, which shows the name of the settlement so that the ambulances are able to see where is the settlement. We want to fence the settlement for safety and start our own food security in the settlement. Snakes are the biggest issue, especially in winter when they just enter the house. This is very urgent. The post office does not deliver letters to the settlement. - Community of Erf 64
The graph showing structure density versus the age of the 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 no correlation between the variables of age and density as they have a correlation coefficient of -0.01. Therefore, the age of the settlement does not have a determining factor on its density.

ii) Slabtown, Mandela City and to a lesser extent Langrug and Klein Mooiwater have shown high levels of growth.

iii) Jan Meyer, Devon Valley, Langrug, Klein Mooiwater, and Mountain View all make mention of farm evictions in their history as this is often the catalyst for the establishment of informal settlements in the area as these marginalised groups have no where else to go.

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

### INFORMAL SETTLEMENTS SURVEYED IN STELLENBOSCH

<table>
<thead>
<tr>
<th>Settlements Surveyed in Stellenbosch</th>
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<tbody>
<tr>
<td>Slabtown</td>
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<tr>
<td>Mandela City</td>
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<tr>
<td>La Rochelle</td>
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<tr>
<td>Meerlust Bosbou Plakkerskamp</td>
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<td>Ghiff</td>
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<td>Erf</td>
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<td>Lower Graveyard</td>
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<td>Longlands Temporary Relocation</td>
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<td>Klein Mooiwater</td>
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<td>Jan Meyer</td>
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<td>Mandela City</td>
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### PLANNING OVERVIEW

This analysis recommends that all settlements categorised for in situ upgrading and those surveyed for in situ upgrading with planning underway are suited for long term development. They should be upgraded so that communities can access a good quality of life. The municipality should ensure that as an initial phase of upgrading, short term interventions are implemented and spatial reconfiguration in the form of reblocking is undertaken so that access / egress routes are well defined. The communities that are categorised for relocation (Jan Meyer, Meerlust Bosbou Plakkerskamp, Ghiff, Longlands Temporary Relocation and Prokoopies) should be relocated so that they can access basic services and a better quality of life. In the interim, until they are relocated, the municipality should ensure that residents have the minimum level of basic services and access to amenities such as a clinic.

- **63%** settlements which are municipally owned
- **80%** settlements which are zoned
- **33%** settlements categorised for in situ upgrading
- **33%** settlements categorised for relocation
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)
27% of the settlements (4) are located on privately owned land. This includes Meerlust Bosbou Plakkerskamp, Ghiff, Longlands Temporary Relocation and 50% of Prokoopies. All of these settlements have been categorised for relocation. The analysis of each settlement considers land ownership to be an issue as the municipality cannot invest in privately owned land. In Meerlust Bosbou Plakkerskamp, for example, the municipality installed flush toilets but the land owner removed these. As expropriation is time consuming and too costly, relocating these settlements to housing projects will provide a better quality of life for their communities as the municipality can fulfill obligations to meet adequate basic service requirements. Some of these communities, such as the residents of Erf 64, claim to have lived on the land for a long period of time. When listing their priorities, residents revealed that they have been in their current location for 40 years. The municipality needs to assist this community, if residents wish, to claim tenure.

Servitudes (Important for partial or total relocation)
40% of the settlements (6) are located on a servitude. Slabtown is located on a railway servitude. Ghiff, Prokoopies, Klein Mooiwater and Mountain View are located on a sewer servitude and Longlands Temporary Relocation is located on a road servitude. These planning features denote that the space is required for technical use and does not permit a residential component because, often, the intended use makes it unsafe for people to live there. Consequently, settlements located on or partially on a servitude are at risk of relocation.

HAZARDS AND RISKS

The settlements face a variety of locational hazards, man-made risks and natural hazards. The most common locational hazard was that 9 settlements were located in flood prone areas. 5 settlements were located close to water bodies and 11 communities reported that they experienced water logging and drainage issues. 6 settlements recorded significant levels of flooding and 8 communities listed storm water and flooding management as one of their priorities. The municipality must address these issues by installing concrete storm water drainage systems that complement the natural drainage patterns to alleviate flooding and drainage issues. There is a need to provide improved drainage alongside streets and an innovative gutter system for structures. 4 settlements recorded being located near to a garbage dump while 9 communities reported that they were placed at risk by inadequate waste management. The municipality must implement effective waste management strategies for these communities, which includes providing municipal skips where necessary, regularly collecting waste and distributing black bags and implementing recycling programmes. The latter can be used to create employment opportunities. The municipality, with the relevant community, should also spatially reorganise settlements to minimise the impact of nearby garbage dumps. 9 communities recorded inadequate sanitation as a risk with 4 more recording waterborne diseases as a risk. The municipality must alleviate sanitation and water shortfalls as well as replace chemical with flush toilets. Other locational hazards include being located on a slope (5 listings), under power lines (2 listings), on sinking soil (3 listings) near a roadside or railway track (4 listings) and the presence of many snakes (2 listings). Other risks included having poor street networks (8 listings), high densities (4 listings), fires (1 listing) and strong winds (7 listings). The municipality needs to spatially reorganise settlements so that these hazards and risks are mitigated and that the settlements’ form accommodates high density, has a formal street layout, takes into account the effect of a slope or proximity to a roadside and is resistant to strong winds and fires. Regarding the latter, the municipality should provide building materials to make structures sturdier to withstand wind and more resistant to fires. La Rochelle and Erf 64 experience low or no locational hazards. Lower Graveyard experiences no man-made risks and no significant natural hazards. Devon Valley experiences no hazards or risks and Prokoopies experiences no natural hazards.

Relocation
Slabtown has been earmarked by the municipality for relocation to a housing project in Cloetesville, which is still in the conceptual stage and has not yet been placed in the housing pipeline. The community of Jan Meyer reported that the municipality wants to relocate them to a temporary relocation area. The community of Meerlust Bosbou Plakkerskamp reported that they were being relocated to vacant land in the Klapmuts area and that they are under threat of relocation. The municipality reports that the settlement will be relocated to a housing project in Meerlust but that it is not in the municipal pipeline for long term upgrading. This analysis assumes that the municipality will relocate this community as soon as possible. In Ghiff settlement, the community reported that they will be relocated to a housing project in Meerlust. Devon Valley has been selected for relocation because it is located on land earmarked for a playground. There is no evidence of this in the housing pipeline.
Service assessment
The settlements surveyed have poor levels of access to basic services. Sanitation services are poorly provided as shortfalls exist, toilets need to be repaired and maintenance issues need to be seen to. There is poor provision of water services with many settlements experiencing shortfalls and communities reporting water pressure issues. No settlement reported having a water infrastructure maintenance plan. The lack thereof infringes on the communities’ access to well resourced water. The settlements have poor access to electrical connections, which places communities at risk, especially when fires occur. Waste management is varied across the settlements. Only 3 settlements (Erf 64, Devon Valley and Prokoopies) have individual bins. Black bags are provided irregularly. 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 individual maintenance plans that are tailored to each settlement so that services are kept in a working condition.

Sanitation shortfall
Access to sanitation is very poor across the settlements. Jan Meyer, Meerlust Bosbou Plakkerskamp and Ghiff have no access to any sanitation services. Jan Meyer is a small settlement that has only existed for 5 years and that suffers from having no access to basic services. Meerlust Bosbou Plakkerskamp and Ghiff are both located on privately owned land, which could explain why they do not have access to sanitation services. There is an average shortfall of 56 toilets. Langrug settlement skewed this figure with the highest reported shortfall of 740 toilets. Only 5 settlements (Slabtown, Mandela City, Devon Valley, Prokoopies and Langrug) have access to flush toilets, which are considered an adequate form of sanitation service. Other settlements have access to chemical toilets. 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 7 toilets requires fixing. 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
Access to electricity is poorly provided across the settlements. 40% of the settlements have no access to electricity. These include La Rochelle, Jan Meyer, Meerlust Bosbou Plakkerskamp, Ghiff, Mountain View and Longlands Temporary Relocation. These communities are placed in a vulnerable position not only due to a lack of electricity access but also due to the risk of spreading fires that can cause structural damage and possible loss of life. These communities rely on fire for heating, cooking and lighting purposes. 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.

Water shortfall
For the settlements that have access to water, the level of water services is varied. Jan Meyer, Meerlust Bosbou Plakkerskamp and Ghiff have no access to any water services. There is an average shortfall of 11 taps. The settlement of Langrug has skewed this figure as it reported the highest shortfall of 145 taps. Communities have also reported water pressure problems. The municipality needs to regularly maintain taps in the settlements to ensure consistent pressure. This is especially important in emergency cases such as when fires occur in the settlement. The municipality should assess the feasibility of incrementally providing individual taps to settlements categorised for in situ upgrading.

Access to waste management
Waste management is varied across the settlements. La Rochelle, Jan Meyer and Meerlust Bosbou Plakkerskamp have no waste management system. In these settlements waste is either dumped inside or outside the settlement. Erf 64, Devon Valley and Prokoopies are the only settlements with individual household bins. Other settlements have municipal or communal skips but these are considered inadequate. Black bags are distributed irregularly across all settlements and waste is largely managed by the municipality. The municipality needs to engage with communities about the importance of adequate waste management and recycling. The municipality should also distribute black bags regularly and assess possibilities of providing individual household bins.
MUNICIPAL PROFILE: STELLENBOSCH MUNICIPALITY

ACCESS TO AMENITIES

The settlements profiled have varied access to education and health care with the majority of settlements recording that they do not have excellent access. Therefore the municipality needs to address access to both education and health care in all settlements. It also needs to ensure that children have access to schooling, that communities have access to healthcare that includes hospitals and that adult education, skills upgrading and vocational training programmes are introduced. Improved education at all levels will improve access to employment opportunities. The settlements’ access to other socio-economic amenities varied: Slabtown only has access to a police station, Mandela City to a church and 4 spaza shops while Ghiff has access to a general shop and a police station. Erf 64 has access to a playground, church and police station; Lower Graveyard to general shops and a shebeen; Devon Valley to a playground and sports field and Prokoopies to a community hall, church and sports facilities. Langrug has access to spaza shops, churches and a police station; Klein Mooiwater has access to spaza shops, a police station, church and sports facility and Upper Graveyard to a spaza shop and a church. La Rochelle, Jan Meyer, Meerlust Bosbou Plakkerskamp, Langlands Temporary Relocation and Mountain View have no access to any other amenities.

Access to educational amenities

- 66% within 5km of a preschool
- 93% within 5km of a primary school
- 73% settlements in municipal area have access to a secondary school

Access to health facilities

- 93% settlements within 5km radius of a clinic
- 6% settlements within 5km radius of a hospital

QUALITY OF LIFE

Social problems

The communities mainly reported social issues that relate to drug and alcohol related crime and protests. Unemployment was reported as a strong causal factor in many of these crimes. The municipality must ensure rehabilitation and social support programmes, ensure that communities are adequately policed, that police and communities work closely together to mitigate crime, that the police always responds to calls for help and carries out its investigation procedures fully. The delivery of basic services and improvements to employment opportunities will increase the well-being of communities and can help reduce crime. Community leaders must arrange neighbourhood watches and oust criminals instead of shielding them.

Employment

The settlements reported a variety of occupations with farm work and domestic labour among women as the dominant modes of employment. To a lesser extent, construction, recycling and gardening also featured as modes of employment. Unemployment, which includes social grants, is a major restricting factor for these communities. The municipality must consistently attempt to increase access to employment opportunities for these communities by implementing skills upgrading and vocational training projects. The potential exists for occupations like farm labour to be seasonal, which can leave households in a vulnerable position. The municipality must be aware of this, lend assistance where it can and strictly monitor the practices of labour contractors. Extending the EPWP and CWP programmes into these communities is a good way of stimulating employment. The municipality must assist with supporting innovation and small business growth, especially in these informal settlements.

COMMUNITY READINESS / POLITICAL ENVIRONMENT

Ward committee

None of the settlements has formal ward committee representatives. 60% of the settlements surveyed have leadership structures of some kind. The most common is a community leadership committee that convenes general meetings, conducts conflict resolution and communicates with the municipality. 6 settlements noted that there was no leadership structure present in their communities. These include Klein Mooiwater, Prokoopies, Mountain View, Meerlust Bosbou Plakkerskamp, Jan Meyer and Slabtown. Only Ghiff reported that it has an individual leadership structure. Communities with no leadership structures tend not to hold general meetings and are less likely to have a relationship with the municipality. The municipality should establish engagements 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

47% of the settlements surveyed (7) have no relationship with the municipality. These are Slabtown, Jan Meyer, Meerlust Bosbou Plakkerskamp, Erf 64, Lower Graveyard, Mountain View and Klein Mooiwater. The remaining settlements either have bad or average relationships with the municipality. The municipality must facilitate working relationships with these communities. Where a relationship with a community already exists, the municipality needs to initiate a relationships with the settlements that do not yet have one. The municipality should meet with communities regularly to address priorities and to begin the processes of in situ upgrading or relocation in these respective settlements.

Assessment

The municipality must continue to establish relationships in each of these informal settlements. 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 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

15 settlements were surveyed in this municipal area. 33% of settlements surveyed (5) have been categorised for in situ upgrading. This includes Slabtown, which is only partially categorised for in situ upgrading. Mandela City, Erf 64, Langrug and a portion of Klein Mooiwater have been categorised for in situ upgrading with planning already underway. 33% of the settlements (5) have been categorised for urgent relocation. These settlements have a lower long term development potential as they are located on privately owned land. Meerlust Bosbou Plakkerskamp, Ghiff, Longlands Temporary Relocation and 50% of Prokoopies are privately owned. Erf 64 is owned by the Department of Public Works. Klein Mooiwater is owned by the provincial government and the remaining settlements are owned by the municipality.

The settlements face a variety of locational hazards, man-made risks and natural hazards. The most common locational hazard is that settlements are situated in flood prone areas. The municipality must address this issue by installing concrete storm water drainage systems which complement the natural drainage patterns to alleviate flooding and drainage issues. Improved drainage alongside streets and an innovative gutter system for structures needs to be provided. Other hazards include water logging and close proximity to a water body. The municipality needs to spatially reorganise settlements so that these hazards and risks are mitigated and that the settlements’ form accommodates high density, has a formal street layout, takes into account the effect of a slope or proximity to a roadside and is resistant to strong winds and fires. La Rochelle and Erf 64 experience low or no locational hazards. Lower Graveyard experiences no man-made risks and no significant natural hazards. Devon Valley experiences no hazards or risks and Prokoopies experiences no natural hazards.

The settlements surveyed have poor levels of access to basic service provision. Sanitation services are poorly provided with shortfalls recorded, toilets that need to be repaired and maintenance issues that need to be addressed. The provision of water services is poor. Many settlements experience shortfalls and communities report water pressure issues. The settlements have poor access to electrical connections, which places communities at risk due to the occurrence of fires. 40% of the settlements have no access to electricity. These include La Rochelle, Jan Meyer, Meerlust Bosbou Plakkerskamp, Ghiff, Mountain View and Longlands Temporary Relocation. Waste management is varied across the settlements. Only 3 settlements (Erf 64, Devon Valley and Prokoopies) have individual bins. The municipality needs to improve access to basic services across the settlements by alleviating sanitation shortfalls and assessing the feasibility of better sanitation services, improving water management and quality, providing improved waste management and implementing individual maintenance plans that are tailored to each settlement so that services are kept in a working condition.

The communities have varied access to education and health care although the majority of settlements do not have excellent access. As a priority, the municipality needs to engage with settlements that have no access to educational amenities or health care. It should facilitate and fund a transport system to and from these amenities. The communities have varied access to other socio-economic amenities. The municipality should encourage communities to open shops in their settlement through encouraging entrepreneurial behaviour. Access to employment opportunities is a common community priority. The municipality must consistently attempt to increase access to employment opportunities for these communities by implementing skills upgrading and vocational training projects. By extending the EPWP and CWP programmes into these communities, the municipality can stimulate employment. The communities reported social issues that mainly related to drug and alcohol related crime as well as protests. The municipality should support programmes for social mobilisation of the settlements that encourage community-led development practices. In addition, support is needed for the development of community facilities such as community halls, recreational areas and innovation centres that support communities to work together as a collective unit and take ownership of their own development agenda. This encourages a working relationship with the municipality and the community to collectively work towards improving their well-being.
**SETTLEMENT PROFILE**

**Ghiff**

**Municipality:** STELLENBOSCH MUNICIPALITY  
**Closest town:** PNIEL  
**Established:** 1986  
**Structures:** 14

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**TOWN LEVEL MAP**

**HISTORY AS TOLD BY THE COMMUNITY**

There is uncertainty about previous ownership. Many people have died due to shack fires. People were also murdered. Children born here find themselves trapped in the poverty cycle.

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**SUMMARY**

Ghiff is a low density isolated settlement located on privately owned land, zoned for agricultural use and situated on a sewer servitude. Although the settlement was established 30 years ago, it has no basic service delivery. The land ownership, zoning scheme, servitude, isolated nature and small population of the settlement (approximately 35 people) mean that the settlement is not suitable for long term development. The community reports that the municipality plans to relocate the settlement to a temporary relocation area. The municipality confirmed this. This analysis recommends the urgent relocation of this community to a housing project or nearby settlement where residents can receive adequate access to basic services that includes electricity, waste management and access to educational, health and other amenities. The municipality must establish a working relationship with the community and be transparent and honest about the relocation process. Social facilitation is needed to integrate this community into the new location.

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**SHORT TERM INTERVENTIONS**

- Relocate this community to a housing project or nearby settlement.  
- Establish a working relationship with the community.  
- Provide 1 communal tap and 3 toilets until the community is relocated.

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COMMUNITY PRIORITIES

Short term:

- **Access to water**
  There is no access to drinking water in the settlement.

- **The community requests a water tank or a communal water tap**
  This will assist in improving health, safety and convenience. Currently residents have to walk a far distance to reach the tap in the cemetery.

- **Access to sanitation**
  There is a need for toilets so that women do not have to use the bush. The suggestion is for a communal toilet that could be a flush, chemical or dry sanitation option. The presence of toilets impacts health, safety and improved quality of life.

- **Shelter**
  This contributes to protection from rain and cold. The community requests plastic sheets. This will impact health and establishing a sense of pride (trots) in where residents live and in their quality of life.

- **Access to employment opportunities**
  Any kind of work is needed as long as residents have income, especially during winter.

- **Safety**
  Safety is a concern due to crime reportedly caused by people coming into the settlement. An increase in police presence and improved lighting will make a difference.

COMMUNITY READINESS

- **Leadership:** Other
- **Leader relations:** Healthy
- **Relationship with municipality:** Average

ASSESSMENT

The community reports the presence of individual leaders in the settlement who address issues around conflict resolution, safety, service delivery, children and the future of the settlement. Residents report having a healthy internal relationship and that they meet when necessary. The community never meets with the municipality other than reporting occasional contact with the department of informal settlements. Residents report having an average relationship with the department. The community says that it experiences no change.

DEMOGRAPHICS

- **14 structures**
- **15 households**
- **45 people**

COMMUNITY VOICES

The municipality should help us because we feel forgotten. Academics and philanthropists visit the settlement and give some support.

PLANNING RELATED ISSUES

- **100% Land ownership:** Private 100%
- **Servitude:** Sewer
- **Zoning:** Agriculture
- **Household density:** 10 HH/Ha
  (HH/Ha - households per hectare)

Evaluation of categorisation

The low density settlement is located on private land and is isolated from healthcare and other facilities. The settlement was established 30 years ago but still has no basic service delivery. The municipality plans on relocating this community to a housing project in Meerlust. This analysis supports this plan and recommends that this community be urgently relocated to a housing project or nearby settlement so that residents can receive adequate access to basic services, educational, health and other amenities. In the interim, the municipality should alleviate shortfalls to ensure that the community has access to sanitation and water until residents are relocated.
Comment on past relocation attempts
The community reports that the municipality will relocate the settlement to a temporary relocation area. The municipality reports that the settlement will be relocated to a housing project in Meerlust. This analysis assumes that the municipality will relocate this community as soon as possible.

HAZARDS AND RISKS

Natural
- Food prone area
- Garbage dump
- Rock falls
- Slope greater than 18
- Water body

Man-made
- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Water logging drainage
- Waterborne diseases

Assessment
The settlement experiences numerous locational hazards that include its location in a flood prone area, near a garbage dump, on a slope and near a water body. The area contains falling trees, dangerous snakes and other animals. Man-made risks are associated with a lack of service delivery. These include inadequate sanitation, inadequate waste management and waterborne diseases. The community experiences a low incidence of fires and a high incidence of floods and strong winds. The municipality needs to relocate this small community to a housing project or nearby settlement where residents can receive adequate basic services and not be subject to undue locational hazards. The community reports that residents are victims of crime from outsiders. The police must actively protect this community.

BASIC SERVICES

Service assessment
The small community receives no access to basic services, presumably because it is located on private land. The municipality should relocate this community to an area in which residents can receive adequate basic services and not face undue locational hazards. As there are no services in the settlement, maintenance is not carried out. Prior to relocation, the municipality needs to ensure that the community has adequate basic services. The municipality should provide 3 temporary toilets and 1 communal standpipe as well as include the settlement into a nearby settlement’s waste management plan so that refuse is collected regularly from a designated point.

SANITATION

Working ratio 0 
Shortfall 3

There is no access to sanitation in this settlement, which is presumably the result of the settlement’s location on private land. There is a shortfall of 3 toilets.

WASTE

Waste management: Common area inside settlement

The community has no access to a formal waste management system and dumps waste in a common area inside the settlement. Waste is not collected and black bags are not distributed.

WATER

Working ratio 0 
Shortfall 1

There is no access to water in this settlement, which is presumably the result of the settlement’s location on private land. There is a shortfall of 1 tap.

ELECTRICITY

0 
Pre-paid

This settlement has no access to electricity or streetlights, which is presumably because it is located on private land. The community desperately wants access to electricity.
The community reports that most children have access to education but residents did not stipulate what type of schools their children access. The nearest available health care amenities - both clinic and hospital - are more than an hour’s walk away. The municipality must ensure that this community has access to pre-, primary and secondary schools as well as ensure access to health care, especially in emergencies. This could mean providing transport for this community. Other socio-economic amenities available to the community include general shops and a police station.

Community members are employed in various sectors. The most common is farm work with 50% of residents employed on farms. Farm work can be seasonal and temporary in nature, leaving households in vulnerable positions if they are without a steady income for periods of time. The municipality should implement skills upgrading and vocational training in an attempt to increase access to employment for this community. It should also extend the EPWP and CWP programmes to this community in order to stimulate employment.
Erf 64

Municipality: STELENBOSCH MUNICIPALITY
Closest town: PNIEL
Established: 1996
Structures: 7

HISTORY AS TOLD BY THE COMMUNITY

Klera Somson, who was the caretaker of the church, got a house. Other people who did not get houses went to stay at church members’ houses. Some members of the church were provided with houses from the municipality.

SUMMARY

Erf 64 is a very low density settlement located on land that is owned by the Department of Public Works and zoned for residential use. Although the community receives adequate levels of basic services, residents request that chemical toilets be replaced with flush toilets and that individual access to electricity and water be extended to all households. The municipality suggests that this settlement is part of a UISP project, which will provide service sites and top structures. This analysis supports this plan and recommends the settlement’s suitability for long term development and that it should undergo in situ upgrading to further benefit the well-being of the community. The municipality should install concrete storm water channels, provide prepaid electricity connections and individual standpipes for all households, distribute black bags regularly and establish a working relationship with the community. Through the upgrading process and top structure provision, the municipality must assist community members with pursuing tenure security.

SHORT TERM INTERVENTIONS

- Install prepaid connections to households who presently have no access to electricity.
- Install 6 flush toilets.
- Distribute black bags regularly.
- Fix issues regarding water pressure and water availability during the irrigation of nearby rugby fields.
- Provide individual standpipes for households who do not have access to water.

COMMUNITY PRIORITIES

Short term:
- **Access to water**
  There is an illegal water connection and low pressure.
- **Access to sanitation**
  We want flush toilets.
- **Shelter**
  Our current shacks are not strong enough.
- **Storm water and flooding management**
  The water runs into the settlement when it is raining and there is no storm water management.
- **Tenure security**
  We have been living in this settlement for more than 40 years. The land needs to be transferred to the community.

COMMUNITY READINESS

- **Leadership:** Leadership committee
- **Leader relations:** Healthy
- **Relationship with municipality:** None

ASSESSMENT

The community reports having a formal leadership committee that enjoys a healthy internal relationship and convenes general meetings once a week. Residents report that they meet with the municipality when necessary, usually to discuss housing with the Department of Human Settlements. The community reports that it has no relationship with the Department.

DEMOGRAPHICS

- **Structures:** 7
- **Households:** 10
- **People:** 30

COMMUNITY VOICES

We want a sign that shows the name of the settlement so that ambulances are able to see where is the settlement. We want to fence the settlement for safety and start our own food security in the settlement. Snakes are the biggest issue, especially in winter, when they just enter the house. This is very urgent. The post office does not deliver letters to the settlement.

PLANNING RELATED ISSUES

- **Land ownership:** Department of Public Works 100%
- **Servitude:** None
- **Zoning:** Residential
- **Household density:** 20 HH/Ha
  (HH/Ha - households per hectare)

Evaluation of categorisation

This very low density settlement is situated on land owned by the Department of Public Works and faces a low level of locational hazards and risks. The settlement receives adequate access to basic services and has been selected for a UISP project that will see service sites and top structures provided. This analysis finds the site suitable for long term development and recommends that the settlement be upgraded in situ. This will improve the well-being of the community and give residents an opportunity to experience a more dignified life.

Comment on past relocation attempts

The community reports that there are no plans for this settlement. The municipality provided conflicting statements indicating that the community was to be relocated and that the settlement was part of a stage 4 UISP project that would deliver full service and top structures to the site. This analysis has understood this indication as planned in situ upgrading with planning underway.
SETTLEMENT PROFILE: ERF 64

HAZARDS AND RISKS

Man-made
- Water logging and drainage

Natural
- Strong winds
- Snakes

Assessment
The settlement experiences few locational hazards with residents indicating that water logging and drainage, strong winds and the presence of many snakes (especially in winter) are the only risks they face. The community also indicated that it is very dark at night. The municipality needs to provide street lights and install concrete storm water channels to improve the drainage system. As this settlement is due for upgrading, the municipality should take care to safely remove and relocate snakes so that they no longer pose a threat to the community. It should also ensure that structures are sturdy enough to withstand strong winds.

BASIC SERVICES

Service assessment
The settlement receives an average level of basic service delivery. There are no water or sanitation shortfalls. There is some connection to electricity and waste collection is carried out regularly. Maintenance usually takes 2 weeks to be carried out. The municipality can significantly improve the wellbeing of this community by installing flush toilets, extending electrical and individual water provisions to the entire community, distributing black bags regularly and installing street lights. The upgrading of this settlement will add to creating a dignified living environment for its community.

SANITATION

<table>
<thead>
<tr>
<th>Working ratio</th>
<th>Shortfall</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:2</td>
<td>0</td>
</tr>
</tbody>
</table>

6 working chemical toilets are maintained by a service provider. There is no shortfall. The community reports that the toilets are not cleaned regularly, sometimes taking 3 weeks before they are cleaned.

ELECTRICITY

<table>
<thead>
<tr>
<th>Pre-paid</th>
<th>Illegal</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>1</td>
</tr>
</tbody>
</table>

There are 6 prepaid connections in the settlement and 1 illegal connection. There are no street lights and the community reports that when the wind blows strongly the electricity cuts out.

WATER

<table>
<thead>
<tr>
<th>Working ratio</th>
<th>Shortfall</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:2</td>
<td>0</td>
</tr>
</tbody>
</table>

5 working individual standpipes are maintained by the community. The community commented saying: “We are willing to pay for water. The pressure is very low and if there are fires this water will not be able to assist to fight fires. We get water from the rugby field and it is illegal. When they are irrigating the field we don’t have water in the settlement and whenever they want to, they just cut it off.”

WASTE

Waste management: Individual skips
Community members have individual bins. The municipality collects waste on a weekly basis but does not distribute black bags.
SOCIO-ECONOMIC AMENITIES

The community has good access to educational facilities as the settlement is located behind a school complex. Pre-, primary and secondary schools are no more than a 15 minute walk away. With regard to health care, the community has access to a clinic, which is a 30 minute walk away. The municipality must ensure that residents can access hospitals, especially in times of emergency. This could mean occasionally providing transport for this community. Other socio-economic amenities available to the community include a playground, a church and a police station.

EMPLOYMENT PROFILE

Community members are predominantly (65%) employed as farm labourers. A significant portion (25%) relies on social grants. Farm work can be seasonal or temporary in nature, leaving households in vulnerable positions if they are without a steady income for periods of time. The municipality should implement skills upgrading and vocational training in an attempt to increase access to employment in this community. The municipality should also extend the EPWP and CWP programmes to this community in order to stimulate employment.
**Settlement Profile**

**Lower Graveyard**

**Municipality:** STELLENBOSCH MUNICIPALITY  
**Closest town:** JAMESTOWN  
**Established:** 2013  
**Structures:** 38

**Summary**

Lower Graveyard is a low density settlement that is located on municipally owned land and zoned for residential use. The community is placed at risk by various natural hazards that include its location under a power line, in an area prone to flooding, on a slope, near a water body, and on sinking soil. The settlement experiences a low incidence of fires, floods and strong winds. The community did not report suffering from any other man-made risks. The community has poor water infrastructure, indicated by a water shortfall and the presence of chemical toilets as the only available sanitation option. In order to improve the well-being of this community, this analysis recommends that the settlement be upgraded in situ as it is suitable for long term development. The municipality should implement a maintenance and operations plan that should first be tasked with repairing the faulty water infrastructure as well as fixing electrical connections of households. The municipality should look to install flush toilets, provide a municipal skip and distribute black bags regularly. The effectiveness of the upgrading project is subject to the community's involvement, which in turn is dependent on the community’s relationship with the municipality. Therefore, the municipality must establish a working relationship with this community, be transparent about the provision of services and top structures and engage in a community-led development process. The municipality should also attempt to improve the community's access to amenities.

**Short Term Interventions**

- Implement an operations and maintenance plan.
- Fix the connection issue of electricity boxes.
- Repair 1 broken tap.
- Install 7 flush toilets.
- Provide street lights.
- Provide 1 municipal skip.
- Distribute black bags regularly.
- Establish a working relationship with the community.

---

SETTLEMENT PROFILE: LOWER GRAVEYARD

COMMUNITY PRIORITIES

Short term:
- Access to water
  2 taps in the settlement are not enough.
- Access to sanitation
  We want flush toilets.
- Storm water and flooding management
  The settlement floods every winter.
- Access to employment opportunities
  There is high unemployment in the settlement.
- Access to community facilities
  There are no facilities in the settlement.

COMMUNITY READINESS

Leadership: **Leadership committee**
Leader relations: **Unspecified**
Relationship with municipality: **None**

ASSESSMENT

The community reports that it has a formal leadership committee that convenes general community meetings when necessary. The leadership committee has only met with the municipality once in four years and reports that it has no relationship with the municipality. The municipality must facilitate a working relationship with this community.

DEMOGRAPHICS

- Structures: **38**
- Households: **33**
- People: **99**

COMMUNITY VOICES

PLANNING RELATED ISSUES

- **100%** Land ownership: **Municipality 100%**
- Servitude: **None**
- Zoning: **Residential**
- Household density: **39HH/Ha**
  (HH/Ha - households per hectare)

Evaluation of categorisation

This low density settlement is situated on municipally owned land that is zoned for residential use. The settlement faces various locational hazards, none of which would warrant relocation. The community reports that the municipality is planning to provide top structures, however this has not been confirmed by the municipality, nor does the settlement feature in the housing pipeline. The community receives a poor level of service delivery and suffers from poor maintenance of existing services. This analysis finds the settlement suitable for long term development and recommends that the settlement be upgraded in situ. This will allow for improved provision of basic services, mitigation of locational hazards and general improvements in the community’s well-being.

Comment on past relocation attempts

The community reports that the settlement’s current site is part of a housing project and that people have been relocated from this site to Mountain View settlement. Community members suggest that the settlement is not under threat of relocation and that the municipality has planned to provide top structures. The municipality did not comment.
### HAZARDS AND RISKS

<table>
<thead>
<tr>
<th>Natural</th>
<th>Man-made</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Flood prone area</td>
<td>• None</td>
</tr>
<tr>
<td>• Rock falls</td>
<td></td>
</tr>
<tr>
<td>• Sinking soil</td>
<td></td>
</tr>
<tr>
<td>• Slope greater than 18</td>
<td></td>
</tr>
<tr>
<td>• Under power lines</td>
<td></td>
</tr>
<tr>
<td>• Water body</td>
<td></td>
</tr>
</tbody>
</table>

**Assessment**

This settlement faces many natural locational hazards including being located on a slope, in an area prone to flooding, under power lines, near to a water body and on sinking soil. The community reported no man-made risks but indicated that residents experience a low incidence of fires, floods and strong winds. The community indicated that when strong winds occur, they have to tie down their shacks with wires to secure them. The municipality must mitigate these hazards by installing concrete storm water channels to alleviate drainage issues, fill in or cover sinking soil and provide sturdier building materials that are more resistant to the elements, especially strong winds. The municipality must spatially organise the settlement so that any effect of the power lines is minimised. The community reports that peaceful protests have occurred in the settlement. The municipality would do well to engage openly and transparently with this community so that the community’s demands and priorities can be discussed and that proactive plans can be formulated to meet these.

### BASIC SERVICES

#### Service assessment

The settlement has an average level of service delivery but suffers from poor maintenance as infrastructure is neglected. The community reports that maintenance is not carried out. There is a broken communal standpipe that results in a water shortfall and the prepaid electrical boxes are reported as not working. The municipality also needs to improve waste management by providing a skip for waste disposal and distributing black bags regularly. The installation of street lights would improve the community’s well-being. The municipality should also install at least 7 flush toilets to replace the current chemical toilets.

### SANITATION

**Working ratio**: 1:3

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>Working chemical toilets</td>
</tr>
</tbody>
</table>

**Shortfall**: 0

15 working chemical toilets are located in the settlement and maintained by a service provider. The community requests flush toilets.

### ELECTRICITY

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>33</td>
<td>Pre-paid connections</td>
</tr>
<tr>
<td>0</td>
<td>Illegal</td>
</tr>
</tbody>
</table>

The settlement has 33 prepaid connections and no street lights. Electric boxes are present but these do not work. The community reports this every week but no one responds to the problem.

### WATER

**Working ratio**: 1:17

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Working communal standpipe</td>
</tr>
</tbody>
</table>

**Shortfall**: 1

1 working communal standpipe is located inside the settlement and maintained by the municipality. There is a shortfall of 1 tap and 1 tap needs to be repaired. The community commented that the water pressure is very low and that when one tap is open, the water does not run through the other taps.

### WASTE

**Waste management**: Common area outside settlement

The community dumps waste in a common area outside the settlement. Waste is collected by the municipality bi-weekly and black bags are distributed irregularly. The community requests a skip for disposing waste.
SOCIO-ECONOMIC AMENITIES

The community has good access to educational facilities with pre-, primary and secondary schools all within a 15 minute walking distance. The community has access to a health clinic that is a 15 minute walk away. Residents do not have access to a hospital. The municipality must ensure that the community has access to health care, especially in emergency situations. If required, the municipality should provide transport to the hospital. Available socio-economic amenities include general shops and shebeens.

ECONOMIC SERVICES
- General shops
- Shebeens

SOCIAL SERVICES
- None

EMPLOYMENT PROFILE
% of employed men and women

Community members are predominantly (80%) employed as farm labourers. A small portion (5%) is self employed. Farm work can be seasonal or temporary in nature, leaving households in vulnerable positions if they are without a steady income for periods of time. The municipality should implement skills upgrading and vocational training in an attempt to increase the community’s access to employment. It should also extend the EPWP and CWP programmes to this community to stimulate employment. The municipality should nurture entrepreneurship and small business development by rewarding innovation and assisting small business owners.

80%
Farm work

15%
Gardening

5%
Self employed
HISTORY AS TOLD BY THE COMMUNITY

The space used to be a farm. When the farmer left, workers were left behind.

SUMMARY

Mountain View is a low density settlement, located on municipally owned land, on a sewer servitude, inside the urban edge and zoned as public open space. The community experiences locational risks such as being situated on a slope, in a flood prone area, on sinking soil and close to a water body. Man-made hazards include water logging and a poor street network. The community also experiences significant floods and strong winds that damage structures. The settlement has poor access to basic services. The community reported that the settlement has no storm water drainage system, no streetlights or electrical connections and poor sanitation services. The settlement also needs improvements in waste management. General maintenance takes a week. The settlement is well suited for in situ upgrading. Risks can all be mitigated through implementing short term interventions that will address basic service shortfalls and improve existing infrastructure. The settlement’s upgrading will allow for a spatially organised environment. Those who cannot be accommodated once spatial reconfiguration is complete should be relocated to Farm 527 in Jamestown. However, this low density settlement should ideally be organised in a way that accommodates 28 households. The municipality should encourage various typologies to accommodate the density. The community is well located to a clinic and educational amenities. Transport should be provided to and from hospital, especially in the case of emergencies. The municipality and community should develop a working relationship so that community needs and priorities can be understood and met.

SHORT TERM INTERVENTIONS

- Apply concrete to community dug out channels.
- Electrify the settlement with street lights and 28 prepaid household connections.
- Collect waste on a weekly basis. Distribute black bags regularly and provide individual households bins.
- Assess the feasibility of providing better sanitation services such as flush toilets.
- Social facilitation is needed to support the community with developing a leadership structure.
- The municipality should build a relationship with the community so that community needs and priorities can be implemented.
- The municipality with the support of the community should establish a play area for the children.

COMMUNITY PRIORITIES

Short term:
- **Access to electricity**
  The community needs electricity to improve health conditions, for cooking purposes, for warming the house, for use of electrical appliances and entertainment so that children can be kept away from drugs.
- **Access to community facilities**
  The community needs a safe place for children to play.
- **Access to employment opportunities**
  There is high unemployment in the settlement.
- **Storm water and flooding management**
  When it rains, water runs into shacks.
- **Improvement of environment outside and inside, landscaping and street lighting.**

COMMUNITY READINESS

- **Leadership:** Other
- **Leader relations:** Healthy
- **Relationship with municipality:** None

ASSESSMENT

The community never convenes a general meeting and has no relationship with the municipality. Social facilitation is needed to develop a leadership structure in the settlement. The municipality should build a relationship with the community so that community needs and priorities can be implemented.

DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Structures</th>
<th>Households</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>28</td>
<td>84</td>
</tr>
</tbody>
</table>

COMMUNITY VOICES

We would like the municipality to hear our need for electricity.

PLANNING RELATED ISSUES

- **Land ownership:** Municipality 100%
- **Servitude:** Sewer
- **Zoning:** Public open space
- **Household density:** 35 HH/Ha
  
  (HH/Ha - households per hectare)

Evaluation of categorisation

Mountain View is located in Jamestown and was established 16 years ago. It is located on municipally owned land, zoned as public open space and located inside the urban edge. Based on the settlement’s analysis, it is well suited for in situ upgrading. The settlement’s locational risks can all be mitigated and improved through implementing short term interventions and upgrading the settlement in situ. The community consists of 28 households. Through in situ upgrading and spatially organising the settlement, those located on the sewer servitude should be moved and accommodated on land that is not part of the servitude. If complete spatial reconfiguration cannot accommodate the entire community, residents should be relocated to one of the turn key projects on Farm 527 in Jamestown. Man-made risks and significant natural disasters are all attributed to the lack of basic services in the settlement. Interventions will improve the community’s quality of life and give the municipality an opportunity to develop a working relationship with the community.

Comment on past relocation attempts

The community reported that there are no relocation plans for the settlement.
SETTLEMENT PROFILE: MOUNTAIN VIEW

HAZARDS AND RISKS

Man-made
- Poor street network
- Water logging and drainage

Natural
- Flood prone area
- Sinking soil
- Slope greater than 18
- Water body
- Floods
- Strong winds
- Rock falls

Assessment
The community experiences locational risks such as being situated in a flood prone area, on sinking soil, on a slope greater than 18 and close to a water body. The community experiences man-made risks attributed to poor basic service provision such as a poor street network and water logging drainage. The community experiences floods and strong winds as natural disasters that cause structural damage. Through implementing short term interventions, which include improving storm water drainage, flood mitigation will occur and flood conditions will improve. The municipality should support the community in spatially reconfiguring the settlement to improve access/egress for pedestrian and vehicular movement. The community reported social issues related to crime, drug and alcohol abuse in the settlement. The municipality should arrange a mobile police unit to service the settlement, provide street lights as a form of passive surveillance as well as windows that overlook movement routes, support the development of a community neighbourhood watch and facilitate drug awareness, rehabilitation and social support programmes.

BASIC SERVICES

Service assessment
The settlement has poor access to basic services: only water and sanitation are available. The water services are adequate and located inside the settlement. However, sanitation services comprise chemical toilets. The municipality should assess the feasibility of providing the community with flush toilets. The only storm water drainage in the settlement is in the form of community dug out channels. The municipality must apply concrete to the channels and provide additional drainage to mitigate flooding. General maintenance in the settlement is average. The community reported that it takes a week for broken infrastructure to be fixed and maintenance to be undertaken. Electricity and street lights are not available in the settlement. The community reports that residents need to apply each time as the municipality loses the community’s papers. This breakdown in communication can be due to the absence of a relationship between the community and the municipality. The municipality needs to establish a working relationship with the community so that the community’s needs and priorities can be addressed.

SANITATION

Working ratio 1:4
7 chemical toilets are maintained by the municipality. The community has requested more toilets.

WATER

Working ratio 1:5
6 communal standpipes are located inside the settlement and maintained by the community.

WASTE

Waste management: Municipal skip
There is 1 municipal skip. Waste is collected by the municipality bi-weekly and black bags are distributed irregularly. The community reported that children play inside the skip, which must be cleaned more often. The municipality with the support of the community should establish a play area for the children. The municipality should collect waste weekly, distribute black bags regularly and provide individual households bins.

ELECTRICITY

0 Pre-paid 21 Illegal
The settlement has no electricity or street lights. The community reported that residents do not know why the settlement has no electricity. Community members applied for electricity but the municipality keeps telling them that the papers are lost and that they need to fill these in and reapply. The settlement used to have electricity but when the farmer left the municipality cut off the electricity.

SETTLEMENT MAP
SETTLEMENT PROFILE: MOUNTAIN VIEW

SOCIO-ECONOMIC AMENITIES

The settlement is well located to educational amenities. Most children (75 - 100%) attend school. The preschool is located less than 500m away from the settlement which is a 5 minute walk. The primary and secondary schools are located 1km away from the settlement which is a 15 minute walk. The community only has access to a clinic which is located 2.5km from the settlement and is a 30 minute walk away. There is no hospital within a 5km radius. Transport should be provided to and from hospital, especially in emergency situations. The community has no access to socio-economic or community facilities.

ECONOMIC SERVICES
• None

SOCIAL SERVICES
• None

EMPLOYMENT PROFILE
% of employed men and women

The settlement’s working population consists of gardeners, people who clean farm aeroplanes, work in restaurants, are employed in domestic or construction work. These are low-income and low skill level types of employment. The municipality needs to ensure that it facilitates skills capacity workshops and vocational training to allow people to attain more skills. Additionally, the municipality should encourage entrepreneurial behaviour, especially amongst women.
Longlands Temporary Relocation is a medium density settlement, located on privately owned land, zoned as undetermined and inside the urban edge. The settlement should be relocated as there is no long term development potential for the land. It will cost the municipality too much money and time to deal with expropriation. The community experiences locational risks such as being situated next to a roadside (next to a regional highway) and a water body. Man-made risks include high density, inadequate waste management and waterborne diseases. The settlement only has access to a mobile clinic. It is not located within a 5km radius to a hospital. Based on the range of locational risks, the municipality should provide transport to and from the hospital. The community has no access to socio-economic amenities or community facilities. The settlement has poor access to basic services as initially, the settlement was meant to be established temporarily. The settlement is ideally suited for relocation. The municipality is currently procuring turn-key professional teams to assist with the delivery of a number of projects. As part of the Service Delivery Business Plan (SDBP) for Stellenbosch Vlottenburg, Longlands (106 units) is one of the priority projects. The settlement is made up of 40 households and should be relocated to the housing project in the suburb so that the community can access basic services and a better quality of life.

Short term interventions:

- Provide a storm water drainage system in the form of culverts or concrete channels.
- Provide 1 tap to alleviate the water service shortfall.
- Assess the possibility of providing improved sanitation services other than chemical toilets.
- Provide a form of electrification to the settlement, especially street lights.
- Assess the option of providing off the grid electrical services.
- Provide black bags more regularly to improve waste management methods in the settlement.
- The municipality should regularly engage with the community.

COMMUNITY PRIORITIES

Short term:

- **Access to water**
  The water is not sufficient for us.

- **Access to electricity**
  We have electric appliances that we cannot use, we would like to see our shacks with electricity for lighting and cooking.

- **Access to sanitation**
  We need flush toilets.

- **Security of tenure**
  We want access to the piece of land close to work, which is the dump site because that is where we make our living. They only allow 40 people in so we want to be the first to enter.

- **Access to employment opportunities**
  We want access to employment opportunities as we are currently dependent on the dump site for work.

DEMOGRAPHICS

- **38** structures
  - 35 residential
  - 3 bus. & res.

- **40** households

- **120** people

COMMUNITY READINESS

- **Leadership**: Leadership committee

- **Leader relations**: Generally cooperative

- **Relationship with municipality**: Bad

ASSESSMENT

The settlement has a leadership committee whose members generally cooperate with each other. The community only convenes a general meeting when necessary and meets with the municipality when necessary. The community has a bad relationship with the municipality. The municipality should regularly engage with the community.

COMMUNITY VOICES

The structures are in bad condition and we need access to basic services.

PLANNING RELATED ISSUES

- **Land ownership**: Private 100%

- **Zoning**: Other

- **Servitude**: Road

EVALUATION OF CATEGORIZATION

The settlement of Longlands Temporary Relocation is located on privately owned land. It was established 30 years ago as a temporary relocation area. The area of Vlottenburg, in which this settlement is located, is in need of housing. The municipality is currently procuring turn-key professional teams to assist with the delivery of a number of projects. As part of the Service Delivery Business Plan (SDBP) for Stellenbosch Vlottenburg, Longlands (106 units) is one of the priority projects. The settlement is made up of 40 households and should be relocated to the housing project in the suburb so that the community can access basic services and a better quality of life.

COMMENT ON PAST RELOCATION ATTEMPTS

The community reported that they are under threat of relocation. However, there are no municipal plans for the settlement.
HAZARDS AND RISKS

Natural
- Roadside (located next to a regional highway)
- Water body

Man-made
- High density
- Inadequate waste management
- Waterborne diseases

Assessment
The community experiences locational risks such as being situated on a road servitude and next to a road and water body. Man-made risks include high density, inadequate waste management and waterborne diseases. The community reported that they are concerned about the risk of cars crashing into their houses. There are many accidents on the road and one of the community members was in a car accident. Crime is also prevalent and residents reported that people come from neighbouring areas and cause unrest as they do not want the settlement to be located where it currently is.

BASIC SERVICES

Service assessment
The settlement has poor access to basic services. There is no electricity in the settlement and the community has to rely on fires as a source of heat, energy and lighting. This places the community at risk of spreading fires. The settlement has no storm water drainage and the municipality should provide concrete channels or culverts. The municipality needs to assess whether it can provide a better form of sanitation services other than chemical toilets. General maintenance in the settlement is average. The community reported that it takes a week for broken infrastructure to be fixed and maintenance to be carried out. The municipality should facilitate engagements with the community and adopt a community led approach to development.

SANITATION

Working ratio 1:5
Shortfall 0
8 chemical toilets are provided by a service provider. The service provider only cleans the toilet once a week.

WATER

Working ratio 1:40
Shortfall 1
1 communal standpipe is located on the edge of the settlement. Water is provided by the municipality. The community reports using a mobile water tank, which members regard as too small. There is a shortfall of 1 tap.

ELECTRICITY

0 Pre-paid
0 Illegal
The settlement has no electricity.

WASTE

Waste management: Common area inside settlement
Waste is deposited in a common area inside the settlement. The municipality collects waste on a weekly basis. Black bags are distributed irregularly. The municipality should provide black bags more regularly to improve waste management methods in the settlement.
The settlement has adequate access to educational amenities. Most children (75-100%) in the settlement attend school. The preschool and primary school are located less than 500m away, which is a 5 minute walk from the settlement. The secondary school is located a 30 minute walk away from the settlement. The community has varied access to health facilities, including good access to a mobile clinic, which is located less than 500m and a 5 minute walking distance from the settlement. There is no hospital within a 5km radius from the settlement. The community has no access to socio-economic or community facilities.

45% of the community's working population works in the recycling sector. Since waste management is important for creating a good, clean living environment, the municipality is also realigning its waste management strategies. There is an opportunity to support waste pickers in developing additional skills in waste minimisation strategies. Other types of income are gained through farm labour, restaurant work and social grants. The municipality should encourage those who are reliant on social grants to attend skills workshops and vocational training facilitated by the municipality.
SETTLEMENT PROFILE

Devon Valley

Municipality: STELLENBOSCH MUNICIPALITY
Closest town: STELLENBOSCH
Established: 2003
Structures: 16

CATEGORISATION CODE/S

B1
B1 - IN SITU UPGRAADING

Growth potential: VERY HIGH*

TOWN LEVEL MAP

HISTORY
AS TOLD BY THE COMMUNITY

This section comes from Rave bee in the bush. Residents were evicted 13 years ago and were then moved to Devon Valley. They were promised houses in Jamestown. Although they are all in the housing database, no one got a house. There is land which has been sold to farmers and restaurants.

SUMMARY

Devon Valley is a medium density settlement, located on municipally owned land, zoned as public open space and located inside the urban edge. The settlement is ideally suited for in situ upgrading as the land is owned by the municipality, located inside the urban edge and has no servitude or encumbrances that could prohibit the future development potential of the site. The community faces no locational or man-made risks or hazards. The settlement is well located to educational amenities but has poor access to health facilities. The municipality should provide an additional mobile clinic and transport residents in need of health care to and from the closest hospital. This is critical, especially given that the community suffers from TB and related diseases. A large portion of the those employed in the community work in the waste sector. The community has designated access to employment opportunities as a community priority. Devon Valley is presently moving towards waste minimisation strategies and developing financial incentives for waste generators (e.g. pay-as-you-throw policy measures). The inclusion of public private partnerships, community involvement and alternative technologies is crucial. An appropriate mix must be found to address the needs of the community accurately. There is a fundamental need to capacitate the community, private sector and municipal officials regarding best practice in waste management. While various alternatives have been proposed, it is important to apply an integrated approach. The community of Devon Valley should be central in developing waste management strategies, seeing that a large portion of community members work in the sector. As an initial phase of in situ upgrading, the municipality should ensure that short term interventions are implemented. This must be done strategically: the municipality should build a working relationship with the community of Devon Valley and adopt an approach that prioritises meaningful community-led development.

SHORT TERM INTERVENTIONS

- Apply concrete to community dug out channels.
- Fix 3 toilets.
- Distribute black bags to improve waste management methods in the settlement.
- The community leadership should convene general meetings more regularly so that they can communicate collective community needs and concerns to the municipality.
- The municipality should develop a relationship with the community and communicate about plans for the settlement.

SETTLEMENT PROFILE: DEVON VALLEY

COMMUNITY PRIORITIES

Short term:
- Access to shelter
- Access to houses
- Access to employment opportunities
  There is a high unemployment rate in the settlement.
- Access to education facilities
  Schools cost R30 per child per week. Residents also need school support programmes for youth and children during term and school holidays.
- Access to community facilities
- Access to library

DEMOGRAPHICS

16 STRUCTURES
24 HOUSEHOLDS
72 PEOPLE

COMMUNITY READINESS

Leadership: Leadership committee
Leader relations: Generally cooperative
Relationship with municipality: Bad

ASSESSMENT

The settlement has a leadership committee that is generally cooperative but, at times, does not reach agreements. The community convenes a general meeting only when necessary, never meets with the municipality and reports having a bad relationship with the municipality. As the community reported that the municipality promised them houses, many meetings are about houses. The community leadership should convene general meetings more regularly in order to communicate collective community needs and concerns to the municipality. The municipality should develop a relationship with the community and communicate about plans for the settlement.

COMMUNITY VOICES

We want houses. Our health concerns are bad smells and germs that are caused by overcrowding. The municipality does not allow us to extend our shacks. There are big rats attacking children.

PLANNING RELATED ISSUES

Land ownership: Municipality 100%
Servitude: None
Zoning: Public open space
Household density: 103 HH/Ha

Evaluation of categorisation
Devon Valley settlement was established 13 years ago and is made up of 24 households. It is considered a medium density settlement with a high growth potential. The community is located on municipally owned land that is zoned public open space and inside the urban edge. According to the reports of neighbouring residents close to the settlement, the land was earmarked for the development of a park. However, the settlement is ideally suited for in situ upgrading. The community has adequate access to basic services and is well located to educational amenities. The community faces no locational or man-made risks or hazards. There are no servitudes or encumberances that prohibit the future development potential of the site.

Comment on past relocation attempts
The municipality has selected the settlement for relocation to a housing project because the settlement is currently located on a playground and residents living in formal houses want the settlement to move from the playground.
SETTLEMENT PROFILE: DEVON VALLEY

HAZARDS AND RISKS

Natural
• None

Man-made
• None

Assessment
The community experiences no locational or man-made risks and hazards. The settlement is located close to an established neighbourhood, whose residents have complained that the land was supposed to be developed into a playground. Those who work on the dumpsite often get ill from TB and related diseases. The settlement only has access to a mobile clinic and no access to a hospital. The municipality needs to ensure that it puts measures in place to mitigate the spread of diseases. The community has requested that structures be insulated as a means of mitigation. The community reported that young children smoke drugs in the toilets. The municipality should encourage drug awareness and rehabilitation and link mobile police to service the settlement.

BASIC SERVICES

Service assessment
The settlement has an average access to basic services. 3 toilets need to be fixed. The community also reported sanitation maintenance to be a problem. The settlement has no formal storm water drainage system. Instead the community relies on community dug out channels. The municipality should apply concrete to these channels to improve the drainage in the settlement. Waste management can be improved through providing and regularly distributing black bags to households. General maintenance in the settlement is poor. The community reported that residents wait more than two months for infrastructure to be repaired and maintained in the settlement. To build a relationship with the community, the municipality should develop a joint infrastructure maintenance and management plan that holds both stakeholders accountable for regular maintenance of existing infrastructure in the settlement.

SANITATION

Working ratio 1:2
Shortfall 0

There are 12 flush toilets, of which 9 are working and 3 need to be fixed. The toilets are maintained by the municipality. The community reported that some toilets need maintenance.

WATER

Working ratio 1:12
Shortfall 0

2 communal standpipes are located on the edge of the settlement and managed by the municipality.

ELECTRICITY

16 Pre-paid

There are 16 prepaid legal connections and 2 street lights.

WASTE

Waste management: Individual bins

The community has individual bins that are collected weekly by the municipality. The municipality does not distribute black bags. The municipality needs to distribute black bags to improve waste management methods in the settlement.
SOCIO-ECONOMIC AMENITIES

The community has good access to educational amenities. Most children in the settlement (75-100%) attend school. The preschool is located inside the settlement. The primary and secondary schools are located 2.5km and a 30 minute walk away from the settlement. Access to health facilities is varied. The community has good access to a mobile clinic which is located less than 500m and a 5 minute walking distance from the settlement. The hospital is located more than 5km from the settlement and is more than an hour’s walking distance. The community has access to socio-economic amenities such as a playground and a sports facility.

EMPLOYMENT PROFILE

50% of the community’s working population works in the recycling sector. Since waste management is important in creating a clean living environment, the municipality should provide recycling depots in the settlement and create more employment opportunities for the community. Other types of employment include farm labour and self employment. The municipality should facilitate and provide vocational training and skills capacity workshops.
**SETTLEMENT PROFILE**

**Prokoopies**

Municipality: **STELLENBOSCH MUNICIPALITY**  
Closest town: **JAMESTOWN**  
Established: **1900**  
Structures: **10**

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**TOWN LEVEL MAP**

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**HISTORY AS TOLD BY THE COMMUNITY**

Most residents were born in the settlement. The settlement is located on private land. Some community members pay rent to the land owner.

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**SUMMARY**

Prokoopies is a medium density settlement, located on 50% municipally owned and 50% privately owned land, zoned as agricultural and located outside the urban edge. In Jamestown, it is preferred that land zoned for agriculture should be used for agriculture and related purposes as opposed to using arable land for residential purposes. The community experiences locational risks such as being located in a flood prone area. The absence of a storm water drainage system further exacerbates the problem and water logging occurs. The community also experiences man-made hazards such as a poor street network and inadequate sanitation and waste management. Although the settlement has excellent access to educational amenities and a clinic, there are no hospitals or socio-economic amenities within a close radius of 5km. The settlement is ideally suited for urgent relocation as it consists of only 10 households and could be relocated to a housing project in Jamestown. If relocation does not occur, it will take some time for the municipality to explore expropriation options. Additionally, it will be problematic to spatially organise the community as the settlement is located on a sewer servitude. By relocating the settlement, the community will have access to adequate basic services, good shelter, improved access to socio-economic amenities and an improved quality of life.

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**SHORT TERM INTERVENTIONS**

- Apply concrete to community dug out channels.  
- Fix 2 toilets and improve sanitation maintenance.  
- Assess the feasibility of providing an additional tap and improving water pressure.  
- Provide 7 electrical connections to meet the shortfall.  
- Ensure that the community understands the purchasing of electronic units.  
- Ensure that all households have an individual bin and black bags are distributed regularly.  
- Social facilitation is needed to support the community with developing a leadership structure that will represent the community in interactions with the municipality.

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COMMUNITY PRIORITIES

Short term:
- **Access to shelter**
  Current shelters have very little space for a family and children sleep with adults.
- **Security of tenure**
  Residents want access to land and services to build a house.
- **Access to electricity**
  In winter there is a high risk of fires occurring, the wind blows the candles and it is not safe.
- **Access to employment opportunities**
  Access to job opportunities are needed as youth cannot get jobs.
- **Access to sanitation**

COMMUNITY READYNESS

- **Leadership:** Other
- **Leader relations:** None
- **Relationship with municipality:** Very bad

ASSESSMENT

The settlement does not have a leadership structure and reports having a very bad relationship with the municipality. Social facilitation is needed to support the community in capacitating and developing a leadership structure that will represent the community in interactions with the municipality.

DEMOGRAPHICS

- **10 structures**
- **10 households**
- **30 people**

COMMUNITY VOICES

The municipality must keep promises and not only be interested in us during election time and then afterwards disappear. We feel that the municipality thinks nothing about us and only serves its own interests.

PLANNING RELATED ISSUES

- **Land ownership:** Municipality 50% Private 50%
- **Zoning:** Agriculture
- **Servitude:** Sewer
- **Household density:** 63 HH/Ha
  (HH/Ha - households per hectare)

Evaluation of categorisation

As the settlement of Prokoopies was established 116 years ago, the community has strong ties to the town and area. Prokoopies is located in Jamestown, where housing is urgently required. The medium density settlement only has 10 households. It is zoned agricultural, located outside the urban edge and on 50% municipally owned and 50% privately owned land. In the town, agricultural land needs to be used for agricultural purposes only as the municipality does not want arable land to be used for residential purposes. As the land is not completely owned by the municipality and the particulars of the zoning and servitude indicate limitations, the settlement does not have long term development potential. The municipality should therefore relocate the community to a housing project in Jamestown on Farm 527. Although the community will be relocated, residents will still be located in the same town and will have access to adequate basic services and experience an improved quality of life.

Comment on past relocation attempts

No relocation or municipal plans are in place.
SETTLEMENT PROFILE: PROKOOPIES

HAZARDS AND RISKS

Natural
- Flood prone area
- Rock falls

Man-made
- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Water logging drainage

Assessment
The community experiences locational risks such as being situated in a flood prone area and on a sewer servitude. Other man-made hazards include inadequate sanitation and waste management, a poor street network and water logging drainage. These risks are attributed to a lack of basic services (such as an absence of a storm water drainage system) and a lack of spatial configuration, which does not have clear pedestrian and vehicular routes. The community has reported that big trees surround the settlement and that residents of formal housing put pressure on community members as they are backyard dwellers. The municipality can do very little to intervene as the settlement is located on 50% municipally owned and 50% privately owned land. Through relocating the settlement to a nearby housing project the community’s quality of life will significantly improve.

BASIC SERVICES

Service assessment
The settlement has average access to basic services. The only reported shortfalls are 7 legal prepaid electrical connections and that all households need individual bins. The community relies on community dug out channels for storm water drainage. The municipality needs to ensure that community dug out channels are concreted to improve storm water drainage in the settlement. General maintenance in the settlement occurs every two months and is generally poor: sanitation services need to be repaired, water pressure is a problem and electricity units are irregular. Social facilitation is needed to develop a leadership structure in the settlement, to establish regular maintenance schedules and a reporting protocol that ensures that the municipality is aware of broken infrastructure and ensures opportunities for the community to take ownership of infrastructure in the settlement.

SANITATION

Working ratio 1:3
Shortfall 0
Of 4 flush toilets 2 are working and 2 need to be fixed. The toilets are maintained by the municipality. Community members reported that they lock their toilets and that keys are for community members only so as to avoid blockages and overflow.

WATER

Working ratio 1:10
Shortfall 0
1 communal standpipe is located on the edge of the settlement and maintained by the municipality. The community reported that it is inconvenient to have only 1 tap and that the water pressure is low.

ELECTRICITY

3 Pre-paid
7 Shortfall
There are 3 prepaid legal connections and a shortfall of 7 legal electrical connections. The community reported that the electric units are never regular.

WASTE

Waste management: Individual bins
The community has individual bins, waste is collected weekly by the municipality. The community reported that not everyone in the settlement has bins and that black bags are not distributed. The municipality needs to ensure that all households have an individual bin and that black bags are distributed regularly.
SETTLEMENT PROFILE: PROKOOPIES

SOCIO-ECONOMIC AMENITIES

The community has excellent access to educational amenities. Most children (75-100%) attend school in the settlement. The pre-school, primary and secondary school are located less than 500m away from the settlement which is a 5 minute walk. Access to health facilities is varied. The community has access to a clinic which is 2,5km from the settlement but no access to a hospital. Transport to and from the closest hospital should be provided. The community has access to community facilities such as a church, community hall and a sports facility.

ECONOMIC SERVICES
- None

SOCIAL SERVICES
- Church
- Community hall
- Sports facility

EMPLOYMENT PROFILE
% of employed men and women

A large portion of men in the settlement are employed as farm labourers. All employed women in the settlement work as domestic workers. These are low income and low skill level types of employment. The municipality needs to ensure that it facilitates skills capacity workshops and vocational training to allow people to attain more skills. Additionally, the municipality should encourage entrepreneurial behaviour, especially amongst women.
**SETTLEMENT PROFILE**

**Langrug**

**Municipality:** STELLENBOSCH MUNICIPALITY  
**Closest town:** FRANSCHHOEK  
**Established:** 1992  
**Structures:** 2277

**HISTORY AS TOLD BY THE COMMUNITY**

The settlement was established when people were evicted from the farms around Franschhoek.

**SUMMARY**

Langrug is a very high density settlement, located on municipally owned land, inside the urban edge and zoned residential. The community experiences locational risks such as being situated on a slope, in a flood prone area and being at risk of rock falls. The settlement is ideally suited for in situ upgrading. The IDP records the intention to upgrade services in the settlement - these plans have also been communicated to the community. Based on this analysis, the settlement is well suited for this categorisation. The settlement has varied access to basic services. Through implementing short term interventions, basic service provision will be improved and shortfalls alleviated. The municipality should assess the feasibility of using service providers to provide sanitation and water services as well as developing a monitoring and evaluation system that keeps service providers accountable. The community is well-located to a clinic, educational and socio-economic amenities. Transport should be provided to and from the hospital, especially in the case of emergencies. The municipality should prioritise engaging with the community and foster a relationship that harnesses growth and improvements in the settlement. Social movements in the settlement should encourage community saving schemes to create sustainable livelihoods that will provide a good quality of life to those who have been living in the settlement for 24 years.

**SHORT TERM INTERVENTIONS**

- Apply concrete to areas that have community dug out channels.
- Fix 83 flush toilets.
- Provide 480 flush toilets and 93 taps to meet respective shortfalls.
- Improve how the settlement's service provider, who oversees flush toilets and taps, is managed.
- Provide more street lights as well as 1500 prepaid electrical connections to meet the shortfall.
- The municipality should provide additional skips and regularly distribute black bags.
- The social movement in the settlement along with the leadership should work together and facilitate ongoing engagements with the municipality.

COMMUNITY PRIORITIES

**Long term:**
- **Security of tenure**
  This is important to ensure that the land belongs to the community.
- **Access to shelter**
  The community needs houses for access to services and because houses are safer than shacks.
- **Access to employment opportunities**
  We need these to support our families and for our individual benefit.
- **Access to health facilities**
  The clinic and hospital are too far away so we need a mobile clinic.
- **Storm water and flooding management**
  We need storm water management to stop flooding and soil erosion.

**COMMUNITY READINESS**

- **Leadership:** Leadership committee
- **Leader relations:** Generally cooperative
- **Relationship with municipality:** Average

**ASSESSMENT**

There is general co-operation between leaders who coordinate but they do not always reach agreements. The community meets at least once a month and is a member of a social movement. The community convenes a general meeting when necessary and has an average relationship with the municipality. The social movement along with the leadership should work together and facilitate ongoing engagements with the municipality.

**DEMOGRAPHICS**

- **Structures:** 2200 residential, 40 residential & bus, 12 businesses, 25 community
- **Households:** 2700
- **People:** 8100

**COMMUNITY VOICES**

We have a good relationship with the municipality. There is a lot of discussion with the municipality around allocation of budgets and communication between the municipality and the leaders. We need to review the Memorandum of Understanding between the municipality and the community.

**PLANNING RELATED ISSUES**

- **Land ownership:** Municipality 100%
- **Zoning:** Residential
- **Servitude:** None
- **Household density:** 297 HH/Ha
  (HH/Ha - households per hectare)

**Evaluation of categorisation**

The high density settlement, located on municipally owned land and inside the urban edge, is suitable for in situ upgrading. The municipality has plans to upgrade water, sanitation, electricity and storm water management services. This analysis supports these plans as the community is well located to health, educational and socio-economic amenities. There is also an existing leadership structure and a strong social movement that provides a link between the broader community and the municipality.

**Comment on past relocation attempts**

The community reported that there are no relocation plans for the settlement. Municipal plans exist and water, sanitation, electricity, roads and storm water will be provided.
HAZARDS AND RISKS

Natural
- Flood prone area
- Rock falls
- Slope greater than 18
- Fire
- Floods
- Strong winds

Man-made
- High density
- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Water logging drainage
- Waterborne diseases

Assessment
The community experiences locational risks such as rock falls, being situated in a flood prone area and on a slope greater than 18. The settlement experiences man-made risks such as high density, inadequate sanitation and waste management, a poor street network, water logging drainage and waterborne diseases. Short term interventions can improve priorities such as flood management, especially if concrete is applied to community dug out channels. The settlement is ideally suited for in situ upgrading. It is located on municipally owned land and zoned residential. Through upgrading, the settlement’s basic service delivery will be improved. Through reblocking and spatially organising the settlement, access/egress to the settlement will improve as well as mitigate risks of rock falls. The community reports social issues such as crime, community protests, petty crime, drug and alcohol related abuse. The police patrols every hour at night and there is a mobile police station. The municipality along with the social movement should set up cluster groups that are responsible for creating passive surveillance environments and that hold criminals accountable for their actions. The municipality should provide social support, rehabilitation and increased awareness of drug and alcohol related abuse.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
This very high density settlement has poor access to basic services, high shortfalls and a lack of adequate infrastructure maintenance. The settlement has a variety of storm water management systems such as community dug out channels, culverts and pipes. The municipality should apply concrete to community dug out channels for improved storm water management. General maintenance in the settlement takes 2 months. The community reports maintenance issues to the community leadership. The municipality should improve how it monitors the sanitation and water services provider as well as assess the feasibility of providing the shortfall of sanitary services. Electrical shortfalls should be addressed and implemented incrementally to reduce fire risks in the settlement. The municipality should work with the community and implement short term interventions to improve the quality of life in the settlement.

SANITATION

Working ratio 1:45
Shortfall 480

There are 143 flush toilets, 60 are working and 83 need to be fixed. 480 toilets need to be provided to meet the shortfall. Toilets are supplied by a service provider. The community reports that these are not properly maintained.

WASTE

Waste management: 7 Municipal skips

There are 7 municipal skips. Waste is collected by the municipality on a weekly basis. The community reports that they need additional waste skips and black bags. The municipality should provide additional skips and regularly distribute black bags.

WATER

Working ratio 1:180
Shortfall 93

57 communal standpipes are located inside the settlement and maintained by a service provider. Provide 93 taps to meet the shortfall. The toilets are far way and especially inaccessible to use at night.

ELECTRICITY

1200 Pre-paid
1500 Shortfall

There are 1200 legal connections and 36 street lights. There is a shortfall of 1500 electrical connections.
Access to health facilities is varied. The community has access to a clinic located 2.5km away which is a 30 minute walk. The hospital is located more than 5km away and it takes 1 hour walk for the community to access it. The community has excellent access to educational amenities. The preschool is located inside the settlement. The primary and secondary school are located less than 1km away, which equates to a 10 minute walk. The community has access to spaza shops, churches and to a police station.

Community members are employed in the farming sector, at restaurants and engage in gardening and domestic work. Farm work can be seasonal by nature and leave households in vulnerable positions for parts of the year when work is scarce. Other forms of employment present in the community are low-skill and low-income jobs such as gardening, restaurant and domestic work. The municipality needs to assist these households in sustaining a good quality of life through extending the EPWP and CWP programmes to this community. Local government can implement skills upgrading and vocational training projects to increase access to employment opportunities for these communities.
SUMMARY

Klein Mooiwater is a very high density settlement located on provincially owned land, zoned residential and located inside the urban edge. The community experiences locational risks such as being located next to a road and on a sewer servitude. The IDP has plans in place that involve upgrading the gravel roads to tar roads. Based on the analysis, the settlement is well suited for in situ upgrading. Residents located on the sewer servitude should be relocated to GAP housing projects in the area. The settlement has varied access to basic services. Through implementing short term interventions, basic service provision can be improved and shortfalls alleviated. The community is well located to a clinic, educational and socio-economic amenities. Transport should be provided to and from the hospital, especially in the case of emergencies. The municipality should prioritise engaging with the community and foster a relationship that harnesses growth and improvements in the settlement.

SHORT TERM INTERVENTIONS

- Apply concrete to community dug out channels.
- Provide 14 toilets to meet the short fall.
- Assess whether it is feasible to provide another form of sanitation service.
- Provide 1 tap and fix 1 tap.
- Provide 30 electrical connections to meet the shortfall.
- Provide a municipal skip and individual household bins for more organised waste management. This is important as waste is thrown into 2 common areas outside the settlement and collected by the municipality on a weekly basis.
- Social facilitation is needed to develop a leadership structure in the settlement and to formulate formal working groups.
- The municipality should also build a relationship with the community.

COMMUNITY PRIORITIES

Long term:

- **Access to water**
  The settlement only has 3 taps that serve more than 60 families.

- **Access to sanitation**
  There are only 3 toilets that serve more than 60 families.

- **Access to electricity**
  Each family has its own electric box.

- **Access to shelter**
  The community wants access to a decent shelter.

COMMUNITY READINESS

- **Leadership:** No leaders
- **Leader relations:** None
- **Relationship with municipality:** None

ASSESSMENT

The settlement does not have a leadership or a relationship with the municipality. Social facilitation is needed to develop a leadership structure in the settlement and to form formal working groups. The municipality should also build a relationship with the community.

DEMographics

- **60 structures**
- **68 households**
- **204 people**

COMMUNITY VOICES

The municipality must come and visit to see the living conditions of the people.

PLANNING RELATED ISSUES

- **Land ownership:** Provincial 100%
- **Servitude:** Sewer
- **Zoning:** Residential
- **Household density:** 148 HH/Ha
  (HH/Ha - households per hectare)

**Evaluation of categorisation**

Klein Mooiwater settlement is located in Mooiwater and was established 19 years ago. The community experiences locational risks such as being situated next to a local road. It is also a very high density settlement. The IDP has earmarked the area’s gravel roads to be upgraded to tar roads. The area is listed as a strategic focus area to assist communities with dignified living. The settlement is well suited for in situ upgrading. Residents located on the sewer servitude should be relocated to GAP housing sites in Mooiwater, which will also alleviate the high densities in the settlement. Through upgrading the settlement man-made risks will be alleviated.

**Comment on past relocation attempts**

No relocation or municipal plans are in place.
HAZARDS AND RISKS

Natural
- Road side (3m from local road)

Man-made
- High density
- Inadequate sanitation
- Poor street network
- Water logging and drainage

Assessment
The settlement is located next to a road and on a sewer servitude. The community faces risks such as high densities, inadequate sanitation, a poor street network and water logging drainage. The community also experiences strong winds. However the incidence of these are not significant. Through upgrading and spatially organising the settlement, locational and man-made risks can be mitigated. The community reported that social issues such as crime, alcohol and drug related violence are present in the settlement. The municipality together with the police should support the development of neighbourhood watch groups and programmes to those battling with drug and alcohol related abuse. The community and the police should develop a reporting protocol when crime occurs in the settlement.

BASIC SERVICES

Service assessment
The settlement has varied access to basic services. The community reports that general maintenance usually takes more than 2 months and that maintenance issues are reported to the councillor. As there is no storm water drainage system, the community relies on community dug out channels. The municipality needs to install concrete channels and provide culverts. Short term interventions have been identified and include infrastructure improvements and alleviating shortfalls. The municipality needs to assess the feasibility of providing improved sanitation services other than chemical toilets. It is imperative that the municipality facilitates regular engagements with the community so that basic service provision can be improved.

SANITATION

Working ratio 0
Shortfall 14
There are 3 chemical toilets, which are maintained by a service provider. Of these 0 toilets are working and there is a shortfall of 14 toilets.

WASTE

Waste management: Common area outside settlement
Waste is thrown into two common areas outside the settlement where the municipality collects it on a weekly basis. Black bags are distributed irregularly. The community reported that residents would like wheelie bins. The municipality should provide a municipal skip inside the settlement and individual household bins for more organised waste management.

WATER

Working ratio 1:23
Shortfall 1
Of 3 communal standpipes in the settlement, only 2 are working and 1 needs to be fixed. There is a shortfall of 1 tap. The taps are maintained by the municipality. The community reported that it would like 2 families to use 1 tap.

ELECTRICITY

30 Pre-paid
2 Street lights
There are 30 legal and 30 illegal connections. The settlement has 2 street lights. The community reported that they require an electrical box per family.
SOCIO-ECONOMIC AMENITIES

The community’s access to health facilities is varied: a clinic is located 2.5km and a 30 minute walk away. The hospital is located more than 5km and an hour’s walk away. The settlement has good access to educational amenities. The pre-school is located less than 1km away and the primary and secondary schools are both 2.5km away. The community has access to spaza shops and community facilities such as a church, sports facility and a police station.

EMPLOYMENT PROFILE

Community members are predominantly (55%) employed in the farming sector. Farm work can be seasonal in nature and leave households in vulnerable positions for parts of the year when work is scarce. Other forms of employment in the settlement are low-skill and low income jobs such as gardening, security work and EPWP jobs. The municipality needs to assist these households in sustaining a good quality of life by extending more EPWP and CWP programmes to this community. Local government should implement skills upgrading and vocational training projects to increase access to employment opportunities for this community.
Upper Graveyard

Municipality: STELLENBOSCH MUNICIPALITY
Closest town: JAMESTOWN
Established: 1989
Structures: 71

SUMMARY

Upper Graveyard is a high density settlement, located on municipally owned land, zoned residential and located inside the urban edge. The community experiences locational risks such as being situated on a slope, under power lines and on sinking soil. Man-made hazards include inadequate sanitation and a poor street network. The settlement has average access to basic services. The community reports that the settlement has no storm water drainage system, no street lights, weak electrical connections and that residents need more skips. General maintenance takes more than 2 months. The settlement is well suited for in situ upgrading and is well aligned with the IDP’s plans for the settlement. Risks can all be mitigated through implementing short term interventions that will address basic service shortfalls and improve existing infrastructure. Settlement upgrading will allow for a spatially organised settlement. The community is well located to a clinic, educational and socio-economic amenities. Transport should be provided to and from the hospital, especially in emergency cases. The community has reported that residents need access to employment opportunities. Community members are largely employed as farm labourers. The municipality should implement skills upgrading and vocational training in an attempt to increase access to employment for this community formulating working groups to implement community priorities and needs.

HISTORY

AS TOLD BY THE COMMUNITY

Most community members were staying on the farm. After the farmer chased them away, they started building informal houses. In 2009 the municipality was forced to move the group to Upper Graveyard 2 because in their old settlement the community had experienced many fires, flooding, strong winds and trees falling on their houses.

SHORT TERM INTERVENTIONS

• Fix 10 toilets.
• Assess the feasibility of providing the community with a better type of sanitation service.
• Provide street lights and improve the quality of electrical connections.
• Provide additional skips and regularly distribute black bags.
• Facilitate active engagements with the community’s leadership and assist in formulating working groups to implement community priorities and needs.

SETTLEMENT PROFILE: UPPER GRAVEYARD

DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Structures</th>
<th>Households</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>71</td>
<td>68</td>
<td>204</td>
</tr>
</tbody>
</table>

COMMUNITY PRIORITIES

Short term:
- **Access to shelter**
  We need houses and our shelters are too small.
- **Access to employment opportunities**
  We need skills development and jobs to sustain our lives.
- **Access to sanitation**
  We need 1 toilet per family so that we can maintain it.
- **Access to health facilities**
  The hospital is far. The clinic closes at four and does not open over the weekend. The ambulance takes 4 hours to get to the settlement.
- **Storm water and flooding management**
  There is nothing in place for storm water.

COMMUNITY READINESS

- **Leadership**: Leadership committee
- **Leader relations**: Healthy
- **Relationship with municipality**: Bad

ASSESSMENT

The community has an established leadership committee that shares a healthy internal relationship as leaders cooperate and respect each other. The community only meets when necessary and reported that the relationship with the municipality is bad. The municipality should actively engage with the community’s leadership and assist with formulating working groups to implement community priorities and needs.

COMMUNITY VOICES

The municipality must communicate with us in terms of upgrading and development in the area.

PLANNING RELATED ISSUES

- **Land ownership**: Municipality 100%
- **Servitude**: None
- **Zoning**: Residential
- **Household density**: 86 HH/Ha
  (HH/Ha - households per hectare)

Evaluation of categorisation

Upper Graveyard settlement is located in Jamestown and was established 27 years ago. The municipality is currently in the process of procuring professional turnkey teams to assist with delivering a number of projects identified in the Integrated Housing Settlement Plan. Priority projects include Jamestown and Farm 527 (570 units). In line with the SDF, housing opportunities and informal settlement upgrading in the municipality occurs in a dispersed manner. Based on the settlement’s analysis, it is well suited for in situ upgrading. Through the process of upgrading, residents who are located under power lines and on sinking soil, should be spatially organised to mitigate locational risks. Additional risks, such as inadequate sanitation and a poor street network, can be improved through upgrading the settlement.

Comment on past relocation attempts

The community reported that the municipality has identified the settlement for relocation to a housing project.
SETTLEMENT PROFILE: UPPER GRAVEYARD

HAZARDS AND RISKS

Natural
- Sinking soil
- Slope greater than 18
- Under power lines

Man-made
- Inadequate sanitation
- Poor street network

Assessment
The settlement is located on a slope, under power lines and on sinking soil. The community faces risks such as inadequate sanitation and a poor street network. The community experiences fires and strong winds but these instances are not significant. Through upgrading and spatially organising the settlement, locational and man-made risks can be mitigated. The community reported that the police does not come to the settlement even when residents report criminal activities. With the support of law enforcement, the municipality should set up a mobile police unit to service the settlement. The community experiences social issues such as alcohol and drug abuse. The municipality should facilitate support and rehabilitation programmes and create awareness around drug and alcohol related abuse.

BASIC SERVICES

Service assessment
The settlement has average access to basic services. The community reported that the settlement has no storm water drainage system, no street lights, weak electrical connections and that residents need more skips. General maintenance takes more than 2 months. There are 35 chemical toilets and no sanitation shortfall. The municipality needs to assess the feasibility of providing better sanitation services. The municipality should also assist the community with maintaining water services as well as improve waste management through providing additional skips and regularly distributing black bags.

SANITATION

Working ratio 1:2  
Shortfall 0

35 chemical toilets are maintained by a service provider. 10 need to be fixed and there is no shortfall. The community reported that the toilets are located far from the residents’ structures. At night this is dangerous. Some people use the toilets for drugs.

WATER

Working ratio 1:34  
Shortfall 1

2 communal standpipes are located inside the settlement and maintained by the community.

WASTE

Waste management: 2 Municipal skips

There are 2 municipal skips and waste is collected by the municipality. Black bags are distributed irregularly and waste is collected weekly. The community has reported that the number of skips is insufficient to collect all the waste. In addition, other people, from outside the settlement, also throw waste in the existing municipal skips.

ELECTRICITY

68 Pre-paid

There are 68 prepaid electrical connections and 0 street lights. The community reported that electricity is very weak and that residents cannot use multiple appliances at once.
Socio-Economic Amenities

The community’s access to health facilities is varied. The clinic is located 2.5 km away which is a 30 minute walking distance. The hospital is located more than 5 km away, which is an hour’s walking distance. The settlement has good access to educational amenities. The preschool is located inside the settlement and the primary and secondary schools are located less than 1 km away, which is a 10 minute walking distance. The community has access to socio-economic amenities such as a spaza shop and a church.

Economic Services
- Spaza shops

Social Services
- Church

Employment Profile

% of employed men and women

- 65% Farm work
- 15% Domestic work
- 10% Construction work
- 5% Gardening
- 5% Restaurant

Community members are predominantly (65%) employed as farm labourers. This work can be seasonal or temporary and can leave households in vulnerable positions if they are without a steady income for periods of time. The municipality should implement skills upgrading and vocational training in an attempt to increase access to employment for this community. It should also extend the EPWP and CWP programmes to stimulate employment. The municipality should consider assisting innovative people with small businesses by introducing support for entrepreneurs.
SETTLEMENT PROFILE

Slabtown

Municipality: STELLENBOSCH MUNICIPALITY
Closest town: STELLENBOSCH
Established: 1993
Structures: 37

TOWN LEVEL MAP

HISTORY AS TOLD BY THE COMMUNITY

This place used to be Du Toit station and people used to live in the bush. This is the reason they were looking for a place to live. There was a court case between the community and the municipality in 1995. The court decided that the community must stay and that the municipality must provide services.

SUMMARY

Slabtown is a very high density settlement located inside the urban edge, on an electrical servitude and on municipally owned land zoned for transportation use. The settlement is adjacent to an industrial hazard, is located close to a railway line and in an area prone to flooding. Although, initially the settlement’s locational characteristics made it unfavourable for long term development, this analysis finds that it could be categorised for in situ upgrading. The settlement could adequately sustain this community if basic service delivery to the community is improved so that residents can access electricity, if an effective waste management system is introduced, concrete drainage channels are installed, a border fence is placed around the community and if employment opportunities are generated. The settlement is well located in the town of Stellenbosch. Upgrading would be subject to the condition that an independent investigation can demonstrate that the risks posed by the railway servitude and the industrial hazard can be mitigated so that they will not detrimentally affect the well-being of the community. The municipality must establish a working relationship with the community as this will greatly improve the efficiency of an upgrading project as well as allow for a community-led approach to development. If the investigation finds that the proximity of the industrial hazard and railway line are not suitable for development, then a portion or the entire settlement may have to be relocated. This would, nevertheless, require the municipality to provide adequate basic services to the community.

SHORT TERM INTERVENTIONS

- Provide a municipal skip and regularly distribute black bags.
- Install prepaid electrical connections to households.
- Contract community members who clean and maintain toilets.
- Establish a working relationship with the community.
- Install concrete storm water channels.

COMMUNITY PRIORITIES

**Short term:**
- **Access to electricity**
  We need access to electricity because candles are a fire risk.
- **Access to employment opportunities**
  Youth and men have no access to employment.
- **Shelter**
  We need access to decent shelter.
- **Fencing**
  We need to secure the settlement and avoid criminals from using our settlement as a hiding spot.
- **Skips or black bags for waste.**
- **Formal leadership structure**
  There are currently no leaders in this community.

DEMOGRAPHICS

- **37 Structures**
- **37 Households**
- **111 People**

COMMUNITY READINESS

- **Leadership:** No leadership
- **Leader relations:** None
- **Relationship with municipality:** None

ASSESSMENT

There is no leadership structure in the settlement and the community does not hold any community meetings. The community does not conduct formal meetings with the municipality but residents do report regular contact. There is no relationship between the municipality and the community. The municipality must establish a working relationship with the community.

COMMUNITY VOICES

We want electricity and we are even willing to contribute towards it if possible. We were promised houses in the Klapmuts project, but no one has been provided with a key to a house.

PLANNING RELATED ISSUES

- **Land ownership:** Municipality 100%
- **Zoning:** Other
- **Servitude:** Railway
- **Household density:** 371HH/Ha

Evaluation of categorisation

This very high density settlement is situated on municipally owned land, on a railway servitude, near an industrial hazard and in an area prone to flooding. Residents of Slabtown experience flooding and strong winds, fires from the use of candles and combustion stoves, inadequate waste management, drainage issues and waterborne diseases. The community is well located to educational facilities, a clinic and a police station but to nothing else. The community is largely unemployed. The municipality reports that it is planning to relocate the settlement to a housing project that is still in its conceptual stages and not yet on the housing pipeline. This means that, in the next 5 years at least, this community will not receive housing. Therefore, this analysis deems the settlement suitable for long term development and in situ upgrading on condition that an independent investigation can demonstrate that the risks posed by the railway servitude and industrial hazard can be mitigated so that they will not detrimentally affect the well-being of the community. Therefore, this analysis prematurely categorises this settlement for in situ upgrading. The municipality will also need to submit an application to change the zoning of the land. If the investigation finds that the proximity of the industrial hazard and railway line is not suitable for development, then a portion or the entire settlement may have to be relocated.

Comment on past relocation attempts

The community reports that there are no plans to relocate the settlement, no municipal plans for the settlement and that the settlement is not under threat of relocation. The municipality reports that it plans to continue basic service provision to the settlement and that the settlement is up for relocation to a housing project in Cloetesville. The project, however, is still in the conceptual stage and not yet placed on the housing pipeline.
SETTLEMENT PROFILE: GHIFF

HAZARDS AND RISKS

Natural
- Flood prone area
- Floods
- Strong winds
- Industrial hazards
- Railway track

Man-made
- Inadequate waste management
- Poor street network
- Water logging and drainage
- Waterborne diseases

Assessment
The settlement is located near a railway line, close to an industrial site, in a flood prone area and experiences flooding and strong winds. Man-made risks include inadequate waste management, a poor street network, water logging and drainage issues and waterborne diseases. Through in situ upgrading and settlement reblocking the municipality should spatially reorganise the settlement to minimise the effects of the railway line, the industrial hazards, the poor street network and the potential effect of fires and strong winds. The municipality must implement a waste management system that adequately addresses the problems experienced. The plan should provide a municipal skip that is regularly serviced and the distribution of black bags. The municipality should also install concrete storm water drainage channels to mitigate water logging. The lack of electricity and the resultant reliance on candles and combustion stoves means that the community is at risk of being adversely affected by fires. The community reports that residents suffer from colds and TB. As access to the settlement is not controlled, the community indicates that many fugitives commit crimes and flee to the settlement for cover. The police must be notified and respond accordingly when the community calls for assistance. The municipality must ensure that this community has sufficient access to health care.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
The community experiences average access to basic services with no water or sanitation shortfalls but also no access to electricity as well as an ineffective waste management system. General maintenance usually takes 1 week to complete. The municipality should provide prepaid electrical connections to the community. The proximity of a bridge or railway line should not be a determining factor for electricity provision. A street light should also be installed near the water taps. Social facilitation is needed to capacitate residents to look after their infrastructure. This can start by employing community members who maintain the toilets. The municipality must keep ensuring that the community’s basic service requirements are adequately met.

SANITATION

Working ratio 1:4  Shortfall 0

There are 10 working flush toilets and no shortfalls. The toilets are maintained by the community who reports that people come to smoke drugs and vandalise the toilets. The community wants the municipality to give residents a contract to clean the toilets.

ELECTRICITY

0 Prepaid

There is no access to electricity in the settlement. The community was told that the municipality cannot connect Slabtown due to the settlement’s proximity to the bridge. There are 2 working street lights. The community reports that electricity will make a big difference.

WATER

Working ratio 1:19  Shortfall 0

2 working communal standpipes are located inside the settlement and maintained by the municipality. There is no shortfall but the community reports that residents feel unsafe at night when using the taps.

WASTE

Common area outside settlement

Waste is deposited in a common area outside the settlement. It is collected by the municipality on a weekly basis but black bags are not distributed. The community reports that residents want a municipal skip.
**SETTLEMENT PROFILE: GHIFF**

**SOCIO-ECONOMIC AMENITIES**

The community has good access to educational facilities with a pre and primary school nearby and the secondary school within a 30 minute walk. The settlement is located near a clinic, but does not have access to a hospital. The municipality needs to ensure that community members in need of urgent medical attention have access to the hospital. The only other socio-economic amenity available to the community is a police station.

**ECONOMIC SERVICES**

- None

**SOCIAL SERVICES**

- Police station

**EMPLOYMENT PROFILE**

% of employed men and women

- **40%** Social grants
- **30%** Recycling
- **30%** Farm work

The majority (40%) of the community is unemployed and relies on social grants as a form of income. A large portion (30%) does recycling work and 60% of women are employed as farm labourers. This work can be seasonal or temporary and can leave households in vulnerable positions if they are without a steady income for periods at a time. The municipality should implement skills upgrading and vocational training in an attempt to increase access to employment for this community. The municipality should also extend the EPWP and CWP programmes to stimulate employment.
Mandela City

Municipality: STELLENBOSCH MUNICIPALITY
Closest town: KLAPMUTS
Established: 1997
Structures: 503

TOWN LEVEL MAP

HISTORY AS TOLD BY THE COMMUNITY
People were relocated from La Rochelle, Klapmuts in 1997. They were moved here for development. It was a blank site that the residents named Mandela City

SUMMARY
Mandela City is a high density settlement located on municipally owned land inside the urban edge. The community suffers from risks associated with a lack of service delivery and natural hazards like fires, floods and strong winds. The municipality has suggested to relocate the community to Franschhoek so that the municipality can build housing on the community’s current site. The municipality’s IDR, however, does not suggest that this site is proposed for a housing project. Neither can the municipality confirm that the entire community will receive housing in a future housing project. The municipality did suggest that the site has been placed on the municipal pipeline for long term upgrading and that the current site is suitable for long term development. This is because it is part of the Klapmuts development node which is predicted to see future growth. This analysis recommends that the settlement should be upgraded in situ to alleviate shortfalls, improve basic service delivery and to significantly increase the well-being of this community. The municipality needs to improve access to water and sanitation services, implement an effective waste management system that also addresses the effect of the nearby garbage dump and improve access to electricity by providing prepaid connections. Furthermore, the municipality should alleviate the locational hazards of flooding and drainage by installing concrete storm water channels and spatially organise the settlement to effectively accommodate high densities as well as mitigate the potential threat of fires and strong winds. The municipality needs to establish a working relationship with the community as this will enhance a community-led development approach. This will include obtaining social facilitation to assist in the formation of a strong leadership structure in the community.

SHORT TERM INTERVENTIONS

• Repair 2 toilets and provide 79 more.
• Install 17 communal standpipes.
• Provide municipal skips.
• Regularly collect waste and distribute black bags.
• Install prepaid electrical connections.
• Install concrete storm water channels.

COMMUNITY PRIORITIES

Long term:
- **Access to water**
  The community wants more taps, more wash facilities and more flush toilets.
- **Access to sanitation**
  The community wants more toilets.
- **Access to electricity**
  The lack of prepaid electricity boxes poses a threat to people’s lives so they need more prepaid electricity meters.
- **Storm water and flooding management**
  The community needs more storm drains to push water away from their doorstep.
- **Tenure security**
  If we can get land tenure some of our communities can build their own formal houses to lighten the work of government.

COMMUNITY READINESS

- **Leadership:** Leadership committee
- **Leader relations:** Competitive
- **Relationship with municipality:** Very bad

ASSESSMENT

Although a leadership committee is present in the settlement, the working relationship between leaders is not good as they compete with each other. Community meetings are held on a weekly basis. The community meets with the municipal Department of Informal Settlements once a year and reports that the relationship with the municipality is very bad. They usually meet to discuss development plans.

DEMOGRAPHICS

- **503**
  492 residential
  6 residential & business
  5 community

- **492**
  Households

- **1476**
  People

COMMUNITY VOICES

We want the electricity programme to be rolled out to each household. We need more toilets and refuse skips and bins if black bags are not handed out on a regular basis. The municipality must have an open door policy and ambulance. The fire brigade must respond quicker.

PLANNING RELATED ISSUES

- **100%** Land ownership: Municipality 100%
- **Servitude:** None
- **Zoning:** Other
- **Household density:** 252HH/Ha

Evaluation of categorisation

This high density settlement experiences locational hazards and risks associated with a lack of basic service delivery. It is located on a site which the community claims the municipality intends to develop as a housing project. For this reason the municipality wishes to relocate the community to Franschhoek. The community is refusing to move unless members receive service sites in their new location. As broad proposals for the area, the latest IDP lists new scheduled housing projects in Klapmuts. However, this analysis does not assume that these projects have been scheduled for the current site of Mandela City because, it seems, that the latest IDP does not list this site in its development proposal. The municipality, however, indicated that the site is in the municipal pipeline for long term upgrading and that layout plans are in the conceptual phase of development. This site should be upgraded in situ as it is suitable for long term development. This will enable residents of Mandela City to receive adequate basic services as well as mitigate locational slips a line below hazards.

Comment on past relocation attempts

According to the community, the municipality wants to relocate the settlement so that it can develop housing on the site. The municipality suggested that the community be relocated to a site in Franschhoek, but the community will only move if community members receive service sites in the new location. The settlement is under threat of relocation. The municipality reports that there are no plans to relocate the settlement but that the settlement is on the housing pipeline for a long term upgrade and that lay out plans are being developed.
SETTLEMENT PROFILE: ERF 64

HAZARDS AND RISKS

**Natural**
- Flood prone area
- Floods
- Fire
- Strong winds
- Waste dump
- Water body
- Rock falls

**Man-made**
- High density
- Inadequate sanitation
- Inadequate waste management
- Water logging and drainage

**Assessment**

The settlement is located near a water body and waste dump in an area prone to flooding. The community suffers from fires, floods, strong winds and experiences inadequate sanitation, inadequate waste management, water logging and drainage issues, and high density. The municipality needs to mitigate these locational hazards and risks to better the community’s well-being. The municipality also needs to install concrete storm water drainage channels to mitigate flooding and water logging issues, alleviate sanitation shortfalls and introduce an effective waste management system. In addition, the municipality needs to spatially reorganise the settlement to mitigate the effects of the natural hazards and to accommodate the high density. Social problems include violent crime related to alcohol and drug abuse and violent community protests. The municipality must repair broken street lights and increase visible police presence to reduce levels of crime. The municipality also needs to implement substance abuse support and awareness programmes to assist in reducing alcohol and drug related violence.

SETTLEMENT MAP

**Basic Services**

**Service assessment**

The settlement has poor access to basic service delivery. There is a large water and sanitation shortfall, no regular waste collection system, a lack of legal electrical connections and broken street lights. Maintenance takes approximately 1 month to be carried out. The community usually reports issues to the local councillor. The municipality is obligated to alleviate sanitation and water shortfalls as well as implement a waste management strategy that includes providing municipal skips, regularly distributing black bags and regularly collecting waste. Furthermore, the municipality should implement a maintenance and operations plan together with the community so that residents are capacitated to maintain their infrastructure. Additionally, the municipality must provide prepaid electrical connections to households currently relying on illegal connections.

**Sanitation**

**Working ratio 1:28**

- 18 working flush toilets are maintained by a service provider. There is a large shortfall of 81 toilets. 2 toilets need to be repaired.

**Electricty**

**Working ratio 1:164**

- 3 working communal standpipes are located on the edge of the settlement and maintained by the municipality. There is a shortfall of 17 taps. Residents require more individual water facilities as the lack thereof causes fights between residents.

**Waste**

**Common area outside settlement**

Waste is deposited in a common area outside the settlement and is collected by a private service provider irregularly. Black bags are not distributed. The community requests waste collection on a regular basis as well as individual bins.
SOCIO-ECONOMIC AMENITIES

The settlement has average access to educational facilities with a pre- and primary school situated a 30 minute walk away. The secondary school is more than a 30 minute walk away. The municipality must ensure that all learners are able to access schools, especially in winter. This may require implementing a transport service for learners. The community has good access to health care with a clinic less than 500m away but there is no access to a hospital. Given that it takes an ambulance more than 1 hour to reach the settlement, the municipality should ensure that transport is available for people needing to access the hospital, especially in emergencies. The community’s other socio-economic amenities include a church and 4 spaza shops.

ECONOMIC SERVICES

- Spaza shops

SOCIAL SERVICES

- Church

EMPLOYMENT PROFILE

% of employed men and women

- 60% EPWP
- 15% Domestic work
- 15% Winery
- 5% Shopping centre
- 5% Farm work

The majority of community members (60%) are employed as farm labourers. This work can be seasonal or temporary and can leave households in vulnerable positions if they are without a steady income for periods at a time. The municipality should implement skills upgrading and vocational training in an attempt to increase access to employment for this community. The municipality should also continue to extend the EPWP and CWP programmes into this community in order to stimulate employment.
La Rochelle

Municipality: STELLENBOSCH MUNICIPALITY
Closest town: KLAPMUTS
Established: 2010
Structures: 32

TOWN LEVEL MAP

HISTORY AS TOLD BY THE COMMUNITY

People were relocated here from Soopies Hoogte after 32 years of living there.

SUMMARY

La Rochelle is a medium density settlement located on municipally owned land, zoned residential and situated inside the urban edge. The settlement has no locational hazards, but suffers from a lack of basic service delivery that poses a serious risk. The community makes use of chemical toilets, has no waste management system and no access to electricity. The settlement is well located in the Klapmuts development node, although the community reported that residents struggle to access secondary schools. This analysis recommends that the settlement be upgraded in situ. The area and its surrounds have already been earmarked as a larger developmental project, which means that this community can benefit from long term economic activity and development in the region. The municipality needs to establish a working relationship with the community and should adopt a community-led approach to development. The municipality must install flush toilets and implement an effective waste management plan, which includes providing a municipal skip, regularly collecting waste, distributing black bags and installing prepaid electrical connections and street lights in the community. The municipality needs to assist with increasing access to employment opportunities for this community by extending the EPWP programme. It should also investigate why this community established the settlement because residents claim that they were moved here after occupying their previous location for 32 years.

SHORT TERM INTERVENTIONS

- Install concrete storm water channels.
- Provide a municipal skip.
- Introduce regular waste collection and black bag distribution.
- Install prepaid electrical connections.
- Install streetlights.
- Establish a working relationship with the community.

COMMUNITY PRIORITIES

<table>
<thead>
<tr>
<th>Long term:</th>
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| • **Access to electricity**  
  We are longing for electricity. |
| • **Access to water**  
  We need more taps. |
| • **Access to sanitation**  
  We want flush toilets. |
| • **Storm water and flooding management**  
  We need drainage in the settlement. |
| • **Tenure security**  
  We want formal housing with electricity. |

COMMUNITY READINESS

- **Leadership**: Leadership committee
- **Leader relations**: Unspecified
- **Relationship with municipality**: Bad

ASSESSMENT

The community has a formal leadership committee that holds community meetings once a month. The leadership reports meeting with the municipality once a month and that their relationship with local government is bad. The municipality must establish a working relationship with the community.

DEMographics

- **Structures**: 32
- **Households**: 32
- **People**: 96

Community Voices

We are in great need of electricity and a high school.

Land ownership: Municipality 100%

Zoning: Residential

Servitude: None

Household density: 51HH/Ha

Evaluation of categorisation

This medium density settlement is located near to the Klapmuts development node in an area zoned for residential use. Residents experience no locational hazards but the community needs improved access to basic services as community members are compromised by man-made risks of inadequate sanitation and inadequate waste management. The settlement is suitable for long term development and this analysis suggests that the settlement be upgraded in situ. The community reports that the municipality has planned to install flush toilets in the settlement. This could be the first part of upgrading that will bring about a more dignified living environment. The municipality reports that the settlement is in the municipal pipeline for long term upgrading, but no plans have been suggested.

Comment on past relocation attempts

The community reported that there are no municipal plans for relocation, only plans for the provision of sanitation services. The municipality reports that there are no plans for relocation and that the settlement features in the municipal pipeline for a long term upgrade.
SETTLEMENT PROFILE: LOWER GRAVEYARD

HAZARDS AND RISKS

Natural
• None

Man-made
• Inadequate sanitation
• Inadequate waste management
• Water logging and drainage

Assessment
The settlement experiences no significant locational hazards but the community suffers from man-made risks of inadequate sanitation, inadequate waste management, water logging and drainage issues. Therefore the municipality should install concrete storm water channels to alleviate drainage issues. The municipality should replace chemical toilets with flush toilets and implement an effective waste management system that includes the provision of a municipal skip, the regular collection of waste and distribution of black bags. The community reports that there are no street lights, which means that it is very dark at night and makes the settlement more dangerous. The municipality needs to provide adequate street lighting to ensure passive surveillance.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
The settlement receives poor access to basic service delivery. There are no recorded sanitation or water shortfalls but the community still makes use of chemical toilets. The municipality should provide additional communal standpipes and introduce flush toilets into the community. The settlement has no access to electricity and no waste management system. The municipality should install prepaid electrical connections, install street lights to increase passive surveillance at night and implement an effective waste management plan which sees the provision of a municipal skip inside the settlement, the regular distribution of black bags and the regular collection of waste. The municipality should also implement a recycling scheme and make use of the EPWP programme to empower the community to maintain the settlement and keep it clean. Maintenance usually takes 1 month and is reported to a ward committee representative. The municipality should introduce a joint maintenance plan with the community to reduce time required to carry out maintenance.

SANITATION

Working ratio 1:5  Shortfall 0

7 working chemical toilets are maintained by a service provider. There is no shortfall. The community requests more toilets as well as flush toilets.

ELECTRICITY

Pre-paid  Street lights

There is no access to electricity in this settlement and there are no streetlights. The community wants prepaid electrical connections to be installed.

WATER

Working ratio 1:16  Shortfall 0

2 working communal standpipes are located inside the settlement and are maintained by the municipality. There is no shortfall but the community wants more taps.

WASTE

Disorganised deposit

The settlement has no access to waste management. As a result waste is dumped anywhere in the settlement. The community requests regular waste collection.
Even though residents are 15 minutes away from a pre- and primary school, the community has poor access to education as residents have no access to a secondary school. The municipality must ensure that secondary school learners are able to attend school. This may require transport provision to and from school for these learners. The community reports that residents also want access to a crèche. Health care is decent with a clinic nearby but there is no access to a hospital. The municipality must ensure that community members have access to a hospital, especially in emergencies, and should therefore consider providing transport for community members in need. The community has no access to other socio-economic amenities.

**EMPLOYMENT PROFILE**

% of employed men and women

- **100%** Farm work

This community is entirely dependent on farm worker employment for income. Farm work can be seasonal or temporary in nature and can leave households in vulnerable positions if they are without a steady income for periods of time. The municipality should implement skills upgrading and vocational training in an attempt to increase access to employment for this community. The municipality should also extend the EPWP and CWP programmes into this community in order to stimulate employment.
SETTLEMENT PROFILE

Jan Meyer

Municipality: STELLENBOSCH MUNICIPALITY
Closest town: KLAPMUTS
Established: 2011
Structures: 7

TOWN LEVEL MAP

HISTORY AS TOLD BY THE COMMUNITY

The settlement was named after a cross on the side of the road. Most residents were evicted from a farm that is on the opposite side of the forest.

SUMMARY

Jan Meyer is a very low density settlement located on municipally owned land zoned for agricultural use. The isolated settlement northwest of the Klapmuts development node consists of an estimated 14 people and receives no service delivery even though the settlement was established 5 years ago. This analysis recommends the urgent relocation of this community to a housing project or nearby settlement in the Klapmuts development node, where residents will be able to receive adequate access to basic service delivery including electricity and waste management as well as access to educational, health and other amenities. The municipality must establish a working relationship with the community and communicate transparently and honestly about the relocation process. Social facilitation is needed to integrate this community into the new location.

SHORT TERM INTERVENTIONS

- Relocate this community to a housing project or nearby settlement.
- Establish a working relationship with the community.
- Provide 1 communal tap and 2 toilets until the community is relocated.

*C - URGENT RELOCATION REQUIRED

Growth potential: MEDIUM*

COMMUNITY PRIORITIES

Long term:

• **Access to water**
  The community would like access to water because they currently have no water taps.

• **Access to sanitation**
  The community needs access to sanitation facilities.

• **Access to electricity**
  The community urgently needs electricity for cooking, lighting and heating.

• **Tenure security**
  Residents would like land of their own to build houses and take ownership.

• **Access to health facilities**
  The community has no access to clinics and other health facilities.

COMMUNITY READINESS

- Leadership: **No leaders**
- Leader relations: **None**
- Relationship with municipality: **None**

ASSESSMENT

There is no leadership structure in the community and no general community meetings are held. The community reports that they do not have a relationship with the municipality as members never meet with municipal representatives. The municipality should establish a working relationship with this community.

DEMOGRAPHICS

- **7** structures
- **7** households
- **21** people

COMMUNITY VOICES

We feel abandoned by the government and municipality. We would like more interaction with the municipality so that our needs can be addressed.

PLANNING RELATED ISSUES

- **100%** land ownership: **Municipality 100%**
- Servitude: **None**
- Zoning: **Agriculture**
- Household density: **9HH/Ha**

Evaluation of categorisation

This very low density settlement comprises 7 households. It is situated on land zoned for agricultural use. There is currently no service delivery to the community even though the settlement was established 5 years ago. The community is also poorly located in terms of education, health and other amenities. This analysis recommends that the community of Jan Meyer be urgently relocated to a housing project or nearby settlement in the Klapmuts development node so that residents can receive adequate access to basic services and to educational, health and other amenities. In the interim the municipality must ensure that residents have access to sanitation and water by alleviating shortfalls.

Comment on past relocation attempts

The community reports that the municipality wants to relocate residents to a temporary relocation area. Residents also indicated that there were municipal plans to provide water and sanitation to the community.
SETTLEMENT PROFILE: MOUNTAIN VIEW

SERVICE ASSESSMENT

The small community has no access to basic services, which could be due to its small size and short existence of only a few years. The municipality should relocate this community to an area where residents are able to receive adequate basic services and not face undue locational hazards. Maintenance is not carried out in this settlement as there are no services in place. The municipality needs to ensure that, prior to relocation, the community has adequate basic services. The municipality should provide 2 temporary toilets, 1 communal standpipe and include the settlement in a nearby settlement’s waste management plan so that refuse is regularly collected from a designated point.

SETTLEMENT MAP

HAZARDS AND RISKS

Natural Disasters
- Flood prone area
- Garbage dump

Man-made
- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Water logging and drainage

Assessment
The settlement is located in a flood prone area and near a garbage dump. The community suffers from risks associated with a lack of service delivery such as inadequate sanitation and inadequate waste management. Residents also experience low incidences of fires, floods and strong winds. This analysis calls for the urgent relocation of this settlement to an area in which residents do not face undue locational risks or hazards and where the community can access adequate basic services. The municipality should ensure that when relocating the community, it assists with providing suitable building material for structures.

BASIC SERVICES

Service assessment
The small community has no access to basic services, which could be due to its small size and short existence of only a few years. The municipality should relocate this community to an area where residents are able to receive adequate basic services and not face undue locational hazards. Maintenance is not carried out in this settlement as there are no services in place. The municipality needs to ensure that, prior to relocation, the community has adequate basic services. The municipality should provide 2 temporary toilets, 1 communal standpipe and include the settlement in a nearby settlement’s waste management plan so that refuse is regularly collected from a designated point.

SANITATION

- Working ratio 0
- Shortfall 2

There is no access to sanitation in this settlement. There is a shortfall of 2 toilets.

ELECTRICITY

- Pre-paid 0
- Street lights 0

This settlement has no access to electricity or street lights.

WATER

- Working ratio 0
- Shortfall 1

There is no access to water in this settlement. There is a shortfall of 1 tap.

WASTE

- Waste management: Common area outside settlement

The settlement has no waste management system and the community dumps waste outside the settlement.
The community has very poor access to educational facilities with children only able to attend a primary school that is a 30 minute walk away. There is no access to a pre- or secondary school. The municipality must ensure that all children are able to attend school. This may require implementing a transport programme for these learners. A clinic is approximately 30 minutes walk away from the settlement. The municipality must ensure that in emergencies, the community has access to a hospital as ambulances take more than 1 hour to reach the community. The community has no access to other socio-economic amenities.

The community is completely reliant on farm labour and social grants. Farm work can be seasonal or temporary in nature leaving households in vulnerable positions if they are without a steady income for periods of time. The municipality should implement skills upgrading and vocational training in an attempt to increase access to employment for this community. It should also extend the EPWP and CWP programmes to this community in order to stimulate employment.
**SETTLEMENT PROFILE**

**Meerlust Bosbou Plakkerskamp**

Municipality: STELLENBOSCH MUNICIPALITY  
Closest town: STELLENBOSCH  
Established: 1990  
Structures: 15

**CATEGORISATION CODE/S**

C  
C - URGENT RELOCATION REQUIRED

**Growth potential:** VERY HIGH*

---

**HISTORY AS TOLD BY THE COMMUNITY**

Louis Conradie advised people to come live here. They were living under the bridge.

**SUMMARY**

Meerlust Bosbou Plakkerskamp is a low density, isolated settlement located on privately owned land and zoned for industrial use. The settlement was established 26 years ago but still has no basic service delivery. The land’s ownership, zoning scheme and isolated nature, as well as the settlement’s small population (approximately 100 people), mean that it is not suitable for long term development. The community reports that the municipality has planned to relocate the settlement to the Klapmuts development node. The municipality has confirmed this plan of relocation but suggests that the destination is a housing project in Meerlust. This analysis recommends the urgent relocation of this community to a housing project or nearby settlement in the Klapmuts development node, where residents can access adequate basic services including electricity, waste management and access to educational, health and other amenities. The municipality must establish a working relationship with the community and communicate transparently and honestly about the relocation process. Social facilitation is needed to integrate this community into the new location.

**SHORT TERM INTERVENTIONS**

- Relocate this community to a housing project or nearby settlement.  
- Establish a working relationship with this community.  
- Provide 1 communal tap and 3 toilets until the community is relocated.

---

COMMUNITY PRIORITIES

<table>
<thead>
<tr>
<th>Long term:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to water</td>
<td>Residents need water as they get a little water from a farmer and sometimes pay for water. Otherwise they go thirsty.</td>
</tr>
<tr>
<td>Access to sanitation</td>
<td>The community has no toilets and makes use of the bush.</td>
</tr>
<tr>
<td>Access to electricity</td>
<td>There is no electricity at all. Residents make fires that may cause shacks to burn or in some cases, death.</td>
</tr>
<tr>
<td>Storm water and flooding management</td>
<td>Shacks are water logged and cold, particularly if water remains in the same spot.</td>
</tr>
<tr>
<td>Access to employment opportunities</td>
<td>Most residents, especially females, are unemployed.</td>
</tr>
</tbody>
</table>

COMMUNITY READINESS

- Leadership: No leaders
- Leader relations: None
- Relationship with municipality: None

ASSESSMENT

The community reports that there are no formal leaders in the settlement and that they never convene general meetings or meet with the municipality. Residents report having no relationship with the municipality. The municipality must establish a working relationship with this community.

COMMUNITY VOICES

We do not want to move from this area. All that we want is basic services and housing in the future so that our children can live here and have a better future.

DEMOGRAPHICS

- Structures: 15
- Households: 15
- People: 45

PLANNING RELATED ISSUES

- Land ownership: Private 100%
- Servitude: None
- Zoning: Industrial
- Household density: 38HH/Ha

Evaluation of categorisation

This low density settlement is located on private land and is isolated from educational, healthcare and other facilities. The settlement was established 26 years ago but still receives no basic service delivery. The municipality plans on relocating this community to a housing project in Meerlust. This analysis supports this plan and recommends that the community be urgently relocated to a housing project or nearby settlement so that residents can access adequate basic services, educational, health and other amenities. Until the community is relocated, the municipality must alleviate shortfalls to ensure that residents have access to sanitation and water.

Comment on past relocation attempts

The community reports that they are being relocated to vacant land in the Klapmuts area. Community members indicated that they are currently under threat of relocation. The municipality reports that the settlement will be relocated to a housing project in Meerlust but that it is not in the municipal pipeline for long term upgrading. This analysis assumes that the municipality will relocate the community as soon as possible.
HAZARDS AND RISKS

Natural
- Flood prone area
- Garbage dump
- Roadside
- Floods
- Strong winds

Man-made
- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Water logging and drainage

Assessment
The settlement is located in a flood-prone area, near a garbage dump and near a regional highway. The community reports that they have no drainage system and experiences issues when it rains. Residents suffer from man-made risks associated with a lack of service delivery such as inadequate sanitation and inadequate waste management. Apparently, the municipality installed toilets in the settlement but these were taken down by the private landowner. The municipality has planned to relocate this community so that residents can receive adequate basic services and live in a settlement without undue locational hazards.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
The small community receives no access to basic services, presumably because of its small size and short existence of only a few years. The municipality should relocate this community to an area where residents are able to receive adequate basic services and not face undue locational hazards. As there are no services in place, maintenance is not carried out in this settlement. The municipality needs to ensure that the community has adequate basic services prior to relocation. The municipality should provide 3 temporary toilets and 1 communal standpipe. It should also include the settlement into a nearby settlement’s waste management plan so that refuse is collected regularly from a designated point.

SANITATION

Working ratio 0
Shortfall 3

There is no access to sanitation in this settlement. There is a shortfall of 3 toilets. The community reports that the municipality installed toilets but that these were taken down by the private owner.

ELECTRICITY

0 Prepaid

There is no access to electricity or street lights in this settlement. The community desperately wants access to electricity.

WATER

Working ratio 0
Shortfall 1

There is no access to water in this settlement. There is a shortfall of 1 tap.

WASTE

Waste management: Common area inside settlement.

The community has no access to a formal waste management system and dumps waste in a common area inside the settlement. Waste is not collected and black bags are not distributed.
The community has access to pre- and primary schools (both of which are a 30 minute walk away) but not to a secondary school. The municipality must ensure that learners have access to a secondary school. This may mean providing learners with transport. The community has access to a mobile clinic, which is a 30 minute walk away but no access to a hospital. The municipality must ensure that the community has adequate access to health care, especially in emergencies and should also provide transport to access healthcare amenities. The settlement has no access to other socio-economic amenities.

All working men in the settlement are employed as farm labourers. None of the women are employed. The community is completely reliant on farm labour and social grants. Farm work can be seasonal or temporary in nature and can thus leave households in vulnerable positions if they are without a steady income for periods at a time. The municipality should implement skills upgrading and vocational training in an attempt to increase access to employment for this community. It should also extend the EPWP and CWP programmes into this community in order to stimulate employment.
CATEGORISATION

The settlement categorisation is based on the following categorisation logic. Where applicable, the categorisation also references the municipal IDP's, housing pipelines and municipal business plans.
Three datasets are provided: number of structures, number of households and number of people living in informal settlements.

The **number of structures** is a triangulation of data received from the municipality, the community (via the focus group discussion) and actual structure counts during the rapid appraisal. In instances where the field team counted structures, this figure is deemed to be most accurate. In instances where an extensive discrepancy with municipal figures occurred, the team conferred with officials.

The **number of households** is based on a community estimate. The general approach used to reflect a more realistic estimate worked with 1.2 households per structure. This ratio is based on CORC’s experience on the ground.

The **number of people** in the settlement is based on a ratio of 3 people per household. This falls below the metro ratio of 3 people per household and is considered a good estimate for non-metro informal settlements.

The following density gradients were used:

- **VERY LOW**
- **LOW**
- **MEDIUM**
- **HIGH**
- **VERY HIGH**

The sanitation shortfall is based on the national standard of 1 toilet for every 5 households. The number of toilets within a settlement is based on the actual number of working toilets at the time of the rapid appraisal.

The water shortfall is based on the national standard of 1 tap for every 25 households. The number of taps within a settlement is based on the actual number of working taps at the time of the rapid appraisal.
Swartland municipality is situated in the West Coast district of the Western Cape. The majority of the municipal area consists of farm-, agricultural- and arable land. The municipality is surrounded by vegetated and coastal land and comprises the following towns and settlements: Malmesbury, Moorreesburg, Darling, Yzerfontein, Riebeek West, Riebeek Kasteel, Koringberg, Ruststasie, Ongegund, Riverlands, Chatsworth, Kalbaskraal and Abbotsdale. The RAP project identified four informal settlements: Pholla Park Section B, Sibanye Informal Settlement, Pollar Park and Goedgegun. The municipality’s vision for the area is: “Balance development and conservation in an economically prosperous Swartland for all.” The municipality’s vision includes the built environment as well as the population living there. Notably, the analysis of informal settlements in the area shows that although they have existed for quite some time they have very poor access to basic services. As part of its objectives, the municipality should include informal settlement upgrading and create a dignified life for those living there.

**CONTEXTUAL MAP OF MUNICIPALITY**

**SETTLEMENT CATEGORISATIONS AND SHORT TERM INTERVENTIONS**

<table>
<thead>
<tr>
<th>SETTLEMENT</th>
<th>CATEGORY</th>
<th>SHORT TERM INTERVENTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pholla Park Section B</td>
<td>A</td>
<td>• The municipality should proactively engage with the community so that they can establish a working relationship.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Apply concrete to community dug-out channels.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide 29 toilets, 3 taps and 150 electrical connections.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide communal skips, regular black bag distribution and waste collection.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The municipality should also facilitate workshops on the importance of waste management.</td>
</tr>
<tr>
<td>Sibanye Informal Settlement</td>
<td>B1</td>
<td>• Install a storm water drainage system by installing culverts or formal pipes.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Meet the shortfall of 32 taps, 160 toilets and 718 legal electrical connections.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide communal skips inside the settlement, regular distribution of black bags and 800 individual household bins.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The municipality needs to engage with the community so that quality of life can improve in the settlement.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Strong social facilitation is needed to build leadership structures in the settlement.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Communicate regularly with the community to understand residents priorities and address settlement needs.</td>
</tr>
<tr>
<td>Pollar Park</td>
<td>A</td>
<td>• Provide 10 flush toilets and repair 16.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide 2 and repair 16 communal standpipes.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide 1 municipal skip and collect waste weekly.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Facilitate a working relationship with the community.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Co-operate to implement a maintenance plan and electricity provision.</td>
</tr>
<tr>
<td>Goedgegun</td>
<td>B1</td>
<td>• Install 12 flush toilets and 2 communal standpipes inside the settlement.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide a municipal skip and implement a waste management plan which ensures regular waste collection and distribution of black bags.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide prepaid electrical connections for the community and install street lights, especially near toilets and taps.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Establish a working relationship with the community.</td>
</tr>
</tbody>
</table>
INTRODUCTION

The information in this municipal profile provides an overview of the informal settlements that form part of the municipal area. The settlements profiled were Pholla Park Section B, Sibanye Informal settlement, Pollar Park and Goedgedgun.

These settlements were established for various reasons including: relocation until site and service plots are ready to be occupied, in-migration from surrounding areas in the district and farm worker evictions. Settlements in the municipal area have poor access to basic services with large infrastructural shortfalls. The majority of the working population in the settlements is employed as farm labourers. A portion is employed in the security and construction sector. These forms of low income employment are not adequate in providing a good quality of life as these jobs are subject to seasonality and contractual work. The municipality should encourage low income earners to become self sufficient through using the environment to grow their own crops and through encouraging entrepreneurial activities. Additionally, most communities do not have a good or existing relationship with the municipality. A community led approach to development in this region will help the municipality achieve its vision and improve the quality of life for marginalised people in these informal settlements.

SUMMARY OF COMMUNITY PRIORITIES

The communities reported similar priorities such as access to employment, shelter, access to sanitation, access to water, access to electricity and tenure security. These are directly linked to lacking basic service delivery, inadequate housing provision and an ineffective land reform process. The municipality can meet priorities such as access to sanitation and water by alleviating shortfalls and implementing maintenance plans that empower communities to take ownership of infrastructure. Regarding shelter, the municipality is implementing numerous UISP projects such as those identified in the housing pipeline - Malmesbury, Phola Park, and Chatsworth UISPs. This enables community access to serviced sites but not necessarily to shelter. Where possible, the municipality must assist with providing top structures, building materials and advice so that communities can either receive top structures or construct better homes. The communities could also be introduced to intermediary organisations that specialise in housing saving schemes and self build. Other priorities include access to education.

EXTRACT FROM COMMUNITY

The municipality must build proper housing and bring in more services to the community. We also request more EPWP/CWP jobs. - Community of Sibanye informal settlement.

DEMOGRAPHIC SUMMARY

Density (HH/Ha)

<table>
<thead>
<tr>
<th>SETTLEMENTS</th>
<th>*STRUCTURES</th>
<th>*HOUSEHOLDS</th>
<th>*PEOPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>757</td>
<td>1155</td>
<td>3465</td>
</tr>
</tbody>
</table>

28HH/Ha

The average structural density across the settlements is 28, which can be described as low density. These are not representative densities of the settlements surveyed as they are skewed by the very low density of Goedgedgun (2HH/ha). Phola Park, Pollar Park and Sibanye informal settlement are all very high density settlements with densities of 455, 206 and 295 respectively. The municipality must track the reasons for settlement growth and be alert to various health and social risks associated with them such as tuberculosis and crime.
DENSITY VS AGE OF SETTLEMENT GRAPH

The graph showing structure density vs the age of the 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 strong negative correlation (coefficient = -0.91) between the variables of age and density. Therefore, the age of the settlement does have a determining factor on its density - albeit a small small size so its relevance may not be significant.

ii) Pholla Park Section B and Pollar Park have very high structural densities for their young ages because these communities have been relocated while their original site is upgraded.

iii) Goedgegun has seen almost no growth. As it is a very old settlement the municipality should assist residents with claiming tenure security.

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

PLANNING OVERVIEW

The analysis recommends that all 4 settlements surveyed are suited for long term development and should be upgraded in situ. The communities of Pholla Park Section B and Pollar Park are waiting to be relocated from their current location in a TRA to service sites provided by the municipality. These communities will be relocated back to their initial location, but needed to be temporarily relocated so that service sites could be added as part of a UISP project. Sibanye informal settlement is well suited for long term development and therefore should be upgraded. Goedgegun settlement has also been selected for in situ upgrading but this is subject to permission granted by the Housing Development Agency (HDA), the change of zoning scheme and an amendment to the urban edge. The municipality should also make planning provisions for high density settlements through creating mixed-use spaces.

Act 9 area (tenure security issues - land reform projects)
None of the settlements are situated on Act 9 areas.

Private land (ESTA issues - possible expropriation/land reform or eviction)
None of the settlements are located on private land.

Servitudes (Important for partial or total relocation)
Only Pollar Park, in its current location, is located on a sewerage servitude. This will not affect the in situ upgrading of the settlement as the community has only been relocated there temporarily and should be moved to serviced sites soon.

Relocation
None of the settlements have been categorised for relocation.
HAZARDS AND RISKS

The settlements face a low level of locational hazards but suffer from man-made risks related to a lack of basic service delivery. These include inadequate sanitation, inadequate waste management, high density and a poor street network. Pholla Park Section B and Sibanye informal settlement report that they experience rock falls as a locational risk.

The municipality can address these risks by improving basic service delivery such as alleviating shortfalls, implementing a waste management plan and an operation and maintenance plan that empowers communities to maintain infrastructure and keep their settlement clean. Risks associated with high densities and poor street networks can be mitigated by spatially organising settlements to accommodate large densities and to formalise a planned street network. Social problems include crime relating to alcohol, drug use and petty crime. Social problems can be addressed by running social awareness campaigns about substance abuse, facilitating support groups and installing street lights as a form of passive surveillance so that communities feel safer at night.

BASIC SERVICE PROVISIONS

Service Assessment

The settlements suffer from very poor access to basic services. Sanitation and water shortfalls were recorded in every settlement such as a lack of access to electricity and almost no waste management. Maintenance was also poor with infrastructure needing to be repaired and communities reporting very long waiting periods. As outlined, the municipality should alleviate shortfalls, implement a waste management plan and ensure access to electricity by providing prepaid collections. A lack of basic service delivery is detrimental to the wellbeing and livelihoods of these communities.

Sanitation shortfalls

Access to sanitation is very poor across the settlements with Pholla Park Section B and Pollar Park being the only settlements with any sanitation infrastructure. Both Sibanye informal settlement and Goedgegun have reported that they have no sanitation infrastructure. The average shortfall is 57 toilets. This figure is also representative of the poor service delivery afforded to the temporarily relocated Pholla Park Section B and Pollar Park. These high density settlements are due to be relocated back to their original sites where they will hopefully have access to adequate sanitation. The municipality must ensure that all communities have access to a level of sanitation that ensures dignified living, irrespective of whether they are in a temporary settlement.

Water shortfall

Access to water is poor across the settlements with Sibanye informal settlement having no access to water. The average shortfall is 10 which is very high because it is skewed by a shortfall of 32 in Sibanye informal settlement. The municipality must ensure that communities are able to access adequate levels of water provision and needs to alleviate shortfalls.

Electricity

Access to electricity is very poor across the settlements with only Sibanye informal settlement having access to illegal electricity. The provision of street lights is also low which makes settlements more susceptible to crime. The municipality must provide prepaid electrical connections to Sibanye informal settlement and Goedgegun. Pholla Park Section B and Pollar Park should receive electricity in their planned service sites.

Waste

Access to waste management is poor across the settlements with waste collection only occurring in Sibanye informal settlement but no specific frequency was recorded. Communities are forced to dump their waste in common areas - or in the case of Pholla Park Section B, anywhere in the settlement. Waste is sometimes burnt. The municipality must implement a waste management plan in each of these settlements which includes the provision of municipal skips, regular waste collection and the regular distribution of black bags. The municipality needs to engage with communities so that waste management is conducted effectively by the group. This should also include awareness and recycling programs.
ACCESS TO AMENITIES

The settlements have varied access to educational and health amenities. Most secondary schools are located far from the settlements. 100% of the settlements have access to clinics which is good. However, these settlements are fairly dense except for Goedgegun. The municipality should investigate if the provision of 1 clinic is adequate or whether it should provide additional support in terms of mobile clinics. A good transport system to transport learners to and from school and people to and from hospitals is required. All communities except for Goedgegun, which is isolated, have access to various other socio-economic amenities such as spaza shops, community facilities, churches, police stations, shebeens and sports fields.

Access to educational amenities

- 100% within 5km of a preschool
- 100% within 5km of a primary school
- 100% settlements in municipal area have access to a secondary school

Access to health facilities

- 100% settlements within 5km radius of a clinic
- 0% settlements within 5km radius of a hospital

QUALITY OF LIFE

Social problems

These communities reported social issues of alcohol and drug related crimes. The municipality should facilitate drug and alcohol awareness campaigns and support groups. The police also needs to target drug hotspots and stem the flow of drugs into these communities. The municipality can also install street lights into these settlements to improve passive surveillance and increase safety for residents at night. Street lights also help deter vandalism.

Employment

Farm work is the predominant type of employment across all settlements. The municipality must note the increasing trend of seasonal farm labourer employment. This type of employment creates vulnerable communities because there are periods where people have no access to income. Temporary employment makes it more difficult to improve the livelihoods of communities. The municipality should make EPWP programs available, facilitate skills development workshops and encourage entrepreneurial behaviour, especially amongst women. The security industry is another employer in these communities. The municipality should invest in skills upgrading and training programmes to increase access to employment.
COMMUNITY READINESS / POLITICAL ENVIRONMENT

Ward committee
None of the settlements have ward leadership representation but they all have other leadership structures. Pholla Park Section B and Pollar Park both have street committees that have good internal relationships and meet once a month. Goedgegun has a more formal leadership committee which enjoys a good internal relationship between leaders. Sibanye informal settlement has a leadership committee, but the community reports that their leaders compete against each other.

Relationship with the municipality
Pollar Park is the only settlement which has a relationship with the municipality, albeit a very bad one. The municipality must engage with the leadership structures and members of all these communities to facilitate a working relationship. This is crucial for the effective in situ upgrading planned for these settlements.

Assessment
These communities have a low level of participation in the development planning of their settlements. They mostly have no relationship with the municipality because they have never met with the municipality. Pollar Park reports having a very bad relationship with the municipality. This must be rectified and the municipality needs to facilitate a working relationship with these communities so that they can be centrally involved in the upgrading of their settlements.

SUMMARY

The settlements surveyed were all categorised for in situ upgrading. In the case of Pholla Park Section B, Pollar Park and potentially Goedgegun, UISP projects were underway to provide these communities with service sites. The only settlement not located on municipally owned land and located outside of the urban edge was Goedgegun. This land is owned by the Housing Development Agency who the municipality needs permission from to upgrade this settlement. The communities face living environments which are detrimental to their well-being as well as a lack of service delivery. This is evident as these settlements suffer from water and sanitation shortfalls, a lack of electricity, and inadequate waste management. These communities have no relationship with the municipality. The municipality needs to facilitate a working relationship with the community. Employment data indicates that farm labour is the predominant occupation of inhabitants. This can often be seasonal employment and can leave households vulnerable for months with no work. This has been highlighted in the common community priority of access to employment opportunities. Access to amenities is varied across the settlements. Secondary schools are located far from the settlements. Goedgegun is isolated from access to socio-economic amenities whereas the other settlements enjoy access to spaza shops, churches, community halls and police stations. All settlements are well located to clinics, only Pholla Park Section B has access to a hospital. The Department of Health should provide transport to and from hospitals. The municipality should attempt to upskill people by implementing training programs aimed at these communities, especially young adults and women.
Pholla Park Section B

Municipality: SWARTLAND MUNICIPALITY
Closest town: MALMESBURY
Established: 2015
Structures: 150

SUMMARY

Pholla Park Section B is a very high density settlement located on municipally owned land, which is zoned residential. There are no servitudes that hinder the development potential of the land. The community face locational hazards such as rock falls which can be mitigated through spatial reconfiguration of the land. The only man-made risk is that the community has a high density. In the interim, reblocking will alleviate densities until the community is relocated to the site and service sites. There are no significant disasters other than insignificant occurrence of fires and strong winds that damage structures. This can be mitigated through upgrading the settlement and implementing short term interventions. The community has poor access to basic services which includes no form of electrification and no waste management. The municipality should ensure that they provide street lights as a form of passive surveillance to take measures to improve reported social issues of petty crimes. The community has excellent access to health and educational amenities which are located within a reasonable walking distance to the settlement and further provide reason to upgrade the settlement in situ.

SHORT TERM INTERVENTIONS

• The municipality should pro-actively engage with the community so that they can establish a working relationship.
• Apply concrete to community dug out channels.
• Provide 29 toilets.
• Provide 3 taps.
• Provide 150 electrical connections.
• Provide communal skips, regular black bag distribution and collect waste on a regular basis.
• The municipality should also facilitate workshops on the importance of waste management.

HISTORY AS TOLD BY THE COMMUNITY

People used to live on the other side of the settlement and were relocated by the municipality to a site with plot and service.
COMMUNITY PRIORITIES

Short term:
- **Access to shelter**
  We want formal housing because it is dangerous living in a shack
- **Access to employment opportunities**
  Because of unemployment and poverty
- **Maintenance and operations**
  Awareness around taps so that they are not vandalised
- **Access to educational facilities**
  We want better education for our children so that they can improve the way they live and not work on farms
- **Security of tenure**
  We want land ownership for the community

COMMUNITY READINESS

- **Leadership:** Street committee
- **Leader relations:** Undetermined
- **Relationship with municipality:** None

ASSESSMENT

The community has a street committee as a leadership structure which has been tasked with governing the settlement. The community convenes a general meeting once a month. The community has no relationship with the municipality. The municipality should be proactive in facilitating engagements with the community so that they can establish a working relationship.

COMMUNITY VOICES

We want projects - CWP, EPWP, skills development and more jobs.

DEMOGRAPHICS

- **150** structures
- **150** households
- **450** people

PLANNING RELATED ISSUES

- **100%** Land ownership: Municipality 100%
- **Servitude:** None
- **Zoning:** Residential
- **Household density:** 455 HH/Ha (HH/Ha - households per hectare)

Evaluation of categorisation

The settlement is located inside the urban edge on residentially zoned land owned by the municipality. Although the municipality reported that the settlement will be relocated to service sites, this has not been communicated to the community. The community reported that they have no relationship with the municipality which could be the reason for the communication breakdown. After analysing the settlement, it was categorised for in situ upgrading with planning underway because of the community’s location next to a site and service project that will be able to accommodate them. If the community cannot be accommodated at the new site and service location, residents will need to be relocated to Malmesbury UISP project. The settlement has excellent access to health and educational amenities. Through implementing short term interventions, shortfalls will be alleviated, insignificant instances of disasters will be mitigated and the community will be able to enjoy a good quality of life until they have access to adequate shelter.

Comment on past relocation attempts

The community reported that there are no plans to relocate the settlement. According to the municipality, the land is being zoned as public open space. Water provision is part of the municipality’s plans for the settlement. The settlement is also part of the development pipeline for UISP. According to the municipality there is a business plan for the settlement regarding 600 service sites.
HAZARDS AND RISKS

Natural
- Rock Falls

Man-made
- High Density

Assessment
Locationally the community is at risk of rock falls. The municipality should support the community with spatial reconfiguration to mitigate this risk. The absence of a planned road network is a risk in a high density settlement because in the case of emergencies it will not be possible to access the settlement. There have been instances of fires and strong winds although these did not significantly damage structures. The municipality should provide the community with fire proof material or paint and look at ways of mitigating the risk of strong winds. The community reported social problems related to petty crimes, alcohol and drug abuse. The Community Police Forum should facilitate the development of a neighbourhood watch to catch those responsible for petty crimes. The municipality should provide street lights as a form of passive surveillance. The community should be introduced to awareness programs and support initiatives that relate to drug and alcohol abuse.

BASIC SERVICES

Service assessment
The very high density settlement has a poor level of access to basic services. There is no evidence of general maintenance in the settlement. The only formal basic services available in the settlement are culverts for storm water drainage even though the community still relies on community dug out channels. There is no waste management. Water and sanitation shortfalls exist and the settlement has no access to electricity, not even street lights. The municipality needs to actively implement short term interventions which will alleviate shortfalls, develop a waste management system in the settlement and initiate a working relationship with the community to improve their quality of life.

SANITATION

Working ratio 1:150 Shortfall 29
1 flush toilet is maintained by the municipality. There is a shortfall of 29 flush toilets. The municipality needs to put plans in place to alleviate the high sanitation shortfall.

WATER

Working ratio 1:50 Shortfall 3
There are 3 communal standpipes located on the edge of the settlement all in working order and maintained by the community. There is a shortfall of 3 taps. The community has reported that taps are vandalised on a regular basis and not managed properly. The municipality should develop a maintenance and management program with the community so that the community can take ownership of their infrastructure and reduce vandalism.

ELECTRICITY

150 Illegal
The settlement has no access to street lights and no legal prepaid connections. The municipality should provide 150 electrical connections.

WASTE

Waste management: Disorganised deposit
The settlement has no waste collection system, the community throws waste anywhere in the settlement and the municipality does not collect waste. The municipality should provide communal skips, regular black bag distribution, waste collection and provide 150 individual household bins. The municipality should engage with the community about the importance of waste management and facilitate waste management strategies and methods that can be used in the community.
SOCIO-ECONOMIC AMENITIES

The community has reasonable access to health amenities. The clinic is located within a 1km radius which is a 10 minute walk. The community has no access to a hospital. The community enjoys excellent access to educational amenities, with 75% - 100% of children attending school. The preschool is located 2.5km away, the primary school is 1km away and the secondary school is less than 1km away. The community has access to socio-economic amenities such as spaza shops and community facilities such as a church, community hall, mosque and playground.

ECONOMIC SERVICES

- Spaza shops

SOCIAL SERVICES

- Church
- Community hall
- Playground
- Mosque

EMPLOYMENT PROFILE

% of employed men and women

87.5% 2.5% 10%

Farm work Construction Security

Community members are mostly employed as farm labourers (87.5%) which accounts for (100%) of women. Farm labour can be seasonal and other forms of employment such as construction and security can be contractual. Therefore, these communities could be placed in a vulnerable position when they are without work. The municipality must look to introduce skills upgrading and training to increase the employment opportunities for this community.
Sibanye Informal Settlement

Municipality: SWARTLAND MUNICIPALITY
Closest town: MOORREESBURG
Established: 2003
Structures: 401

Growth potential: HIGH*

SUMMARY

Sibanye informal settlement is a very high density settlement located on municipally owned land. It is inside the urban edge and zoned for residential purposes. The community has resided there for 13 years and faces issues related to competing leaders, no relationship with the municipality and no access to basic services. The municipality should be proactive in engaging with the community so that short term interventions can be implemented through a community led development process.

The community is well located to a clinic and a preschool but far from a primary and secondary school. Transport to and from school should be provided for learners. As an initial phase of the settlement’s in situ upgrading, the municipality should encourage the settlement’s reblocking to improve access/egress routes, alleviate densities and create space for basic services.

SHORT TERM INTERVENTIONS

- Install a storm water drainage system by installing culverts or formal pipes.
- Provide shortfall of 32 taps and 160 toilets.
- Provide 718 legal electrical connections.
- Provide communal skips inside the settlement.
- Regularly distribute black bags and 800 individual household bins.
- The municipality needs to engage with the community so that quality of life can improve in the settlement.
- Strong social facilitation is needed to build a strong leadership structure that is able to engage the municipality on community priorities in order to address settlement needs.

COMMUNITY PRIORITIES

Short term:
- Access to water
  Not everyone has access to water
- Access to electricity
  Add more prepaid meters
- Access to sanitation
  Add more toilets for health reasons
- Access to employment
  Because of poverty and lack of employment opportunities

Medium term:
- Access to shelter
  For better housing options

COMMUNITY READINESS

Leadership: Leadership committee
Leader relations: Competitive
Relationship with municipality: None

ASSESSMENT

There is a leadership committee in the settlement that is tasked with communicating with the municipality. Leaders in the community compete with each other which may explain why the community does not have access to services. General meetings only happen when necessary. The community never meets with the municipality and does not have a relationship with them. The municipality needs to engage with the community so that quality of life can improve in the settlement. There is a need for strong social facilitation to build the capacity of leadership structures. A channel of communication must be created between the municipality and the community in which priorities and settlement needs are shared and addressed.

COMMUNITY VOICES

The municipality must build proper housing and bring in more services to the community. We also request more EPWP/CWP jobs.

DEMOGRAPHICS

- **401** structures
- **800** households
- **2400** people

PLANNING RELATED ISSUES

- **100%** Land ownership: Municipality 100%
- Servitude: None
- **Residential** Zoning
- Household density: **412 HH/Ha**
  (HH/Ha - households per hectare)

Evaluation of categorisation
This very high density settlement has existed for 13 years and has very poor access to basic services. It is located on municipally owned land inside the urban edge and zoned for residential purposes. The community has no relationship with the municipality which may explain why there are no services in the settlement. The municipality has indicated that there are no plans to relocate the settlement. The municipality has reported that there are bulk services in the settlement, but the community has said that there are no services and that they use the neighbouring community’s taps and toilets. The settlement is well suited for in situ upgrading because there are no significant disasters. Man-made risks such as inadequate sanitation can be improved through alleviating shortfalls and upgrading of the settlement.

Comment on past relocation attempts
The community reported that in 2015 people were relocated to a housing project close by. There are no municipal plans for the settlement.
HAZARDS AND RISKS

Natural
- Rock falls

Man-made
- Inadequate sanitation

Assessment
The community is locationally at risk of rock falls which can be mitigated through spatially organising the settlement and through alleviating densities by adopting different housing typologies. The community experiences insignificant occurrences of fires. Gravel roads at the entrance of the settlement are considered a risk as it takes an hour to navigate through the settlement. In the case of emergencies people will not be able to access help. Reblocking the settlement will improve access/egress arrangements. There are peaceful community protests. The municipality should encourage communication between the community and itself.

BASIC SERVICES

Service assessment
The settlement has the poorest provision of basic services in the municipality. There are no sanitation and water services and there is no real waste management system besides a common area outside the settlement in which the community disposes of waste. There is a shortfall of 718 legal electrical connections and no formal or informal storm water drainage. The municipality usually takes a week to conduct general maintenance in the settlement. The community reported that it has no relationship with the municipality and that settlement leaders compete against each other which may be why the settlement has poor access to services. The municipality should be proactive in engaging with the community as the settlement has existed for 13 years.

SANITATION

Working ratio N/A Shortfall 160

There are no sanitation services in the settlement. Based on national standards there is a shortfall of 160 toilets. The community reported that residents use toilets in the neighbouring community. Inadequate sanitation is a man-made risk in the settlement. The municipality should prioritise alleviating the sanitation shortfall.

WATER

Working ratio N/A Shortfall 32

There are no water services in the settlement. Based on national standards there is a shortfall of 32 taps. The community has reported that residents use the neighbouring communities’ taps. The municipality should prioritise the alleviation of the water shortfall.

ELECTRICITY

300 Illegal

There are 300 illegal connections and 82 pre-paid electrical connections. The settlement has 7 street lights. There is a shortfall of 718 legal electrical connections.

WASTE

Waste management: Common area outside settlement

Waste is dumped in a common area outside the settlement and is collected by the municipality. The community reports that residents were promised black bags. The municipality should provide communal skips inside the settlement, regular distribution of black bags and 800 individual household bins.
The community is well located to a clinic which is 2.5km away and a 30 minute walking distance. The community has no access to a hospital. The community is well located to a preschool which is less than 500m away but far from a primary and secondary school which are located more than 5km away which is a 1 hour walking distance. The community has access to general shops and spaza shops as well as community facilities such as a church, community hall and police station.

ECONOMIC SERVICES
- Spaza shops
- General shops

SOCIAL SERVICES
- Church
- Community hall
- Police station

EMPLOYMENT PROFILE
% of employed men and women

- 75% Farm work
- 2.5% Security
- 17.5% Domestic
- 5% Construction

More than half of the settlement’s working population is employed as farm labourers. This type of employment is seasonal in some instances and offers low earning potential. Other forms of employment include domestic work, construction and security work. The municipality should ensure that they provide skills capacity workshops to community members free of charge, make employment opportunities available through the EPWP program and facilitate programs that develop capacity around entrepreneurial activities.
**SETTLEMENT PROFILE**

**Pollar Park**

Municipality: **SWARTLAND MUNICIPALITY**  
Closest town: **MALMESBURY**  
Established: **2015**  
Structures: **150**

**CATEGORISATION CODE/S**

**A**  
**A - IN SITU UPGRADING WITH PLANNING UNDERWAY**  
Growth potential: **VERY HIGH***

**SUMMARY**

Pollar Park is a very high density settlement located on municipally owned land inside the urban edge and is zoned for recreational use. It is located on a servitude with the community reporting poor access to basic services. Otherwise it does not face any other locational risks. The community has been temporarily relocated to its current site because its original settlement is being upgraded with service sites being added. This is part of the Phola Park and Malmesbury UISP project which should provide enough serviced sites for all households. The settlement has therefore been categorised A as the community’s original site is suitable for long term development and is part of a UISP project. The municipality should act in a transparent way and communicate when the community can expect to gain access to its serviced sites. The municipality needs to ensure that the community is afforded adequate basic service delivery and should therefore alleviate water and sanitation shortfalls, implement a waste management plan including regular waste collection and provide a municipal skip. The municipality must attempt to repair their relationship with the community as continued upgrading of the settlement will rely on a working relationship between the two parties.

**HISTORY AS TOLD BY THE COMMUNITY**

People lived on the other side of the settlement. Now the municipality is clearing the settlement for site and service plots which means that the community will be relocated back to the serviced site.

**SHORT TERM INTERVENTIONS**

- Provide 10 flush toilets and repair 16
- Provide 2 and repair 16 communal standpipes
- Provide 1 municipal skip and collect waste weekly
- Facilitate a working relationship with the community
- Co-operate to implement a maintenance plan and provide electricity

COMMUNITY PRIORITIES

Short term:
• Shelter
  We want formal houses because it is dangerous living in a shack
• Access to employment opportunities
  Because of unemployment and poverty
• Access to electricity
  Our children are dirty, we cannot iron clothes, we have cooking and food needs
• Access to educational facilities
  We want better education for our children so they can become something in life.

COMMUNITY READINESS

Leadership: Other
Leader relations: Generally cooperative
Relationship with municipality: Very bad

ASSESSMENT

The community has a street leadership committee. The committee generally cooperates and meets once a month but struggles to reach agreements. The committee never meets with the municipality and reports having a very bad relationship.

DEMOGRAPHICS

- Structures: 150
- Households: 147
- People: 441

COMMUNITY VOICES

The community needs projects such as CWP and EPWP for skills development.

PLANNING RELATED ISSUES

- Land ownership: Municipality 100%
- Servitude: Sewer
- Zoning: Other
- Household density: 289 HH/Ha

Evaluation of categorisation
The settlement was temporarily relocated to its current site so that the municipality could install serviced sites for the community to move back to. The community is adjacent to its original site and is suffering from lack of service delivery as members await to receive serviced sites. The service sites are part of the Phola Park and Malmesbury UISP projects and should provide 821 sites in 2016/17. This settlement has therefore been categorised as A, in situ upgrading with planning underway. The community will be relocated to service sites suitable for long term development.

Comment on past relocation attempts
The community is part of the Malmesbury Ilingelethu housing project. This is a large UISP project in the area. The community is due to receive service sites in this project.
Basic Services
Service assessment
The settlement has a poor level of basic service delivery. This is due to the municipality temporarily relocating the community in 2015 to install service sites at the settlement’s original location (which the community should be relocated back to). The municipality must ensure that while the community waits for serviced sites it has access to basic services. The municipality needs to alleviate the shortfall of 26 toilets and taps by providing 10 toilets and repairing 16 toilets, repairing 16 taps and introducing a waste management plan which includes the provision of a municipal skip and regular waste collection. The municipality conducts no maintenance in the settlement and infrastructure is managed by the community. Therefore, the municipality should facilitate the adoption of a maintenance plan which empowers the community to maintain its infrastructure with the assistance of local government.

Sanitation
Working ratio 1:37 Shortfall 26
4 working flush toilets are maintained by the community. There is a shortfall of 26 toilets with 16 needing repair. The community locks toilets for hygienic purposes and because residents want to fix the ones that are not working. The community reports that toilets are stolen regularly and not managed properly.

ELECTRICITY
N/A
There is no access to electricity in this settlement and no street lights. The community reports that the reason for this is that they do not have a good relationship with the municipality.

Water
Working ratio 1:37 Shortfall 2
4 working communal standpipes are located on the edge of the settlement and maintained by the community. There is a shortfall of 2 taps. 16 need to be repaired.

Waste management: Common area outside settlement

Waste
Waste is dumped in a common area outside the settlement and is supposed to be collected by the municipality. The community reports that there is no waste collection for the settlement.
The community has excellent access to educational amenities with pre-, primary and secondary schools within 15 minutes walking distance. The settlement is located a 10 minute walk from the nearest clinic but does not have access to a hospital. Transport is required for people who need to access a hospital, especially in emergency situations. The community has access to other socio-economic amenities such as churches, a community hall, playground, spaza shops and general shops. There is a need for a police station as drug and alcohol related crime was reported as a social problem.

Community members are predominantly (90%) employed as farm labourers. This type of employment can be seasonal in nature and can subsequently leave households in a vulnerable position. The municipality should implement skills upgrading and other vocational training to increase this community’s access to employment. The municipality should also introduce EPWP and CWP to stimulate employment.
Goedgegun is a very low density settlement located on land owned by the national Housing Development Agency (HDA). It is located outside the urban edge on land zoned for agricultural use. The settlement suffers from inadequate sanitation, inadequate waste management and waterborne diseases which are linked to a lack of basic service delivery. The settlement has no sanitation infrastructure, no electrical provisions, inadequate water provision and no waste management system. It was reportedly established in 1956. Locationally, it is suitable for long term development and should be upgraded in situ. This requires permission from the HDA to the municipality to develop the land and is subject to the municipality’s ability to extend the urban edge to include the settlement in its developmental and service delivery scope. The municipality also has to apply to amend the zoning to allow for development. Depending on the current community’s historical links to the land, they could claim tenure security using the Extension of Security of Tenure Act (ESTA) to claim occupier rights. The municipality must facilitate a working relationship with the community in order to effectively pursue the upgrading process.

**SHORT TERM INTERVENTIONS**

- Install 12 flush toilets and 2 communal standpipes inside the settlement.
- Provide a municipal skip and implement a waste management plan which sees the regular collection of waste and distribution of black bags.
- Provide prepaid electrical connections for the community and install street lights, especially near toilets and taps.
- Establish a working relationship with the community.

COMMUNITY PRIORITIES

Short term:
• Access to electricity
  Electricity will improve our quality of life. It also allows for refrigeration to store meat and food.
• Access to sanitation
• Tenure security
  We want access to land so people can build their own houses.
• Access to water
  Every household has a tap in their house. This enables them to plant their own food.
• Access to employment opportunities
  Employment will bring income and a sense of providing for our families.

COMMUNITY READINESS

Leadership: Leadership committee
Leader relations: Healthy
Relationship with municipality: None

ASSESSMENT

The community has a leadership committee which enjoys a healthy internal relationship and meets regularly once a month. The community reports that it never meets with the municipality and consequently has no relationship with the municipality. They very occasionally have a meeting with the Housing Development Agency which owns the land. The municipality needs to facilitate a working relationship with the community of Goedgegun.

DEMOGRAPHICS

56 STRUCTURES
58 HOUSEHOLDS
174 PEOPLE

56% Land ownership: Other 100%

Zoning: Agricultural

Servitude: None

Household density: 2 HH/Ha

(2 HH/Ha – households per hectare)

Why doesn’t the municipality look after us? Please give us access to land and give us an address.

PLANNING RELATED ISSUES

100% Land ownership: Other 100%

Evaluation of categorisation
The settlement is located outside the urban edge on agriculturally zoned land and is owned by the national Housing Development Agency (HDA). The settlement has not been slated for relocation and there are no municipal plans for it even though it was established in 1956. The municipality’s human settlements pipeline indicates that there is a UISP project for Chatsworth that will provide 100 service sites but the analysis cannot confirm if this has been planned with Goedgegun community in mind. The community faces no locational hazards, however members suffer from man made risks linked to a lack of basic service delivery. Locationally the settlement is suitable for long term development and should be upgraded in situ. However, this is subject to the HDA giving permission for land development and to an application to extend the urban edge which is necessary to pursue development so that this settlement is accommodated in the scope of municipal service delivery.

Comment on past relocation attempts
The community reports that there are no plans for this settlement. They explain that the municipality and the Housing Development Agency conducted many surveys but that these have not resulted in any action.
HAZARDS AND RISKS

Natural
- None

Man-made
- Inadequate sanitation
- Poor street network
- Inadequate waste management
- Waterborne disease

Assessment
The settlement experiences no locational hazards but suffers from the man-made risks of inadequate sanitation, inadequate waste management, waterborne disease and a poor street network. These are linked to poor service delivery and can be alleviated by meeting shortfalls and introducing a waste management system which enables regular garbage collection from a municipal skip.

BASIC SERVICES

Service assessment
The settlement receives a low level of basic service delivery with shortfalls of toilets and taps recorded. The settlement has no waste management services or electricity. The municipality must alleviate the sanitation and water shortfalls by providing 12 flush toilets and 2 communal standpipes. The municipality needs to implement a waste management plan which is coupled with providing a municipal skip, regular waste collection and distribution of black bags. As the settlement is without electricity or street lights the municipality should install prepaid connections and street lights near to toilets and taps. Maintenance can take up to 1 month. People usually do not report broken infrastructure because they rather repair it themselves. The municipality should formalise this initiative into a formal maintenance plan that can further empower the community to look after their infrastructure.

SANITATION

Working ratio N/A  Shortfall 12

The settlement has no sanitation infrastructure and the community reports that members have dug pit latrines. There is a shortfall of 12 toilets. The municipality reports that there are connection lines within 100m.

WATER

Working ratio 1:58  Shortfall 2

1 communal standpipe is located on the edge of the settlement and maintained by the community. There is a shortfall of 2 taps. The community explains that women are vulnerable when walking to the 1 communal tap and that residents bought their own pipes to reticulate water but that this is unreliable.

ELECTRICITY

N/A

There is no access to electricity and there are no street lights in the settlement. The community reports that the municipality does not know who owns the land and therefore cannot install services.

WASTE

Waste management: Common area inside settlement

There is a common area inside the settlement where people dump and burn waste. Waste is not collected by the municipality and black bags are not distributed.
The community has good access to pre and primary school educational facilities but the secondary school is more than an hour’s walk away. Transport needs to be provided for learners to and from school. The community has poor access to health facilities with no access to a hospital. The nearest clinic is a 30 minute walk away. Transport is needed, especially in emergencies, to and from health facilities. The community is isolated from a range of other socio-economic amenities and only has access to a church, spaza shops and a shebeen - none of which are located inside the settlement.

Community members are mostly employed as farm workers. 80% of women report being a housewife as their occupation. This means that households rely on one income source which is compounded by the potential for farm labour to be seasonal. This can leave households in vulnerable positions. The municipality should increase access to employment opportunities by providing skills upgrading and training programs for this community, especially for women. 7.5% are self employed, the municipality should promote entrepreneurship and innovation.
Glossary and Disclaimer

Swellendam Municipality

Disclaimer

This municipal profile does not cover all settlements in the municipality as political and other factors prevented access to some informal settlements. The Swellendam municipal profile therefore includes 3 settlements in the municipal area and excludes the following 2 settlements in the municipal area:

- Stykyster
- Smarty Town

Categorisation

The settlement categorisation is based on the following categorisation logic. Where applicable, the categorisation also references the municipal IDP’s, housing pipelines and municipal business plans.

![Decision Tree Image]

A copy of this analysis of each settlement will be done, as the analysis is ongoing and will accompany a short narrative explaining the logic for a particular category in the categorisation.
Three datasets are provided: number of structures, number of households and number of people living in informal settlements.

The **number of structures** is a triangulation of data received from the municipality, the community (via the focus group discussion) and actual structure counts during the rapid appraisal. In instances where the field team counted structures, this figure is deemed to be most accurate. In instances where an extensive discrepancy with municipal figures occurred, the team conferred with officials.

The **number of households** is based on a community estimate. The general approach used to reflect a more realistic estimate worked with 1.2 households per structure. This ratio is based on CORC’s experience on the ground.

The **number of people** in the settlement is based on a ratio of 3 people per household. This falls below the metro ratio of 3 people per household and is considered a good estimate for non-metro informal settlements.

The following density gradients were used:

- **> 25**: VERY LOW
- **26 - 50**: LOW
- **51 - 75**: MEDIUM
- **76 - 100**: HIGH
- **101 +**: VERY HIGH

**SANITATION SHORTFALL**

The sanitation shortfall is based on the national standard of 1 toilet for every 5 households. The number of toilets within a settlement is based on the actual number of working toilets at the time of the rapid appraisal.

**WATER SHORTFALL**

The water shortfall is based on the national standard of 1 tap for every 25 households. The number of taps within a settlement is based on the actual number of working taps at the time of the rapid appraisal.
Swellendam municipality is situated in the Overberg district and located at the foot of the Langeberg mountain range. The municipal area comprises of Swellendam town and the villages of Barrydale, Suurbrak, Malgas, Buffeljagsrivier, Ouplaas, Akkerboom, Infanta and Stormsvlei. The region is known for its rich historical and cultural heritage. The main economic drivers are the agricultural, fishing, forestry, manufacturing and commercial industries. The RAP project identified 3 informal settlements: Nuwe Turief, Nuwedorp Malgas and Swellendam-Plakkerskamp. The municipality’s vision for the area is: ‘A visionary municipality that strives towards prosperity for all through co-operative participation and high quality service delivery’.

**MUNICIPAL PROFILE**

**Swellendam Municipality**

**CONTEXTUAL MAP OF MUNICIPALITY**

**SETTLEMENT CATEGORISATIONS AND SHORT TERM INTERVENTIONS**

<table>
<thead>
<tr>
<th>SETTLEMENT</th>
<th>CATEGORY</th>
<th>SHORT TERM INTERVENTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nuwe Turief</td>
<td>B1</td>
<td>• Install concrete storm water channels.</td>
</tr>
</tbody>
</table>
| Nuwedorp Malgas             | B1       | • Install concrete storm water channels.  
• Repair 7 individual standpipes.  
• Repair 1 pit latrine.  
• Implement a maintenance plan for sanitation services that takes the settlement’s isolated location into account.  
• Explore off-grid solutions to basic service delivery - solar power could be an option to provide the community with electricity. |
| Swellendam-Plakkerskamp     | B1/B2    | • Fix 149 taps.  
• Fix 114 flush toilets.  
• Provide 298 households with electricity.  
• Provide communal skips for the relocated portion of households in the settlement.  
• Install a proper drainage system.  
• Implement an ongoing maintenance plan for existing services in the settlement.  
• The community has no access to any health facilities - there is a need for a mobile clinic to service the area. |
INTRODUCTION

This profile provides an overview of three informal settlements in the Swellendam municipal area. These settlements were established as a result of in-migration, farm worker evictions and the municipality relocating people to suitable land for settling. The only settlement that has good access to basic services is Nuwe Turief. Basic service provision and maintenance of existing infrastructure is poorly managed and only provided to Nuwedorp Malgas and Swellendam-Plakkerskamp. This is the case with small municipalities that have limited funding for ongoing infrastructural maintenance. All settlements have been categorised for in situ upgrading except for a portion of Swellendam-Plakkerskamp, which should be relocated because the land is located close to a sewer plant. The most common form of employment is farm work. Between the three settlements access to socio-economic amenities is varied. However, all settlements have access to general shops and spaza shops in their immediate vicinity.

SUMMARY OF COMMUNITY PRIORITIES

The communities share similar priorities including access to shelter in the form of top structure provision, access to sanitation, access to electricity and access to employment opportunities as the area suffers from low employment levels. There is also a need for access to community facilities so that children can have safe places to play. The municipality has a large role to play in assisting with service provision but importantly social facilitation is needed to build capacity in the community of Nuwedorp Malgas. This will enable the community to effectively negotiate necessary bureaucratic processes in order to access these services and amenities.

EXTRACT FROM COMMUNITY

People want their houses where they are. They do not want to be relocated. When there’s a sick person in the community they are required to call the police station and the ambulance collects that person from the police station - Community of Nuwe Turief

DEMOGRAPHIC SUMMARY

<table>
<thead>
<tr>
<th>Settlement</th>
<th>Structures (Str/Ha)</th>
<th>Households</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nuwe Turief</td>
<td>635</td>
<td>634</td>
<td>1902</td>
</tr>
<tr>
<td>Swellendam-Plakkerskamp</td>
<td>3</td>
<td>49</td>
<td></td>
</tr>
<tr>
<td>Nuwedorp Malgas</td>
<td>3</td>
<td>49</td>
<td></td>
</tr>
</tbody>
</table>

49HH/Ha Density (HH/Ha)

This is a low density rating. The data, however, is skewed because Swellendam-Plakkerskamp is a very high density settlement while Nuwedorp Malgas and Nuwe Turief are very low density settlements.

EXTRACT FROM COMMUNITY

People want their houses where they are. They do not want to be relocated. When there’s a sick person in the community they are required to call the police station and the ambulance collects that person from the police station - Community of Nuwe Turief

DENSITY VS AGE OF SETTLEMENT GRAPH

The graph showing structure density vs the age of the 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 negative correlation (coefficient = -0.33) between the variables of age and density. Therefore, the age of the settlement does not have a determining factor on its density.

ii) Nuwe Turief has experienced a low level growth and the municipality should assist in helping the residents attain tenure security.

iii) Swellendam-Plakkerskamp has experienced rapid growth, allegedly from in-migration from job seekers and evicted farm workers. The municipality should monitor the growth of informal settlements to determine adequate service delivery levels and to assist in mitigating illegal farm evictions.
MUNICIPAL PROFILE: SWELLENDAM MUNICIPALITY

PLANNING OVERVIEW

The settlements in the municipality are well placed for in situ upgrading but in the case of Nuwedorp Malgas and Swellendam-Plakkerskamp there are conditions that could delay this process. In Nuwedorp Malgas the landowner wishes to relocate the community but the community has occupied the land for 58 years and must invoke the ESTA legislation to verify its tenure security. In Swellendam-Plakkerskamp a portion of the community is located close to a sewerage works and needs to be relocated. Since 60% of the settlements are located on private land, the municipality must determine what it can invest especially in terms of service delivery, i.e., electrical connections in Nuwedorp Malgas.

- **Act 9 area (tenure security issues - land reform projects)**
  - There are no surveyed settlements located in Act 9 areas in this municipality.

- **Private land (ESTA issues - possible expropriation/land reform or eviction)**
  - 60% of the land on which the 3 settlements are located is privately owned land. Nuwedorp Malgas is located on private land. The landowner has requested that the settlement be relocated. The community has occupied the land for 58 years and is entitled to tenure security via ESTA. 80% of Swellendam-Plakkerskamp is situated on private land and 20% on municipal land. In this case, the community has only been living on the land for 19 years and did not live on the land prior to 1997. Therefore, the community will have more difficulty claiming tenure security through ESTA. Municipal investment in private land is an issue that requires clarity - as in the case of Nuwedorp Malgas where the municipality has not been able to install electrical connections.

- **Servitudes (Important for partial or total relocation)**
  - Only part of Swellendam-Plakkerskamp is located close to a sewer plant. This portion of the community should be relocated.

- **Relocation**
  - All the settlements are suitable for in situ upgrading. Only a portion of Swellendam-Plakkerskamp needs to be relocated because it is located close to a sewer plant. The municipality reported that the communities of Nuwe Turief and Swellendam-Plakkerskamp are part of the municipal development pipeline. However, this cannot be verified in the IDP.

HAZARDS AND RISKS

The settlements experience similar hazards and risks related to flooding, drainage, and waterlogging issues, inadequate sanitation, and waterborne diseases. There is some incidence of fires and strong winds. Nuwe Turief and Swellendam-Plakkerskamp are located near to sewerage works. The municipality, through the process of in situ upgrading, should alleviate sanitation shortfalls, introduce concrete stormwater channels and an improved drainage system. The settlements should be spatially reorganised - especially Swellendam-Plakkerskamp - to mitigate the locational hazards of the sewer plant, fires, and strong winds. This would accommodate densities more effectively and improve street networks. Communities should not live in settlements where they have to face undue hazards and risks. The municipality should work with the community to tackle the above-mentioned problems and employ community members to do so.

BASIC SERVICE PROVISIONS

- **Service assessment**
  - Major improvements in regular infrastructure operations and maintenance are needed in Nuwedorp Malgas and Swellendam-Plakkerskamp. Most of the hazards and risks are directly related to the maintenance of existing infrastructure.

- **Waterborne diseases**
  - Waterborne diseases can be mitigated through meeting short-term interventions such as improving sanitation services and providing regular waste collection services. The settlements all rely on community dug-out channels. This can be alleviated by the municipality through upgrading the channels with concrete.
MUNICIPAL PROFILE: SWELLENDAM MUNICIPALITY

SANITATION

- **35%** Current working sanitation
- **1:33** Sanitation working ratio

**Sanitation shortfall**
Access to adequate sanitation is a problem in Nuwedorp Malgas and Swellendam Plakkerskamp, which has the highest shortfall of 107 toilets. This is due to its very high density. In addition to the problem of poor sanitation services, the lack of maintenance poses a further problem: in Swellendam Plakkerskamp 114 flush toilets need to be repaired. The problem is further compounded by the fact that the community needs to manage its own sanitation services.

WATER

- **57%** Current working water
- **1:3** Water working ratio

**Water shortfall**
The provision of water services is adequate in each settlement. Nuwe Turief is the only settlement in which all standpipes are operational. In Nuwedorp Malgas a service provider maintains communal standpipes while household standpipes are maintained by the community - these require maintenance. Water services in Swellendam Plakkerskamp are supposed to be maintained by the municipality. However, the municipality is failing at this task as 24 household- and 125 communal standpipes are in need of repair.

ELECTRICITY

- **73%** Households with access to electricity

**Electricity**
Electricity provision is varied across the settlements. Only Nuwe Turief has 100% electricity cover. The settlement also has 10 street lights. Swellendam Plakkerskamp has a shortfall of 298 households that require access to electricity including those with illegal connections. There are also 5 street lights. Nuwedorp Malgas has no electricity or street lights because the land is not owned by the municipality.

WASTE

**Access to waste management**
There is adequate waste collection in each settlement, however waste is not collected on a regular basis. Nuwe Turief is the only settlement in which waste is collected weekly and in which the community has access to individual bins. Improvements in providing black bags and regular waste collection should occur in Nuwedorp Malgas and Swellendam-Plakkerskamp.

ACCESS TO AMENITIES

All settlements in Swellendam have good access to community facilities such as general and spaza shops, a church and police station. Only Nuwe Turief has access to health facilities whereas the remaining two settlements have no access to health facilities within a 5km radius. Access to educational facilities is varied across all three settlements. For Nuwedorp Malgas and Swellendam Plakkerskamp secondary schools are located more than a 5km radius away.

**Access to educational amenities**
- **100%** within 5km of a preschool
- **100%** within 5km of a primary school
- **100%** settlements in municipal area have access to a secondary school

**Access to health facilities**
- **66%** settlements within 5km radius of a clinic
- **33%** settlements within 5km radius of a hospital
QUALITY OF LIFE

Social problems
Crime is a common problem across the settlements.

Employment
Farm work is the main source of employment.

COMMUNITY READINESS / POLITICAL ENVIRONMENT

Ward committee
Both Nuwe Turief and Swellendam-Plakkerskamp engage with their respective ward committees through strong leadership bodies which is well communicated through the communities. Nuwedorp Malgas has no leadership structure and does not have the capacity to engage with the municipality.

Relationship with the municipality
Both Nuwe Turief and Swellendam-Plakkerskamp have good relationships with the municipality. Nuwedorp Malgas has a poor relationship with the municipality. This probably stems from its lacking leadership structure and isolated location.

SUMMARY

The settlements of Swellendam are all suitable for in situ upgrading; however, a portion of Swellendam-Plakkerskamp located near a sewer plant should be considered for relocation. The settlement of Nuwe Turief receives an adequate level of basic service delivery but requires that concrete storm water channels be installed as a solution to water logging and drainage problems. Nuwedorp Malgas and Swellendam-Plakkerskamp have inadequate levels of basic service provision. These settlements require the municipality to repair and maintain a large portion of existing infrastructure. The provision of regular waste management systems will improve the poor sanitary and living conditions in these settlements. In addition, the municipality must

i) encourage the community to build its own leadership structures, especially in Nuwe Malgas, so that the community can effectively communicate its needs, priorities and maintenance issues in order to ensure adequate basic service delivery and regular maintenance for this isolated settlement;

ii) clarify the level of investment it is able to make on private land since only 40% of the settlements are located on municipal land;

iii) assist the community of Nuwe Malgas with navigating the ESTA legislation in order to clarify the community’s security of tenure.
Nuwe Turief is a residentially zoned, very low density settlement that has good access to basic services and good access to socio-economic amenities. The settlement is largely free from natural risks and hazards although strong winds, drainage and waterlogging are issues. In-situ upgrading and settlement reblocking would be affordable interventions that would alleviate hazards in this settlement. The municipality has already installed toilets, taps and electricity but now needs to install concrete storm water channels. Lastly, the street network needs to be formalised to enable emergency vehicles to enter the settlement.

**SUMMARY**

The original families who lived here were given permission to remain on the land by the landowner in 1958. In 2013 the municipality installed 13 toilets for the community and in April 2016 the municipality installed electricity and street lights.

**HISTORY AS TOLD BY THE COMMUNITY**

**COMMUNITY PRIORITIES**

**Short term:**
- Storm water and flooding management
  - There is high flooding
- Access to employment opportunities
  - Most people here are not working and they have high debts.
- Access roads and access to community facilities
  - The community needs a playground for their children so that they need not travel far to play.

**Medium Term:**
- Tenure security
  - The community has been here for too long and does not see itself moving to another place.

COMMUNITY READINESS

Leadership: Leadership committee
Leader relations: Undetermined
Relationship with municipality: Good

ASSESSMENT

There is a community leadership committee which reports having a good relationship with the municipality. The committee convenes meetings when necessary and usually engages with the Department of Human Settlements.

DEMOGRAPHICS

- **13** Structures
- **13** Households
- **39** People

COMMUNITY VOICES

People want their houses where they are - they do not want to be relocated. When there’s a sick person in the community, they are required to call the police station and the ambulance collects that person from the police station.

PLANNING RELATED ISSUES

- **100%** Land ownership: Municipality 100%
- Servitude: None
- **Residential** Zoning
- Household density: 6 HH/Ha (HH/Ha - households per hectare)

**Evaluation of categorisation**

This extremely low density settlement is 58 years old but is still affected by poor drainage and water logging, both of which are relatively easy and inexpensive to solve. Basic service delivery is very good: all households have access to sanitation, water, waste management and electricity. Reblocking and in-situ upgrading would establish the settlement as a dignified place to live. In this case the upgrading process would be relatively inexpensive as the community already enjoys adequate basic service delivery.

**Community comment on relocation**

The community reports that there are municipal plans to relocate the settlement to a housing project in order to provide them with top structures. However, they also indicated that the settlement is not under imminent threat of relocation. This community reports that they do not want to be relocated to Port Beaufort, they want to live where they were born and where their elders were buried.
BASIC SERVICES

Service assessment
The settlement has good access to basic services with no shortfalls for sanitation or water recorded. All households have access to electricity and there is regular waste collection from individual bins once a week.

HAZARDS AND RISKS

Natural
- Rock falls
- Slope greater than 18
- Strong winds

Man-made
- Poor street network
- Water logging drainage

Assessment
The settlement is located on a slight slope and experiences strong winds. It has poor drainage with water logging occurring as a consistently reported problem. The municipality should install concrete storm water channels and assist the community in reinforcing their structures against strong winds and fires. The addition of a formalised street network could help mitigate fires and increase access for ambulances and fire trucks.

SANITATION
Working ratio 1:1  Shortfall 0
All 13 flush toilets are working in the settlement and are maintained by the municipality. Each household has a toilet.

WATER
Working ratio 1:1  Shortfall 0
All 13 individual standpipes are working and are maintained by the municipality.

ELECTRICITY
13  Pre-paid
All 13 households have access to prepaid electrical connections. There are also 10 street lights in the settlement.

WASTE
Individual bins
All households have individual bins, black bags are distributed regularly and waste is collected once a week.

SOCIAL SERVICES
- Church
- Community hall

ECONOMIC SERVICES
- General shops
- Spaza shops

SOCIO-ECONOMIC AMENITIES

The community has good access to educational facilities with only high school learners having to travel 2.5km or 30 minutes. The settlement has good access to a nearby clinic and the hospital is 30 minutes away. Ambulances and fire trucks are easily able to reach the settlement but have difficulty entering because of the poor street network. With regards to socio-economic amenities, the community has access to sports facilities, community facilities, churches, spaza shops, general shops, the police station and shebeens.
The majority (80%) of community members are employed as farm labourers. This could mean that they experience vulnerable livelihoods that are associated with seasonal or temporary work. 10% of employed people in the community work in manufacturing. A few work in gardening or construction jobs. The community has listed access to employment as one of its short-term priorities and has commented that most people are unemployed and have high debts.
Nuwedorp Malgas is a very low density settlement located on private land outside of the urban edge. This isolated community suffers from poor service delivery because it is too expensive to deliver bulk services. The municipality is unable to make certain investments such as providing electrical connections on private land. The settlement is 58 years old and is home to a multi-generational community. Yet the landowner (with the help of the municipality) wants to relocate the community. The community must make use of ESTA (Extension of Security Tenure Act) to determine what tenure rights they are able to claim with regards to the land. This will require the community to have a strong leadership committee that is able to represent the community in court. Therefore, social facilitation is needed to assist in establishing a formal leadership structure in this community. The settlement will benefit from in situ upgrading as it is located in an area which is prone to flooding. Concrete storm water channels need to be installed to mitigate water logging and waterborne diseases. A sanitation maintenance plan that is sensitive to the isolated nature of the community must be put in place. Off-the-grid solutions to service delivery such as solar power should be explored.

**SHORT TERM INTERVENTIONS**

- Install concrete storm water channels.
- Repair 7 individual standpipes.
- Repair 1 pit latrine and implement a maintenance plan for sanitation services that takes the settlement’s isolated location into account.
- Explore off the grid solutions to basic service delivery.
- Solar power could be an option to provide the community with electricity.
- Ensure social facilitation to build a stronger community leadership so that the community is able to claim its rights.

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COMMUNITY PRIORITIES

Short term:
- **Shelter**: People in the settlement want proper housing - bad weather conditions put their lives at risk.
- **Access to electricity**: People use wood and paraffin stoves to cook and candles to light, which is dangerous since their homes are made out of wood.
- **Access to employment opportunities**: Most people here are not working and have families to support.
- **Access to community facilities**: People need a playground for their children so that they can play closer to home.
- **Access to health facilities**: The community needs the clinic nearer to them because the mobile clinic only comes once a month.

COMMUNITY READINESS

- Leadership: **No leaders**
- Leader relations: **None**
- Relationship with municipality: **None**

ASSESSMENT

There is no leadership structure in the community and members never meet with the municipality. This poor level of community readiness is compounded by the settlement’s isolated location and contributes to the marginalisation of the settlement with regards to basic service provision. Social facilitation is needed to build a strong community leadership so that the community is able to claim its rights.

COMMUNITY VOICES

Each household has a water tank with a tap but the water that comes out of the tap is dirty. The two communal taps on the edge of the settlement are supposed to be used for washing purposes but they do not work.

PLANNING RELATED ISSUES

- **Land ownership**: Private 100%
- **Servitude**: None
- **Zoning**: Agriculture
- **Household density**: 6 HH/Ha (HH/Ha - households per hectare)

Evaluation of categorisation
The settlement is located on private land. The owner wants his/her land back, however the community has settled on the land for 58 years. Therefore, the community qualifies for ESTA (Extension of Security of Tenure Act) rights and should be granted security of tenure by using this legislation. The settlement requires infrastructure upgrading including sanitation and storm water and should be considered for in situ upgrading.

Comment on past relocation attempts
The land owner wants the land back and asked the municipality to find alternative land for the community to be relocated to. The land owner has consulted with the municipality to try and find alternative land for the community.
**BASIC SERVICES**

**Service assessment**

The settlement has access to sanitation and water, however the current pit latrines are not maintained, with 1 requiring repairs. The community does not have the equipment or skill to service these pit latrines and reports that they often remain full, which leads to unhygienic conditions. Healthier, easier to maintain and more environmentally friendly eco-loos may be an off-the-grid option that the municipality could investigate to assist with this sanitation situation.

**HAZARDS AND RISKS**

**Natural**
- Flood prone area

**Man-made**
- Inadequate sanitation
- Water logging drainage
- Waterborne diseases

**Assessment**

The settlement is located in an area which floods. Subsequently, water logging and drainage is a problem as well as poor access to sanitation. These factors help contribute to waterborne diseases. The municipality needs to install concrete storm water channels to mitigate this. The current pit latrine toilets need a new maintenance plan as the community reports that they often remain full for a while, which leads to unhygienic conditions. Healthier, easier to maintain and more environmentally friendly eco-loos may be an off-the-grid option that the municipality could investigate to assist with this sanitation situation.

**SANITATION**

**Working ratio** 1:5  
**Shortfall** 1  
There are 4 working pit latrines. 1 needs to be repaired to ensure a shortfall of zero. The toilets are maintained by the community. When the toilets are full the community does not know what to do and reported that when they ask for assistance, the municipality does not respond. The community reports that the chemical toilets are always full which causes people to get sick. The toilets have worms that cause children to get sick.

**WATER**

**Working ratio** 1:2  
**Shortfall** 0  
2 working communal standpipes are located inside the settlement and maintained by a service provider. There are 22 individual standpipes which are supposed to be maintained by the community but 7 of these need to be repaired.

**ELECTRICITY**

None  
There are no electrical connections or street lights in the settlement. The community reports that because the land is privately owned the municipality is unable to provide this basic service.

**WASTE**

Waste management: Common area inside settlement  
Waste is collected regularly and no problems were reported.
The community has access to educational and health facilities but these are all located more than 5km away. Thus the municipality needs to assist with transporting learners, especially high school learners. There is access to a mobile clinic but the isolated nature of the settlement means that the municipality needs to assist people when they urgently need to be transported to a hospital. The settlement has access to a church, police station, general shop and shebeen but none are close by.

The community has listed access to employment opportunities as one of its short term priorities as most people are unemployed and have families to support. Half of employed residents work as domestic workers, 20% are employed as construction workers and 30% are gardeners.
Swellendam-Plakkerskamp

Municipality: SWELLENDAM MUNICIPALITY
Closest town: SWELLENDAM
Established: 1997
Structures: 600

**SUMMARY**

Swellendam-Plakkerskamp is a high density settlement located close to a sewer plant and on residentially zoned land. The settlement has access to bulk infrastructure such as water and sanitation services. However, these services are not adequately managed and maintained, which results in poor living conditions. The settlement is well located in terms of access to economic and educational amenities, however there are no health facilities within close proximity to the settlement. Short term interventions include providing a mobile clinic, improving the waste management system as well as improving the maintenance operations plan for existing infrastructure. Current hazards and risks can be mitigated through improving access to existing infrastructure and through reblocking the settlement, which will improve the street network and settlement drainage. A portion of the settlement located on municipally owned land is ideally suited for in situ upgrading. The portion located on private land and close to a sewer plant should be relocated to municipal land so that the community can have a better chance at accessing basic services.

**SHORT TERM INTERVENTIONS**

- Repair 149 taps.
- Repair 114 flush toilets.
- Provide 298 households with electricity.
- Provide communal skips for the relocated portion of the settlement.
- Install a proper drainage system.
- Implement an ongoing maintenance plan for existing services in the settlement.
- The community has no access to any health facilities, there is a need for a mobile clinic to service the area.
- Supported by the municipality, the existing leadership should establish smaller working groups. These groups should be based on various community priorities so that more frequent meetings with the municipality can occur.

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COMMUNITY PRIORITIES

Short term:
- **Access to electricity**
  We want the municipality to install electricity for those who do not have to avoid shack fires.
- **Access to sanitation**
  Other people from the community use the veld to relieve themselves, we need more toilets.
- **Access to employment opportunities**
  Most people are not working. We would like to ask the municipality to provide EPWP opportunities so that we can support our families.
- **Access to water**
  We need more individual taps.
- **Access to education**
  We want to have a primary school built because the current school cannot accommodate everyone and our children suffer, especially during winter season when they have to go to school far away.

Long term:
- **Access to shelter**
  We need houses, we have been here for too long, we want government subsidies.

COMMUNITY READINESS

- **Leadership:** Leadership committee
- **Leader relations:** Healthy
- **Relationship with municipality:** Average

ASSESSMENT

There is an established leadership committee whose members have a healthy, respectful relationship with each other. Their relationship with the municipality is average. The municipality must continue to establish a working relationship with the community.

DEMOCRACY

COMMUNITY VOICES

The community needs better services and quick responses from the ambulance and fire engines.

PLANNING RELATED ISSUES

- **Land ownership:** Municipality 20% Private 80%
- **Servitude:** None
- **Zoning:** Residential
- **Household density:** 83 HH/Ha

Evaluation of categorisation

A portion of the settlement is located close to the sewer plant and on private land. It should be relocated to land that is owned by the municipality. Risks and hazards can be mitigated through providing bulk infrastructure investment as well as improving maintenance of existing infrastructure. Fires and floods can be mitigated by reblocking the settlement and decreasing the settlement density by creating access/egress paths. Flooding in the settlement can be mitigated by providing an adequate drainage system as well as decreasing surface runoff by establishing permeable surfaces.

Comment on past relocation attempts

A section of the settlement was situated on private land and was relocated near to a primary school. The community is not taking any action and commented that residents know that the land belongs to a private owner.
HAZARDS AND RISKS

Natural
- Rock falls
- Fire

Man-made
- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Waterborne diseases

Assessment
This high density settlement experiences hazards and risks such as inadequate access to sanitation services, water borne diseases and inadequate waste management. These can all be mitigated by improving access to bulk services and spatially re-organising the settlement with clear pedestrian paths and a street network. The provision of a drainage system that can meet the required capacity will result in a lower prevalence of waterborne diseases.

BASE SERVICES

Service assessment
As the settlement possesses a high density and given that the land is only partially owned by the municipality, providing adequate basic services could be problematic. The settlement’s risks and hazards are a result of inadequate maintenance of existing water and sanitation services. They also occur due to the absence of a formalised drainage system with proper runoff channels. The municipality should repair broken taps and toilets which amount to 24 household standpipes, 125 communal standpipes and 114 toilets. The portion of the settlement that has been relocated requires waste collection points, namely a communal skip, water and sanitation services as well as electricity connections in the form of prepaid meters.

SANITATION
Working ratio 1:14  Shortfall 107
The community has 160 flush toilets but only 46 are working and maintained by the municipality. 114 flush toilets need to be repaired and there is a current shortfall of 107 toilets. Only a portion of the settlement has access to the flush toilets.

WATER
Working ratio 1:4  Shortfall 149
Both communal and individual standpipes are located inside the settlement and maintained by the municipality. Of 160 communal standpipes 35 are in working order. Of 174 individual standpipes 150 are in working order. Therefore 125 communal- and 24 individual standpipes need to be repaired. In order to maintain the existing infrastructure, an ongoing, operational maintenance plan needs to be implemented.

ELECTRICITY
451 Pre-paid  149 Illegal
451 households have access to electricity in the settlement. 149 are illegal connections. There is a shortfall of 298 households that require access to electricity. The settlement has 5 street lights. The community reports that those who were relocated do not have access to electricity and that they have illegally connected to those who do.

WASTE
Waste management: Common area outside settlement
6 communal skips are located outside the settlement. Black bags are distributed and waste is collected on a weekly basis. Only a portion of the settlement has access to waste collection services. The community commented that waste is collected from service sites but not from other portions of the settlement.
SOCIO-ECONOMIC AMENITIES

The community has access to educational facilities within its immediate vicinity as a preschool is located less than 500m and a primary school less than 1km away. The secondary school is located more than 5km away. There is no clinic or hospital within a 5km radius. General shops and a spaza shop are located in the settlement. The community has access to facilities such as a church, community hall, playground, police station and sports facility.

ECONOMIC SERVICES
- General shop
- Spaza shop

SOCIAL SERVICES
- Church
- Community hall
- Playground
- Police station
- Sports facility

EMPLOYMENT PROFILE
% of employed men and women

The community reports that most people are unemployed. They listed access to employment opportunities as one of their short term priorities and would like the municipality to give them opportunities via the EPWP program so that they can support their families. 80% of the employed population works as farm labourers. The remainder works in security, construction, manufacturing and domestic occupations. The municipality should attempt to extend the EPWP program to this community.
SETTLEMENT PROFILE

**Nuwe Turief**

**Municipality:** SWELLENDAM MUNICIPALITY  
**Closest town:** SUURBRAAK  
**Established:** 1958  
**Structures:** 13

**TOWN LEVEL MAP**

**HISTORY AS TOLD BY THE COMMUNITY**

The original families who lived here were given permission to remain on the land by the landowner in 1958. In 2013 the municipality installed 13 toilets for the community and in April 2016 the municipality installed electricity and street lights.

**SUMMARY**

Nuwe Turief is a residentially zoned, very low density settlement that has good access to basic services and good access to socio-economic amenities. The settlement is largely free from natural risks and hazards although strong winds, drainage and waterlogging are issues. In-situ upgrading and settlement reblocking would be affordable interventions that would alleviate hazards in this settlement. The municipality has already installed toilets, taps and electricity but now needs to install concrete storm water channels. Lastly, the street network needs to be formalised to enable emergency vehicles to enter the settlement.

**SHORT TERM INTERVENTIONS**

- Install concrete storm water channels.

**COMMUNITY PRIORITIES**

**Short term:**
- **Storm water and flooding management**  
  There is high flooding.
- **Access to employment opportunities**  
  Most people here are not working and they have high debts.
- **Access roads and access to community facilities**  
  The community needs a playground for their children so that they need not travel far to play.

**Medium Term:**
- **Tenure security**  
  The community has been here for too long and does not see itself moving to another place.

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**COMMUNITY READINESS**

- **Leadership:** Leadership committee
- **Leader relations:** Undetermined
- **Relationship with municipality:** Good

**ASSESSMENT**

There is a community leadership committee which reports having a good relationship with the municipality. The committee convenes meetings when necessary and usually engages with the Department of Human Settlements.

**DEMOGRAPHICS**

<table>
<thead>
<tr>
<th>Structures</th>
<th>Households</th>
<th>People</th>
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<td>13</td>
<td>13</td>
<td>39</td>
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**COMMUNITY VOICES**

People want their houses where they are - they do not want to be relocated. When there’s a sick person in the community, they are required to call the police station and the ambulance collects that person from the police station.

**PLANNING RELATED ISSUES**

- **Land ownership:** Municipality 100%
- **Servitude:** None
- **Zoning:** Residential
- **Household density:** 6 HH/Ha

**Evaluation of categorisation**

This extremely low density settlement is 58 years old but is still affected by poor drainage and water logging, both of which are relatively easy and inexpensive to solve. Basic service delivery is very good: all households have access to sanitation, water, waste management and electricity. Reblocking and in-situ upgrading would establish the settlement as a dignified place to live. In this case the upgrading process would be relatively inexpensive as the community already enjoys adequate basic service delivery.

**Community comment on relocation**

The community reports that there are municipal plans to relocate the settlement to a housing project in order to provide them with top structures. However, they also indicated that the settlement is not under imminent threat of relocation. This community reports that they do not want to be relocated to Port Beaufort, they want to live where they were born and where their elders were buried.
BASIC SERVICES

Service assessment
The settlement has good access to basic services with no shortfalls for sanitation or water recorded. All households have access to electricity and there is regular waste collection from individual bins once a week.

HAZARDS AND RISKS

Natural
- Rock falls
- Slope greater than 18
- Strong winds

Man-made
- Poor street network
- Water logging drainage

Assessment
The settlement is located on a slight slope and experiences strong winds. It has poor drainage with water logging occurring as a consistently reported problem. The municipality should install concrete storm water channels and assist the community in reinforcing their structures against strong winds and fires. The addition of a formalised street network could help mitigate fires and increase access for ambulances and fire trucks.

SANITATION

Working ratio 1:1
Shortfall 0
All 13 flush toilets are working in the settlement and are maintained by the municipality. Each household has a toilet.

WATER

Working ratio 1:1
Shortfall 0
All 13 individual standpipes are working and are maintained by the municipality.

SOCIO-ECONOMIC AMENITIES

The community has good access to educational facilities with only high school learners having to travel 2.5km or 30 minutes. The settlement has good access to a nearby clinic and the hospital is 30 minutes away. Ambulances and fire trucks are easily able to reach the settlement but have difficulty entering because of the poor street network. With regards to socio-economic amenities, the community has access to sports facilities, community facilities, churches, spaza shops, general shops, the police station and shebeens.

ECONOMIC SERVICES
- General shops
- Spaza shops

SOCIAL SERVICES
- Church
- Community hall
- Police station
- Sports facility
The majority (80%) of community members are employed as farm labourers. This could mean that they experience vulnerable livelihoods that are associated with seasonal or temporary work. 10% of employed people in the community work in manufacturing. A few work in gardening or construction jobs. The community has listed access to employment as one of its short-term priorities and has commented that most people are unemployed and have high debts.
Nuwedorp Malgas is a very low density settlement located on private land outside of the urban edge. This isolated community suffers from poor service delivery because it is too expensive to deliver bulk services. The municipality is unable to make certain investments such as providing electrical connections on private land. The settlement is 58 years old and is home to a multi-generational community. Yet the landowner (with the help of the municipality) wants to relocate the community. The community must make use of ESTA (Extension of Security Tenure Act) to determine what tenure rights they are able to claim with regards to the land. This will require the community to have a strong leadership committee that is able to represent the community in court. Therefore, social facilitation is needed to assist in establishing a formal leadership structure in this community. The settlement will benefit from in situ upgrading as it is located in an area which is prone to flooding. Concrete storm water channels need to be installed to mitigate water logging and waterborne diseases. A sanitation maintenance plan that is sensitive to the isolated nature of the community must be put in place. Off-the-grid solutions to service delivery such as solar power should be explored.

**SHORT TERM INTERVENTIONS**

- Install concrete storm water channels.
- Repair 7 individual standpipes.
- Repair 1 pit latrine and implement a maintenance plan for sanitation services that takes the settlement’s isolated location into account.
- Explore off the grid solutions to basic service delivery.
- Solar power could be an option to provide the community with electricity.
- Ensure social facilitation to build a stronger community leadership so that the community is able to claim its rights.

COMMUNITY PRIORITIES

Short term:
- **Shelter**
  People in the settlement want proper housing - bad weather conditions put their lives at risk.
- **Access to electricity**
  People use wood and paraffin stoves to cook and candles to light, which is dangerous since their homes are made out of wood.
- **Access to employment opportunities**
  Most people here are not working and have families to support.
- **Access to community facilities**
  People need a playground for their children so that they can play closer to home.
- **Access to health facilities**
  The community needs the clinic nearer to them because the mobile clinic only comes once a month.

COMMUNITY READINESS

**Leadership:** No leaders

**Leader relations:** None

**Relationship with municipality:** None

ASSESSMENT

There is no leadership structure in the community and members never meet with the municipality. This poor level of community readiness is compounded by the settlement’s isolated location and contributes to the marginalisation of the settlement with regards to basic service provision. Social facilitation is needed to build a strong community leadership so that the community is able to claim its rights.

COMMUNITY VOICES

Each household has a water tank with a tap but the water that comes out of the tap is dirty. The two communal taps on the edge of the settlement are supposed to be used for washing purposes but they do not work.

DEMOGRAPHICS

<table>
<thead>
<tr>
<th>Structures</th>
<th>Households</th>
<th>People</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>21</td>
<td>63</td>
</tr>
</tbody>
</table>

PLANNING RELATED ISSUES

**100%** Land ownership: Private 100%

Zoning: Agriculture

Servitude: None

Household density: 6 HH/Ha

(EH/Ha - households per hectare)

Evaluation of categorisation

The settlement is located on private land. The owner wants his/her land back, however the community has settled on the land for 58 years. Therefore, the community qualifies for ESTA (Extension of Security of Tenure Act) rights and should be granted security of tenure by using this legislation. The settlement requires infrastructure upgrading including sanitation and storm water and should be considered for in situ upgrading.

Comment on past relocation attempts

The land owner wants the land back and asked the municipality to find alternative land for the community to be relocated to. The land owner has consulted with the municipality to try and find alternative land for the community.
HAZARDS AND RISKS

Natural
- Flood prone area

Man-made
- Inadequate sanitation
- Water logging drainage
- Waterborne diseases

Assessment
The settlement is located in an area which floods. Subsequently, water logging and drainage is a problem as well as poor access to sanitation. These factors help contribute to waterborne diseases. The municipality needs to install concrete storm water channels to mitigate this. The current pit latrine toilets need a new maintenance plan as the community reports that they often remain full for a while, which leads to unhygienic conditions. Healthier, easier to maintain and more environmentally friendly eco-loos may be an off-the-grid option that the municipality could investigate to assist with this sanitation situation.

BASIC SERVICES

Service assessment
The settlement has access to sanitation and water, however the current pit latrines are not maintained, with 1 requiring repairs. The community does not have the equipment or skill to service these pit latrines and reports that they often remain full and are a health hazard. The municipality should also repair 7 broken individual standpipes. The settlement suffers from poor drainage and water logging. Therefore the municipality should install concrete storm water channels. Electrical provisions for the settlement have stalled because the settlement is located on private land meaning that the municipality is unable to provide electricity connections to the community. The settlement is also outside the urban edge, which means that off-the-grid solutions to basic service delivery will need to be sought.

SANITATION

Working ratio 1:5 Shortfall 1

There are 4 working pit latrines. 1 needs to be repaired to ensure a shortfall of zero. The toilets are maintained by the community. When the toilets are full the community does not know what to do and reported that when they ask for assistance, the municipality does not respond. The community reports that the chemical toilets are always full which causes people to get sick. The toilets have worms that cause children to get sick.

WATER

Working ratio 1:2 Shortfall 0

2 working communal standpipes are located inside the settlement and maintained by a service provider. There are 22 individual standpipes which are supposed to be maintained by the community but 7 of these need to be repaired.

ELECTRICITY

None

There are no electrical connections or street lights in the settlement. The community reports that because the land is privately owned the municipality is unable to provide this basic service.

WASTE

Waste management: Common area inside settlement

Waste is collected regularly and no problems were reported.
SOCIO-ECONOMIC AMENITIES

The community has access to educational and health facilities but these are all located more than 5km away. Thus the municipality needs to assist with transporting learners, especially high school learners. There is access to a mobile clinic but the isolated nature of the settlement means that the municipality needs to assist people when they urgently need to be transported to a hospital. The settlement has access to a church, police station, general shop and shebeen but none are close by.

ECONOMIC SERVICES
- General shops
- Shebeen

SOCIAL SERVICES
- Church
- Police station

EMPLOYMENT PROFILE
% of employed men and women

20% Construction
30% Gardening
50% Domestic work

The community has listed access to employment opportunities as one of its short term priorities as most people are unemployed and have families to support. Half of employed residents work as domestic workers, 20% are employed as construction workers and 30% are gardeners.
**SETTLEMENT PROFILE**

**Swellendam-Plakkerskamp**

Municipality: **SWELLENDAM MUNICIPALITY**  
Closest town: **SWELLENDAM**  
Established: **1997**  
Structures: **600**

**TOWN LEVEL MAP**

**HISTORY AS TOLD BY THE COMMUNITY**

Some residents staying in the settlement came from the Eastern Cape to seek employment in Swellendam while others were evicted from nearby farms. People put up their shacks but when the municipality stopped them from building more shacks the people protested.

**SUMMARY**

Swellendam-Plakkerskamp is a high density settlement located close to a sewer plant and on residentially zoned land. The settlement has access to bulk infrastructure such as water and sanitation services. However, these services are not adequately managed and maintained, which results in poor living conditions. The settlement is well located in terms of access to economic and educational amenities, however there are no health facilities within close proximity to the settlement. **Short term interventions** include providing a mobile clinic, improving the waste management system as well as improving the maintenance operations plan for existing infrastructure. Current hazards and risks can be mitigated through improving access to existing infrastructure and through reblocking the settlement, which will improve the street network and settlement drainage. A portion of the settlement located on municipally owned land is ideally suited for in situ upgrading. The portion located on private land and close to a sewer plant should be relocated to municipal land so that the community can have a better chance at accessing basic services.

**SHORT TERM INTERVENTIONS**

- Repair 149 taps.  
- Repair 114 flush toilets.  
- Provide 298 households with electricity.  
- Provide communal skips for the relocated portion of the settlement.  
- Install a proper drainage system.  
- Implement an ongoing maintenance plan for existing services in the settlement.  
- The community has no access to any health facilities, there is a need for a mobile clinic to service the area.  
- Supported by the municipality, the existing leadership should establish smaller working groups. These groups should be based on various community priorities so that more frequent meetings with the municipality can occur.

COMMUNITY PRIORITIES

Short term:
• **Access to electricity**
  We want the municipality to install electricity for those who do not have to avoid shack fires.
• **Access to sanitation**
  Other people from the community use the veld to relieve themselves, we need more toilets.
• **Access to employment opportunities**
  Most people are not working. We would like to ask the municipality to provide EPWP opportunities so that we can support our families.
• **Access to water**
  We need more individual taps.
• **Access to education**
  We want to have a primary school built because the current school cannot accommodate everyone and our children suffer, especially during winter season when they have to go to school far away.

Long term:
• **Access to shelter**
  We need houses, we have been here for too long, we want government subsidies.

COMMUNITY READINESS

- **Leadership:** Leadership committee
- **Leader relations:** Healthy
- **Relationship with municipality:** Average

ASSESSMENT

There is an established leadership committee whose members have a healthy, respectful relationship with each other. Their relationship with the municipality is average. The municipality must continue to establish a working relationship with the community.

COMMUNITY VOICES

The community needs better services and quick responses from the ambulance and fire engines.

DEMOGRAPHICS

- **600** Structures
- **600** Households
- **1800** People

PLANNING RELATED ISSUES

- **100%** Land ownership: Municipality 20%
  - Private 80%
- **Servitude:** None
- **Zoning:** Residential
- **Household density:** 83 HH/Ha
  (HH/Ha - households per hectare)

Evaluation of categorisation
A portion of the settlement is located close to the sewer plant and on private land. It should be relocated to land that is owned by the municipality. Risks and hazards can be mitigated through providing bulk infrastructure investment as well as improving maintenance of existing infrastructure. Fires and floods can be mitigated by reblocking the settlement and decreasing the settlement density by creating access/egress paths. Flooding in the settlement can be mitigated by providing an adequate drainage system as well as decreasing surface runoff by establishing permeable surfaces.

Comment on past relocation attempts
A section of the settlement was situated on private land and was relocated near to a primary school. The community is not taking any action and commented that residents know that the land belongs to a private owner.
HAZARDS AND RISKS

Natural
- Rock falls
- Fire

Man-made
- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Waterborne diseases

Assessment
This high density settlement experiences hazards and risks such as inadequate access to sanitation services, waterborne diseases and inadequate waste management. These can all be mitigated by improving access to bulk services and spatially re-organising the settlement with clear pedestrian paths and a street network. The provision of a drainage system that can meet the required capacity will result in a lower prevalence of waterborne diseases.

BASIC SERVICES

Service assessment
As the settlement possesses a high density and given that the land is only partially owned by the municipality, providing adequate basic services could be problematic. The settlement’s risks and hazards are a result of inadequate maintenance of existing water and sanitation services. They also occur due to the absence of a formalised drainage system with proper runoff channels. The municipality should repair broken taps and toilets which amount to 24 household standpipes, 125 communal standpipes and 114 toilets. The portion of the settlement that has been relocated requires waste collection points, namely a communal skip, water and sanitation services as well as electricity connections in the form of prepaid meters.

SANITATION

Working ratio 1:14  Shortfall 107
The community has 160 flush toilets but only 46 are working and maintained by the municipality. 114 flush toilets need to be repaired and there is a current shortfall of 107 toilets. Only a portion of the settlement has access to the flush toilets.

WATER

Working ratio 1:4  Shortfall 149
Both communal and individual standpipes are located inside the settlement and maintained by the municipality. Of 160 communal standpipes 35 are in working order. Of 174 individual standpipes 150 are in working order. Therefore 125 communal- and 24 individual standpipes need to be repaired. In order to maintain the existing infrastructure, an ongoing, operational maintenance plan needs to be implemented.

ELECTRICITY

451 Pre-paid 149 Illegal
451 households have access to electricity in the settlement. 149 are illegal connections. There is a shortfall of 298 households that require access to electricity. The settlement has 5 street lights. The community reports that those who were relocated do not have access to electricity and that they have illegally connected to those who do.

WASTE

Waste management: Common area outside settlement
6 communal skips are located outside the settlement. Black bags are distributed and waste is collected on a weekly basis. Only a portion of the settlement has access to waste collection services. The community commented that waste is collected from service sites but not from other portions of the settlement.
SOCIO-ECONOMIC AMENITIES

The community has access to educational facilities within its immediate vicinity as a preschool is located less than 500m and a primary school less than 1km away. The secondary school is located more than 5km away. There is no clinic or hospital within a 5km radius. General shops and a spaza shop are located in the settlement. The community has access to facilities such as a church, community hall, playground, police station and sports facility.

ECONOMIC SERVICES
- General shop
- Spaza shop

SOCIAL SERVICES
- Church
- Community hall
- Playground
- Police station
- Sports facility

EMPLOYMENT PROFILE

% of employed men and women

- Farm work: 80%
- Security: 5%
- Construction: 5%
- Domestic work: 5%
- Manufacturing work: 5%

The community reports that most people are unemployed. They listed access to employment opportunities as one of their short term priorities and would like the municipality to give them opportunities via the EPWP program so that they can support their families. 80% of the employed population works as farm labourers. The remainder works in security, construction, manufacturing and domestic occupations. The municipality should attempt to extend the EPWP program to this community.
Witzenberg is located on Route 62, nestled in the Cape Winelands district. The municipality consists of five towns: Ceres, Tulbagh, Wolseley, Op-die-Berg and Prince Alfred’s Hamlet. The picturesque valley is world renowned for producing export-quality deciduous fruit, vegetables and wine products. The area also produces olives, grain, beef and pork. The municipality is well-known in the Cape Winelands district as a family tourist destination and has a well established adventure tourism hub offering historical and heritage tours, hiking, 4x4, abseiling, fauna and flora, freshwater fishing, mountain bike trails, San Rock paintings, game and nature reserves, stargazing, birding, cherry and fig picking and winter snowfall (Witzenberg, 2016). The RAP project identified seven informal settlements: Pine Valley, Chris Hani, Mooiblom, Zibonele, Polocross, Die Gaatjie and Kleinbegin. The municipality’s vision for the area is to be “a municipality that cares for its community, creating growth and opportunities”.

### MUNICIPAL PROFILE

**Witzenberg Municipality**

Witzenberg is located on Route 62, nestled in the Cape Winelands district. The municipality consists of five towns: Ceres, Tulbagh, Wolseley, Op-die-Berg and Prince Alfred’s Hamlet. The picturesque valley is world renowned for producing export-quality deciduous fruit, vegetables and wine products. The area also produces olives, grain, beef and pork. The municipality is well-known in the Cape Winelands district as a family tourist destination and has a well established adventure tourism hub offering historical and heritage tours, hiking, 4x4, abseiling, fauna and flora, freshwater fishing, mountain bike trails, San Rock paintings, game and nature reserves, stargazing, birding, cherry and fig picking and winter snowfall (Witzenberg, 2016). The RAP project identified seven informal settlements: Pine Valley, Chris Hani, Mooiblom, Zibonele, Polocross, Die Gaatjie and Kleinbegin. The municipality’s vision for the area is to be “a municipality that cares for its community, creating growth and opportunities”.

### CONTEXTUAL MAP OF MUNICIPALITY

#### Number of Shacks

- 360
- 360 - 498
- 498 - 699

#### SETTLEMENT CATEGORISATIONS AND SHORT TERM INTERVENTIONS

<table>
<thead>
<tr>
<th>SETTLEMENT</th>
<th>CATEGORY</th>
<th>SHORT TERM INTERVENTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pine Valley</td>
<td>B1</td>
<td>• Provide a waste management system in the form of communal skips.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide individual bins and black bags for households.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Remove waste on a regular basis.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide 202 electrical connections to meet the shortfall.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Repair 10 flush toilets and provide 76 toilets.</td>
</tr>
<tr>
<td>Chris Hani</td>
<td>B1/B2</td>
<td>• Provide communal skips, black bags and 514 household bins.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Facilitate regular community meetings.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Social facilitation is needed to capacitate the community to set up ward committees so that community priorities can be implemented.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide 16 taps and 81 toilets in order to meet national standards.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide 520 households with prepaid electrical connections.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Apply concrete to channels dug out by the community for storm water drainage.</td>
</tr>
<tr>
<td>Mooiblom</td>
<td>B1</td>
<td>• Provide 81 households with individual bins for waste removal.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Fix 3 taps and provide 1 tap to meet national standards.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Fix 2 flush toilets and provide 3 additional toilets to meet national standards.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Apply concrete to channels dug out by the community.</td>
</tr>
<tr>
<td>Zibonele</td>
<td>B1</td>
<td>• Apply concrete to channels dug out by the community.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide 63 household bins to improve waste management.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Improve water pressure coming from the taps.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Fix 2 flush toilets and provide an additional 6 toilets in order to meet national standards.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Maintain existing sanitation services and ensure that toilets are operational and without blockage.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide new electrical boxes to the settlement’s 63 households.</td>
</tr>
</tbody>
</table>
INTRODUCTION

The information in this municipal profile provides an overview of the informal settlements located in the municipal area. The profiled settlements are: Pine Valley, Chris Hani, Mooiblom, Zibonele, Polocross, Die Gaatjie and Kleinbegin.

The settlements in Witzenberg municipality were established for a variety of reasons including migration from the Eastern Cape, temporary relocation pending the completion of housing, backyardsers seeking alternative accommodation, eviction of farm workers and migration within the municipality. The settlements are poorly serviced in terms of basic service delivery. The municipality does not maintain existing infrastructure and it is common to find broken taps and blocked toilets. The majority of men and women in these settlements work as farm labourers. With poor access to basic services and low-income forms of employment, communities are placed in difficult situations that often leave them vulnerable.

SUMMARY OF COMMUNITY PRIORITIES

The communities surveyed all shared similar priorities linked to basic service delivery, maintenance and improving the management of storm water and flooding. The municipalities often selected long-term (over short-term) priorities, assumably because they expect to be living in their informal environments for a long time. The communities request improved access to water and sanitation and the provision of electricity. This is linked with water and sanitation shortfalls and poor access to legal electricity. The municipality must alleviate shortfalls and repair broken infrastructure so that people are able to access a basic level of services. This will require a municipality-wide operations and maintenance plan that empowers and actively involves communities in maintaining their infrastructure. As these settlements are situated in flood-prone areas, and flooding presents a significant natural risk to residents’ wellbeing, the municipality needs to install concrete storm water channels and introduce flood management plans. Other community priorities include access to health facilities, employment opportunities and community facilities.

- Access to water and sanitation
- Access to electricity
- Improved maintenance
- Improved storm water and flooding management
- Access to health and community facilities
- Employment opportunities

EXTRACT FROM COMMUNITY

We are waiting for the municipality to take us to the houses because this place is flooding and has no electricity.
- Community of Polocross
The graph showing structure density versus the age of the settlements 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 moderate negative correlation (coefficient = -0.66) between the variables of age and density. Therefore, the age of the settlement does not have a determining factor on its density.

ii) Kleinbegin and Chris Hani have experienced rapid rates of growth.

iii) Pine Valley, Mooiblom and Die Gaatjie have experienced 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 illegal farm evictions. The seasonality of farm labour means that densities of households can increase and that the demand for services fluctuates.
MUNICIPAL PROFILE: WITZENBERG MUNICIPALITY

These settlements experience similar locational hazards due to their locations on slopes, in flood-prone areas, on sinking soil and within 100m of garbage dumps. Due to their geographical locations and lack of spatial configuration, the settlements experience significant flooding and strong winds. The poor provision of basic services contributes to man-made risks such as inadequate sanitation, poor street networks, inadequate waste management and water logging. Short-term interventions can help prevent disasters and improve the quality of life in these communities. These short-term interventions include developing an infrastructure maintenance and management plan, installing concrete drainage channels, improving waste management by providing individual bins and regularly distributing black bags. Additionally, these include hardening surfaces to increase surface runoff, reduce flooding and water logging and alleviating basic service shortfalls by giving communities access to adequate services. 57% of the settlements have been categorised as eligible for in situ upgrading, including Chris Hani which has been partially categorised for in situ upgrading. Strong winds frequently damage structures in these settlements. To address this issue, the initial phase of in situ upgrading includes reblocking the settlement which entails the spatial reconfiguration of structures such that channels are created for wind to pass through (thus mitigating disasters). The communities experience social issues related to petty crimes, alcohol and drug abuse and protests. The municipality, with the help of the police and social programmes, should facilitate appropriate interventions to improve social conditions in these settlements.

HAZARDS AND RISKS

All of the settlements, with the exception of Kleinbegin, have been selected for in situ upgrading. These settlements, which are mainly high-density settlements, are suitable for long-term development that would enable the communities to access basic services. Upgrading will address issues around sanitation and water, flooding and storm water management, waste collection and electrical connections. Mooiblom, Die Gaatjie and Chris Hani settlements need to undergo spatial reorganisation. In Mooiblom and Die Gaatjie, spatial reorganisation will mitigate the effects of servitudes. In the case of Chris Hani, expropriation should be pursued so that the municipality can carry out in situ upgrading for the entire settlement. However, if this fails, a portion of the settlement will have to be relocated.

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) 50% of Chris Hani settlement is located on private land. This could limit the scope of upgrading in this portion of the settlement as private ownership limits potential investment by the municipality. The municipality should attempt to expropriate the land so that this portion of the settlement can also be eligible for upgrading. Should expropriation fail, the municipality may have to relocate this portion of the community.

Servitudes (Important for partial or total relocation) Mooiblom and Die Gaatjie are the only settlements located on servitudes. While Mooiblom is located on an electrical servitude, the settlement has still been categorised as eligible for in situ upgrading. The municipality must attempt to spatially organise the settlement in order to minimise any effect of the servitude. Die Gaatjie already has a UISP plan in place and the municipality must assess whether or not the portion of the settlement affected by the sewerage servitude needs to be relocated.

Relocation Kleinbegin is the only settlement that has been selected for relocation, given that the community’s current location is not suited for long-term development. However, the settlement has been categorised as B2 (no urgent relocation required). Beyond Kleinbegin, partial relocations may be required in Mooiblom because of the electrical servitude, in Die Gaatjie because of the sewerage servitude and in Chris Hani because 50% of the land is privately-owned.

PLANNING OVERVIEW

All of the settlements, with the exception of Kleinbegin, have been selected for in situ upgrading. These settlements, which are mainly high-density settlements, are suitable for long-term development that would enable the communities to access basic services. Upgrading will address issues around sanitation and water, flooding and storm water management, waste collection and electrical connections. Mooiblom, Die Gaatjie and Chris Hani settlements need to undergo spatial reorganisation. In Mooiblom and Die Gaatjie, spatial reorganisation will mitigate the effects of servitudes. In the case of Chris Hani, expropriation should be pursued so that the municipality can carry out in situ upgrading for the entire settlement. However, if this fails, a portion of the settlement will have to be relocated.
MUNICIPAL PROFILE: WITZENBERG MUNICIPALITY

BASIC SERVICE PROVISIONS

Service assessment
The delivery of basic services - such as sanitation, water, electricity and waste management - is poor across the settlements. The municipality must prioritise alleviating shortfalls and implement a regular infrastructure maintenance programme. The municipality must facilitate a community-driven development process whereby the municipality supports the community and formulates and implements maintenance and management plans together with the community. The implementation process will allow for community employment, perhaps through the EPWP programme. Furthermore, the collaborative development process will help the community take ownership of the infrastructure, which in turn could help reduce vandalism. Service delivery should be improved by implementing short-term interventions in each settlement.

SANITATION

86% Current working sanitation
1:8 Sanitation working ratio

Sanitation shortfall
Sanitation services are poorly provided in these settlements and inadequate sanitation is a common risk that these communities face. There are only 207 working toilets across all 7 settlements, serving an estimated 4626 people. There is an average shortfall of 37 toilets. Existing sanitation infrastructure is poorly maintained by the municipality, with an average of 5 toilets requiring repair. These figures include Kleinbegin, a four year old settlement that only has access to chemical toilets. The municipality provides and maintains flush toilets in Kleinbegin. The municipality must develop a regular management plan for sanitation services in these informal settlements in order to alleviate shortfalls. Furthermore, the municipality should plan maintenance schedules in order to mitigate the risks associated with inadequate sanitation.

WATER

99% Current working water
1:3 Water working ratio

Water shortfall
Pine Valley is the only settlement that has access to individual water pipes that are connected to households. Zibonele and Pine Valley do not have any water shortfalls. There is an average shortfall of 4 taps. The management of existing water services varies across the settlements: Mooiblom needs 3 taps fixed while Polocross needs 1 tap fixed. Community members in Zibonele have reported that water pressure is a problem. The municipality needs to fix existing infrastructure and alleviate shortfalls across all settlements. The community and the municipality should develop a maintenance plan that includes regular infrastructure maintenance.

ELECTRICITY

15% Households with access to electricity

Electricity
On average there is a shortfall of 171 electrical connections. The only settlement that is completely electrified and has street lights is Mooiblom. Electrical connections in Zibonele and Polocross were destroyed in a fire. However, the infrastructure already exists and the communities reported that they only need electrical boxes. Therefore, the municipality should ensure that these are reconnected. The lack of street lights in the settlements creates an unsafe environment for people needing to use toilets and taps located outside of their structures. The municipality should ensure that street lights are installed in order to improve safety and provide a form of passive surveillance.

WASTE

Access to waste management
Lack of adequate waste management is a common man made risk across the settlements. Die Gaatjie and Pine Valley have no waste management systems and communities dump their waste outside the settlement. All short-term interventions include improving waste management through providing more than 1 skip, regularly distributing black bags, regularly collecting waste and providing household bins. Through social facilitation, the municipality should encourage recycling and waste awareness programmes in order to educate residents about the importance of proper waste management.
MUNICIPAL PROFILE: WITZENBERG MUNICIPALITY

ACCESS TO AMENITIES

Overall the settlements have varied access to health and educational services. They generally have good access to other socio-economic amenities such as churches, police stations, spaza shops, general shops, community facilities, sports facilities and shebeens. Most of these settlements are located close to or inside established townships and can access the surrounding amenities. This strengthens the argument for in situ upgrading as these peri-urban settlements can be upgraded and incorporated into towns.

Access to educational amenities

- 100% within 5km of a preschool
- 100% within 5km of a primary school
- 100% settlements in municipal area have access to a secondary school

Access to health facilities

- 100% settlements within 5km radius of a clinic
- 14% settlements within 5km radius of a hospital

QUALITY OF LIFE

Social problems

The communities reported social issues around drug related crime and violent protests. The municipality should initiate drug awareness interventions as well as rehabilitation and support groups. The police also needs to target drug hotspots and attempt to stem the flow of drugs into these communities.

Employment

The communities in this municipality are predominantly employed as farm labourers or in manufacturing industries related to processing agricultural produce. Farm labour can be seasonal in nature, which can produce vulnerable livelihoods for households who rely on a steady income to survive. The municipality needs to address the lack of skills to implement training and skills upgrading programmes. It must regulate the use of labour contractors for farms so that seasonal workers are not exploited and should extend the EPWP programme to these communities.

COMMUNITY READINESS / POLITICAL ENVIRONMENT

Ward committee

All the settlements have a leadership committee, except Die Gaatjie which has no leadership structures in place. Mooiblom has a ward committee representative who communicates the settlement’s needs. Polocross recorded an unidentified ward committee representative. Leaders generally have healthy internal relationships, except in Mooiblom where they compete against each other. The municipality should facilitate better ward representation for these communities.

Relationship with the municipality

Communities have a varied relationship with the municipality. The settlements mostly enjoy a good relationship with the municipality. However, Pine Valley reported having a bad relationship. Polocross and Zibonele have an average relationship and Die Gaatjie has no relationship. The municipality must establish a working relationship with the community of Die Gaatjie and work on its relationship with members of the Pine Valley community. Social facilitation is needed to ensure the formation of a leadership structure in Die Gaatjie.

Assessment

Generally, the settlements have a level of community readiness which will assist in the process of in situ upgrading and in the case of Kleinbegin, relocation. The municipality should engage with communities to facilitate and maintain healthy working relationships that are necessary for long term development. The municipality should prioritise the settlements of Pine Valley and Die Gaatjie in this regard, as respectively, the municipality has a bad relationship or no relationship with these communities.
Settlements surveyed in the municipality all have poor access to basic services. 92.86% of the land is owned by the municipality and the rest is privately owned, which amounts to 50% of Chris Hani settlement. Mooiblom and Die Gaatjie are the only settlements located on servitudes. Mooiblom is located on an electrical servitude, but has still been categorised for in situ upgrading. Die Gaatjie requires the municipality to assess whether people located on the servitude should be relocated. 85.7% (6 out of 7) settlements have been selected for in situ upgrading. Portions of Chris Hani, Mooiblom, and Die Gaatjie may not be eligible for upgrading, but this depends on further assessment to determine the long term development potential of the land for housing. All settlements experience similar locational hazards and risks such as being located on a slope, in flood prone areas, on sinking soil and close to a garbage dump. Man-made risks are all linked to a lack of basic services such as inadequate sanitation, inadequate waste management and water logging. The settlements’ lacking spatial configuration linked to their locational characteristics, result in poor street networks and high densities. The municipality must intervene through implementing short term interventions aligned to basic service delivery that include installing concrete storm water channels, implementing waste management plans that include the regular distribution of black bags and connecting settlements to electricity. This will result in a more dignified living environment. The municipality needs to repair its relationship with Pine Valley and establish a relationship with Die Gaatjie in order to effectively carry out in situ upgrading.
**SETTLEMENT PROFILE**

**Pine Valley**

Municipality: **WITZENBERG MUNICIPALITY**  
Closest town: **WOLSELEY**  
Established: **2000**  
Structures: **360**

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**SUMMARY**

Pine Valley is a low density settlement located on land zoned for public open space. No servitudes or encumbrances hinder the future development potential of the land. The settlement is well suited for in situ upgrading. It is well located in terms of access to educational amenities and has access to socio-economic amenities. Access to health facilities is at a distance of more than a 5km radius. Maintenance of existing infrastructure in the settlement is poor. The relationship with the municipality is also poor. The settlement has a well capacitated leadership structure. There is a sanitation shortfall of 76 toilets. 10 toilets need to be repaired. There is an electrical shortfall of 202 households and there is no waste management system in the settlement. The municipality needs to facilitate engagements with the community to formulate a maintenance plan. It is important to establish a good relationship with the community as there will need to be a deep level of public participation in the formalisation of this settlement.

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**SHORT TERM INTERVENTIONS**

- Provide a waste management system in the form of communal skips.
- Provide individual bins to households.
- Provide black bags.
- Remove waste on a regular basis.
- Provide a shortfall of 202 electrical connections.
- Repair 10 flush toilets.
- Provide 76 toilets.

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COMMITTEE PRIORITIES

Long term:
- Access to water
  Residents require washing facilities.
- Access to electricity
  Each household needs electricity.
- Access to health facilities
  Mobile clinics are needed.
- Storm water and flooding management
  The community needs drainage
- Maintenance and operations
  The municipality needs to speed up maintenance.

COMMUNITY READINESS

Leadership: Leadership committee

Leader relations: Healthy

Relationship with municipality: Very bad

ASSESSMENT

The settlement has an established leadership committee that is tasked with liaising with the municipality and resolving conflict. The leaders all cooperate and respect each other. They meet with the community on a weekly basis. The relationship with the municipality is very bad. The community should try and liaise with more than one department at the municipality. The municipality should improve its relationship with the community by adopting community-led development practices.

DEMographics

<table>
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<td>350</td>
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COMMUNITY VOICES

We do not want to rent anymore but want houses that we own. We also want electricity directly from Eskom because the one we buy from the municipality is expensive.

PLANNING RELATED ISSUES

100% Land ownership: Municipality 100%

Servitude: None

Zoning: Public open space

Household density: 27 HH/ha

Evaluation of categorisation

The settlement is low-density despite the high number of households, which means that there is an adequate amount of land available for settling. Current risks can be mitigated by providing a concrete drainage system which will mitigate flooding. In the event of strong winds, structural damage will be mitigated by spatially organising the settlement so that wind can channel through purposely designed areas. The possibility of relocating so many people will disrupt community ties, the established leadership structure and the good relationship that community members enjoy with each other. The settlement has adequate access to basic services and is fairly well located to socio-economic amenities. The municipality can provide a transport system which transports people to health facilities. The settlement is considered to be well suited for in situ upgrading.

Comment on past relocation attempts

N/A
HAZARDS AND RISKS

Natural
- Flood prone area
- Rock falls
- Slope greater than 18
- Water body
- Floods
- Strong winds

Man-made
- Inadequate sanitation
- Inadequate waste management
- Water logging drainage

Assessment
The settlement is located on a slope and is at risk of flooding and rock falls. It is located close to a water body. Structures also experience damage from strong winds and floods. Inadequate sanitation, inadequate waste management and water logging expose the community to being vulnerable. The municipality must install concrete storm water channels to mitigate flooding. The municipality also needs to engage with the community’s leadership structure and support a community-led development approach so that the community can spatially organise itself and so that residents will not be affected by rock falls. The community experiences violent protests, which could be addressed through improving the relationship between the community and the municipality.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
Currently there is a sanitation shortfall of 78 toilets. 10 toilets needs to be repaired. The municipality needs to be more proactive in maintaining infrastructure located in the settlement. Concrete storm water channels need to be installed so that flooding can be mitigated. All households in the settlement need to have access to electricity. There is a shortfall of 202 connections. An adequate waste management system needs to be established. A more effective maintenance plan is needed as the community waits too long for infrastructure to be maintained. The municipality should engage with the community to improve general maintenance of existing infrastructure, assist the community in understanding its water bills and address infrastructural shortfalls.

SANITATION

Working ratio 1:3 Shortfall 78
Of 158 flush toilets, only 148 are in working order and maintained by the municipality. 10 flush toilets need to be repaired. There is a shortfall of 78 toilets based on the national average.

ELECTRICITY

158 Pre-paid 202 Illegal
There are 158 legal prepaid electrical connections and 202 illegal connections. The settlement has 15 street lights. There is a shortfall of 202 electrical connections.

WATER

Working ratio 1:1 Shortfall 0
360 household standpipes are all in working order and maintained by the municipality.

WASTE

Waste management: Common area outside settlement
No communal skips are located inside or outside the settlement. There is no waste management system for the settlement and waste is not collected. Residents need bins inside the settlement.
SETTLEMENT PROFILE: PINE VALLEY

SOCIO-ECONOMIC AMENITIES

The community is located within a 5km radius to a clinic but more than 5km from a hospital. Residents have limited access to health facilities. A preschool is located within 500m of the settlement and a primary school within 2.5km. The high school is located within 5km. Access to educational amenities is adequate except for the high school, which is not in close proximity. The community has good access to economic amenities such as general shops, shebeens and spaza shops. The settlement also has community facilities such as a church, community hall and a police station.

ECONOMIC SERVICES
- General shops
- Shebeen
- Spaza shops

SOCIAL SERVICES
- Church
- Community hall
- Police station

EMPLOYMENT PROFILE
% of employed men and women

80% Farm work
15% Self employed
2.5% Domestic
2.5% Gardening

Farm work is the dominant form of employment for both men and women in the settlement. This form of employment is seasonal and not sustainable for improving communities’ livelihoods. Other forms of employment such as gardening and domestic work are low income providing work.

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SETTLEMENT PROFILE

Chris Hani

Municipality: WITZENBERG MUNICIPALITY
Closest town: TULBAGH
Established: 2013
Structures: 521

CATEGORISATION CODE/S

B1/B2
B1 - IN SITU UPGRADING
B2 - NO URGENT RELOCATION REQUIRED

Growth potential: LOW*

SUMMARY

Chris Hani is a high-density settlement located on land that is zoned as public open space. 50% of the settlement is located on municipally-owned land and 50% is located on privately-owned land. There are no servitudes hindering the land’s future development potential. The portion of the settlement located on municipally-owned land is suited for in situ upgrading. The community has good access to educational and health facilities, as well as socio-economic amenities and community facilities. The settlement is poorly serviced in terms of access to basic services given its high density. Short term interventions that address shortfalls and infrastructure maintenance should be implemented to improve day-to-day life in the community, especially access to sanitation services, given the shortfall of 81 toilets and the need for electrifying the settlement and providing street lights. The community has an average relationship with the municipality, but regular community meetings with the municipality should be facilitated. The community should also be capacitated to elect ward committees so that community priorities can be implemented.

SHORT TERM INTERVENTIONS

- Provide more communal skips, black bags, and 514 household bins.
- Facilitate regular community meetings.
- Ensure social facilitation to capacitate the community to set up ward committees so that community priorities can be implemented.
- Provide 16 taps to meet national standards.
- Provide 81 toilets to meet national standards.
- Provide 520 households with prepaid electrical connections.
- Apply concrete to channels dug out by the community for storm water drainage.

COMMUNITY PRIORITIES

Long term:
- **Access to water**
  The community needs more taps.
- **Access to sanitation**
  The community needs more toilets.
- **Access to electricity**
  The community needs electrification because darkness contributes to the settlement’s high murder rate.
- **Access to community facilities**
  The community needs halls and pre-schools located inside the settlement.
- **Access to employment opportunities**
  Most of the people are unemployed.

DEMOGRAPHICS

- **521 STRUCTURES**
- **520 HOUSEHOLDS**
- **1560 PEOPLE**

COMMUNITY READINESS

- **Leadership:** Leadership committee
- **Leader relations:** Healthy
- **Relationship with municipality:** Average

ASSESSMENT

There is an established leadership committee in the settlement, which is tasked with talking to the municipality and resolving conflicts. The community leaders have a healthy internal relationship and cooperate with each other. Residents in the settlement hold general community meetings when necessary. The community reported that residents have an average relationship with the municipality and that they only meet when necessary. Regular meetings should be hosted between the community and municipality. The community should be capacitated to set up ward committees in order to implement community priorities.

COMMUNITY VOICES

We need to hear from the municipality what happened to the promise of houses.

PLANNING RELATED ISSUES

- **100% Land ownership:** Municipality 50% Private 50%
- **Zoning:** Public open space
- **Servitude:** None
- **Household density:** 366 HH/Ha (HH/Ha - households per hectare)

Evaluation of categorisation

50% of the settlement is located on municipally-owned land and 50% is located on privately-owned land. The settlement has been in its current location for the last three years. The municipality is limited in investments that can be made on privately-owned land. Therefore, the community either needs to be relocated to municipally-owned land - as it is not viable for long term development - or the municipality must attempt to expropriate the land so that it can be developed. Locational hazards, such as the settlement’s location in a flood-prone area, can be mitigated through the in situ development of the settlement by installing an adequate drainage system and hardening surfaces to increase surface run-off. Reblocking and spatially arranging the settlement will also provide area for improved run-off. The community is well-located to educational, health and socio-economic amenities. Spatially reorganising the settlement should ensure that enough people are accommodated on the portion of the land owned by the municipality.

Comment on past relocation attempts

The municipality has no plans for relocating the settlement. Community members were promised housing but they have not received houses, nor have they been relocated to a housing project.
HAZARDS AND RISKS

Man-made
- High density
- Poor street network

Natural
- Flood prone area
- Slope greater than 18

Assessment
The settlement is located on a slope and in a flood-prone area. High-density and a poor street network are common hazards due to the poor spatial configuration on the land. The municipality must install concrete channels to allow for an adequate storm water management system. The municipality should also engage with the community's leadership structure to facilitate a community-led development approach. This approach would allow the community to spatially organise itself to minimise the locational hazards of being located in a flood-prone area. Since the community reported high instances of petty crime and drug-related violence, the municipality must ensure that the police enhances awareness around issues of drug abuse and petty crime.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
Given its density, the settlement is poorly serviced in terms of access to basic services. 1 communal skip is not an adequate waste management system. Black bags are also not provided on a regular basis. The community also needs individual bins for household waste management. There are water and sanitation shortfalls and existing infrastructure requires the municipality to adopt a maintenance management plan. The community has no access to electricity or street lights. The community relies on channels dug out by the community for rainwater drainage, which is considered inadequate. Together with the community, the municipality needs to develop a plan for the regular maintenance and management of basic services.

SANITATION

Working ratio 1:23 Shortfall 81
There are 25 flush toilets, of which only 23 are working. Sanitation infrastructure is maintained by the municipality. 2 toilets need to be repaired. There is a shortfall of 81 toilets that need to be provided in order to meet national standards.

WATER

Working ratio 1:104 Shortfall 16
5 communal standpipes are located on the edge of the settlement. Standpipes are maintained by the municipality and all 5 are in working order. There is a shortfall of 16 taps that need to be provided in order to satisfy national standards.

ELECTRICITY

220 Illegal
There is no prepaid electricity in the settlement and there are 220 illegal electrical connections. The municipality should provide 520 households with prepaid electrical connections.

WASTE

Waste management: 1 Communal skip
1 communal skip is located inside the settlement and maintained by the municipality. Black bags are handed out irregularly. The community needs individual bins.
The community is well located to a clinic (which is less than 500m away). The hospital is located more than 5km away (which is more than an hour’s walk). Educational facilities are all located 2.5km away (a 30-minute walk). The community has access to economic amenities within its immediate vicinity such as general shops, shebeens and spaza shops. Community facilities such as a church, community hall, playground, police station and sports facility are located inside the settlement.

The predominant form of employment in the settlement is farm work, which is often seasonal and does not allow for sustainable livelihoods. A portion of women are employed as domestic workers and in the manufacturing industry, which are labour intensive forms of employment that do not require high skills levels. The municipality should support skills development programmes in local communities to make people (especially women) more marketable for other forms of employment. A portion of men work in the security sector. The nature of this kind of work entails low wages and long hours, which impacts family relations.
Mooiblom is a high-density settlement located on municipally owned land with an electrical servitude. The settlement has good access to amenities such as educational facilities, health facilities and socio-economic amenities. The settlement which has been in its current location for 23 years, has a strong existing leadership and a good relationship with the municipality. The community experiences drug-related and petty crime. The municipality should work with the community and police and develop awareness and neighbourhood watch programmes, as well as encourage the design of structures and public open spaces that permit passive surveillance. The municipality and community should work together to implement short-term interventions during the initial phase of in situ upgrading in the settlement.

**SHORT TERM INTERVENTIONS**

- Provide 81 households with individual bins for waste removal.
- Fix 3 taps and provide 1 tap to meet national standards.
- Fix 2 flush toilets and provide 3 additional toilets to meet national standards.
- Apply concrete to channels dug out by the community.

COMMUNITY PRIORITIES

**DEMOGRAPHICS**

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**COMMUNITY READINESS**

**Leadership:** Leadership committee
Ward committee

**Leader relations:** Competitive

**Relationship with municipality:** Good

**ASSESSMENT**

The settlement has a leadership and ward committee that is tasked with talking to the municipality and resolving conflicts. The settlement’s leaders compete with one another and do not work together. Social facilitation is needed to capacitate leaders to work together rather than compete with each other. Community leaders meet once a month with the municipality, and the community has reported a good relationship with the municipality.

**COMMUNITY VOICES**

We are waiting for the houses that the municipality is in the process of building for us.

**PLANNING RELATED ISSUES**

100% Land ownership: Municipality 100%

Zoning: Public open space

Servitude: Electricity

Household density: 85HH/Ha

(HH/Ha - households per hectare)

Evaluation of categorisation
The settlement has been there for 23 years. While the settlement has been earmarked for relocation, the municipality should consider in situ upgrading. The community has good access to educational, health and socio-economic amenities, including community facilities that are located inside the settlement. Access to basic services is average and there are minimal shortfalls that need to be met by implementing short-term interventions. Risks can be mitigated by incrementally formalising the settlement. The settlement experiences no significant fires or floods. Strong winds can be mitigated by designing structures that channel wind away from the settlement. The land is owned by the municipality, and the portion of land located on an electrical servitude can be excluded from development by spatially reconfiguring the settlement’s layout.

Comment on past relocation attempts
The municipality has plans to relocate the settlement to a housing project. The community reported that the project is located in an area called Vreegubes. The contractor developing the site has started building infrastructure and streets.
HAZARDS AND RISKS

Natural
- Strong winds
- Flood prone area
- Garbage dump
- Slope greater than 18

Man-made
- High density
- Inadequate sanitation
- Water logging and drainage

Assessment
The settlement is located on a slope, in a flood-prone area and on a garbage dump. The settlement has a high density and experiences inadequate sanitation and water logging and drainage issues. Through incrementally formalising the settlement, locational hazards can be mitigated by applying concrete to channels dug out by the community. By developing the land on which the garbage dump is located into an open space park area the impacts of methane gas, which causes health-related issues will be mitigated. Implementing short-term interventions will improve sanitation conditions and lead to the creation of a dignified living environment. The community experiences social problems such as drug-related violence and petty crime. The community and police should work together to create awareness around the harmful aspects of drug abuse, and petty crime should be treated as a serious offense. The development of a neighbourhood watch and forms of passive surveillance should be adopted as a community-led process in order to increase safety in the settlement.

BASIC SERVICES

Service assessment
The settlement has adequate access to basic services, with only water and sanitation shortfalls. There is an adequate waste management system and waste is collected regularly. Access to water and sanitation services is adequate. Water and sanitation shortfalls exist, but they are minimal: the municipality needs to provide an additional tap and 3 toilets in order to meet national standards. All households have access to electricity and there are 3 street lights located inside the settlement. The community reported a two month waiting period for infrastructure repairs. Therefore, general infrastructure maintenance can be improved. The municipality and community should develop a maintenance management plan for the settlement, employing local community members to implement the plan through the EPWP programme.

SANITATION
Working ratio 1:6
Shortfall 3
There are 15 flush toilets, of which only 13 are working. There is a shortfall of 3 toilets based on national standards.

WATER
Working ratio 1:14
Shortfall 1
6 communal standpipes are located inside the settlement, of which only 3 are working. There is a shortfall of 1 tap based on national standards.

ELECTRICITY
81 Pre-paid 3 Street lights
81 households have access to prepaid electrical connections. There are 3 street lights located inside the settlement.

WASTE
Waste management: 1 Municipal skips
There is 1 municipal skip. Black bags are distributed on a weekly basis. Waste is collected by the municipality on a weekly basis.
SOCIO-ECONOMIC AMENITIES

The community has access to a clinic located within 1km (a 15 minute walk away). There is a hospital located 2.5km from the settlement (a 30 minute walk away). The settlement has good access to health facilities. The preschool and secondary school are located within 500m of the settlement (a 5 minute walk away) and the primary school is located within 1km (a 15 minute walk away). The community is well located in relation to educational amenities. There are 3 shebeens and 1 spaza shop located inside the settlement. The community has access to community facilities such as a church, playground, police station and a sports facility.

EMPLOYMENT PROFILE

This community is largely (90%) employed as farm labourers. Seasonal labour creates vulnerable livelihoods. Other types of employment in the settlement - such as security work, spaza shops and domestic work - have low earning potential. The municipality should introduce skills development workshops and encourage employees to train their workers so that they can sustain their livelihoods during off-seasons by adopting entrepreneurial activities.

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Zibonele

Municipality: WITZENBERG MUNICIPALITY
Closest town: CERES
Established: 1997
Structures: 67

HISTORY AS TOLD BY THE COMMUNITY
People were relocated from different farms in the Koue Bokkeveld and settled in Zibonele. The land was initially bought by the municipality to relocate some hostel dwellers.

SUMMARY
Zibonele is a high density settlement located on municipally owned land inside the urban edge that is zoned as public open space. The community has good access to a clinic, educational facilities and socio-economic amenities. Since the nearest hospital is located an hour away from the settlement, the municipality should provide transport to the hospital in cases of emergencies and for people requiring special medical attention. The community experiences fires, which are not significant and can be improved by providing the community with electrical boxes. There are high occurrences of floods and strong winds, which damage structures. The settlement is located on a slope, in a flood prone area and on sinking soil. These locational hazards can be mitigated by implementing short-term interventions and by upgrading the settlement in situ. Community members have lived in the settlement for 19 years, during which time they have developed a capacitated leadership structure and good relationship with the municipality. Relocating the community would break community ties and disrupt well established community relations.

SHORT TERM INTERVENTIONS
- Apply concrete to community dug out channels.
- Provide 63 bins to each household for improved waste management.
- Improve water pressure coming from taps.
- Fix 2 flush toilets.
- Provide an additional 6 toilets in order to meet national standards.
- Maintain existing sanitation services and ensure that toilets are operational and without blockage.
- Provide new electrical boxes to the 63 households in the settlement.

COMMUNITY PRIORITIES

Long term:
- **Access to water**
  Taps need to be fixed so that water can run fast.
- **Access to sanitation**
  Blocked toilets need to be repaired as quickly as possible.
- **Access to electricity**
  The community needs electricity back.
- **Storm water and flood management**
  The settlement needs a drainage system.
- **Maintenance and operations**
  The community needs quick responses when taps are broken.

COMMUNITY READINESS

- **Leadership:** Leadership committee
- **Leader relations:** Healthy
- **Relationship with municipality:** Average

ASSESSMENT

The community has a leadership committee tasked with the responsibility of talking to the municipality and resolving conflicts. The leaders have a healthy internal relationship and cooperate with each other. The settlement convenes a general meeting once a month and meets with the municipality only when it is necessary. The community has reported that they have an average relationship with the municipality. The municipality should regularly engage with the community to improve the relationship and plan for the implementation of community priorities.

COMMUNITY VOICES

We feel excluded from development.

DEMOGRAPHICS

- **Structures:** 63 residential, 4 res. & bus.
- **Households:** 63
- **People:** 189

PLANNING RELATED ISSUES

- **Land ownership:** Municipality 100%
- **Servitude:** None
- **Zoning:** Public open space
- **Household density:** 285 HH/Ha

Evaluation of categorisation

The municipality has plans to relocate the settlement to a temporary relocation area (TRA). TRAs were designed to be temporary, but often people stay until the municipality has implemented a housing project. This does not mean that all households will become beneficiaries of the project. TRAs also lack adequate services. Although Zibonele does not have the best access to basic services, small improvements can immediately improve the community’s quality of life in the settlement. The community has been there for 19 years and enjoys access to surrounding amenities within reasonable walking distances. Locational risks can be mitigated by upgrading the settlement. The probability of floods will decrease when an adequate drainage system is installed. Other hazards such as inadequate sanitation will be addressed by implementing short-term interventions such as fixing toilets, providing 6 additional toilets and adopting a regular maintenance plan. High density and poor street networks are common problems in settlements that have not been spatially organised. Therefore, the first phase of in situ upgrading will be reblocking the settlement, which will improve access and egress arrangements in the settlement.

Comment on past relocation attempts

The municipality would like to relocate the settlement to a temporary relocation area. The community is under threat of relocation. The municipality has plans for the settlement including building a park for the children.
HAZARDS AND RISKS

Man-made
- Inadequate sanitation
- High density
- Poor street network

Natural
- Slope greater than 18
- Sinking soil
- Flood-prone area
- Fire
- Floods
- Strong winds

Assessment
The settlement is located on a slope, in a flood prone area and on sinking soil. High density and poor street networks are common hazards that are linked to the lack of spatial configuration. The municipality must install concrete storm water channels to allow for an adequate storm water management system. Hardening surfaces, in order to address the issue of sinking soil, and implementing short-term interventions will mitigate hazards that affect the quality of life in the community. There is also a need for social facilitation to promote engagement between the municipality and the community leadership structure in order to adopt a community-led development approach. Through community led development the settlement can be spatially reorganised and residents can ready themselves for in situ upgrading. As the community has reported high instances of alcohol and drug-related violence, the police should locate a mobile station inside the settlement and facilitate rehabilitation and support interventions as well as emphasise the importance of reporting crimes so that people are held accountable for their actions.

BASIC SERVICES

Service assessment
Access to basic services varies across the settlement. There is a minimal shortfall of 6 flush toilets, which need to be installed in order to meet national standards. There is adequate water provision in the settlement. It appears that there is no infrastructure maintenance plan. The community reports low water pressure, 2 toilets requiring repair, often-blocked toilets and the absence of electricity since December 2015. The municipality should develop a maintenance management plan together with the community, which should be incrementally implemented through a community-led development approach.

SANITATION

Working ratio: 1:7
Shortfall: 6

There are 9 flush toilets, of which only 7 are working. The community has reported that the toilets are always blocked. There is a shortfall of 6 flush toilets.

ELECTRICITY

0 Illegal

The community has no access to electricity, reporting that electrical boxes have not been repaired or replaced since they caught fire and were burnt in December 2015. The municipality should repair the electrical infrastructure so that the community can gain access to electricity. If this is not possible, the municipality needs to incrementally provide the settlement with prepaid electrical connections.

WATER

Working ratio: 1:21
Shortfall: 0

3 communal standpipes are located inside the settlement, all of which are in working order. Taps are maintained by the municipality. The municipality should improve water pressure coming from the taps.

WASTE

Waste management: 1 Communal skip

1 communal skip is located in a common area outside the settlement, which is maintained by the municipality. Black bags are handed out weekly. The municipality should provide bins inside the settlement.
SOCIO-ECONOMIC AMENITIES

The community has good access to a clinic located less than 1km away (a 10-minute walk) and a hospital located more than 5km away (a 1-hour walk). The municipality must arrange transport for people to access the hospital. The community has good access to educational facilities, such as a preschool and primary school located less than 500m from the settlement (a 5-minute walk). The secondary school is located less than 1km away (a 10-minute walk). The settlement has access to socio-economic amenities such as general shops, a shebeen and spaza shops. There are community facilities located within the settlement's immediate vicinity such as a church, community hall, playground, police station and a sports facility.

ECONOMIC SERVICES
- General shops
- Shebeen
- Spaza shops

SOCIAL SERVICES
- Church
- Community hall
- Playground
- Police station
- Sports facility

EMPLOYMENT PROFILE

Community members are predominantly employed as farm workers (90%). This type of employment is seasonal in some instances and offers low earning potential. Skills development workshops should be facilitated free of charge to community members and employment opportunities should be made available through the EPWP programme.

% of employed men and women

- 90% Farm work
- 2.5% Construction
- 5% Restaurant
- 2.5% Security

Community members are predominantly employed as farm workers (90%). This type of employment is seasonal in some instances and offers low earning potential. Skills development workshops should be facilitated free of charge to community members and employment opportunities should be made available through the EPWP programme.
**SETTLEMENT PROFILE**

**Polocross**

Municipality: WITZENBERG MUNICIPALITY  
Closest town: CERES  
Established: 1993  
Structures: 350

**CATEGORISATION CODE/S**

A  
A - IN SITU UPGRADE WITH PLANNING UNDERWAY  
Growth potential: MEDIUM*

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**TOWN LEVEL MAP**

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**HISTORY AS TOLD BY THE COMMUNITY**

The settlement is located on a previously vacant piece of land purchased by the municipality for farm workers. People relocated from Masakhane township.

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**SUMMARY**

Polocross is a very high density settlement located on municipally owned land, inside the urban edge that is zoned as public open space. The settlement is located on a slope and situated in a flood prone area. The settlement experiences flooding, strong winds and a low incidence of fires. The municipality has included the settlement in its housing plan, with a UISP project in the project pipeline, but no implementation date has been set. The municipality’s analysis confirms that the settlement is suitable for long term development and should be upgraded in situ. The municipality must alleviate the man made risks of inadequate sanitation, high density, poor street networks, as well as water logging and drainage issues. These risks can be mitigated by providing shortfalls and repairing broken infrastructure, reconnecting the community to the electrical grid, providing a municipal skip inside the settlement, spatially organising the settlement to accommodate for its high density, improving the street network and installing concrete storm water channels to mitigate flooding.

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**SHORT TERM INTERVENTIONS**

- Provide 1 communal standpipe.
- Repair 1 communal standpipe.
- Install 54 flush toilets.
- Repair 7 flush toilets.
- Reconnect the community back to the electricity grid.
- Install concrete storm water channels.

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COMMUNITY PRIORITIES

Long term:
- **Access to water**  
The community needs more taps.
- **Access to sanitation**  
The community needs more toilets and quicker responses when toilets are blocked.
- **Access to electricity**  
The community needs electricity.
- **Maintenance and operations**  
When amenities like taps and toilets are blocked, the community needs quick responses.
- **Storm water and flooding management**  
When it rains, flooding is the main challenge for this community.

COMMUNITY READINESS

- **Leadership:** Leadership committee  
  Ward committee
- **Leader relations:** Healthy
- **Relationship with municipality:** Average

ASSESSMENT

The community has a leadership committee and an unknown ward committee representative. The leaders, who meet once a month, enjoy a healthy internal relationship. The community has an average relationship with the municipality and meets with them when necessary.

DEMOGRAPHICS

- **350** Structures  
  7 HH also used for business
- **350** Households
- **1050** People

COMMUNITY VOICES

We are waiting for the municipality to take us to the houses because this place is flooding and has no electricity.

PLANNING RELATED ISSUES

- **Land ownership:** Municipality 100%
- **Zoning:** Public open space
- **Servitude:** None
- **Household density:** 224 HH/Ha  
  (HH/Ha - households per hectare)

Evaluation of categorisation

The settlement has been selected by the municipality as a UISP project. This analysis confirms that the settlement is suitable for long term development and that therefore it should be upgraded in situ. The settlement is located on a slope and in a flood prone area. The settlement suffers from inadequate sanitation, a poor street network, water logging and drainage problems. The municipality must alleviate sanitation shortfalls, repair toilets and taps, spatially organise the settlement to accommodate for its high density, improve the street network and install concrete storm water channels.

Comment on past relocation attempts

The community reports that the settlement has been selected for relocation to the Vredebest housing project. Currently, the municipality has begun upgrading the settlement by improving road conditions.
SETTLEMENT PROFILE: POLOCROSS

HAZARDS AND RISKS

Man-made
- High density
- Inadequate sanitation
- Poor street network
- Water logging drainage

Natural
- Flood prone area
- Slope greater than 18
- Fires
- Floods
- Strong winds

Assessment
Floods affect the area, particularly during the winter.

SETTLEMENT MAP

BASIC SERVICES

Service assessment
The settlement has poor access to basic services with sanitation and water shortfalls of 2 taps, 61 toilets and no legal electrical connections. The municipality must come to the table to ensure that this community’s basic needs are met. This can be achieved by providing 1 communal standpipe and repairing another, installing 54 toilets and repairing 7, reconnecting the community back to the electricity grid so that they do not have to connect illegally and by placing a municipal skip inside the settlement.

SANITATION

Working ratio 1:25
Shortfall 61

There are 9 working flush toilets, which are maintained by the municipality. There is a shortfall of 61 toilets and 7 toilets need to be repaired. Community members lock their toilets to stop people from living in them. Residents request more toilets and quick repairs.

WATER

Working ratio 1:30
Shortfall 2

12 working communal standpipes are located inside the settlement and maintained by the municipality. There is a shortfall of 2 taps. 1 tap requires repair.

ELECTRICITY

0 Pre-paid
350 Illegal

There are 350 illegal connections in the settlement. The community reports that in 2015 a fire destroyed the electrical boxes and that the electricity was never reconnected, even though they had asked for it to be.

WASTE

Waste management: Common area outside settlement

There is a common area located outside the settlement where the community dumps waste. The community collects waste and distributes black bags on a weekly basis. The community wants a municipal skip to be provided.
SOCIO-ECONOMIC AMENITIES

The community has good access to educational facilities with pre-, primary and secondary schools all located within a 15 minute walk of the settlement. The settlement also has access to a clinic (a 15 minute walk away) and a hospital. However the hospital is located over an hour away. The municipality must ensure that people who need to access the hospital are provided with transport, especially in the case of emergencies. The settlement has access to other socio-economic amenities such as a playground, churches, sports facilities, community halls, 7 spaza shops, general shops, police stations and 3 shebeens.

EMPLOYMENT PROFILE

% of employed men and women

Community members are predominantly (75%) employed as farm labourers. Depending on the seasonality of their labour, these communities face vulnerable periods without employment. Skills development and vocational training programmes should be facilitated to increase the employment potential of these community members. The municipality should also make use of the EPWP programme.
Die Gaatjie is a low density settlement located on municipally owned land, inside the urban edge and zoned as public open space. It is partially located on a sewerage servitude and faces various locational hazards such as flooding and strong winds as well as man made risks like inadequate sanitation and poor waste management. Tulbagh has a UISP project on the housing timeline. Given the size and position of this settlement in the town, this analysis has assumed that the UISP project targets this settlement. Therefore, the settlement has been categorised A - in situ upgrading with planning underway - and B2 - no urgent relocation required - because part of the settlement is located on a sewerage servitude. The municipality must determine whether this part is eligible for in situ upgrading and long term development. If this is the case, the entire settlement should be upgraded in situ. Through the process of in situ upgrading the municipality must alleviate water and sanitation shortfalls, provide legal, prepaid electrical connections for 47 households, provide either bins or a municipal skip inside the settlement, install concrete storm water channels and implement a maintenance plan that empowers the community to maintain the infrastructure. The process of upgrading will require that the municipality facilitates a working relationship with the community and ensures social facilitation to help establish a leadership structure. Both are crucial for the effective, in situ upgrading of this settlement as the UISP project will have greater community input. The municipality should attempt to employ community members in the upgrading of the settlement.

- Repair 4 flush toilets.
- Provide 4 additional flush toilets.
- Provide 1 communal standpipe.
- Provide households with prepaid electrical connections.
- Provide households with individual bins.
- Install concrete storm water channels.
- Facilitate a working relationship with the community and ensure social facilitation to help establish a leadership structure.

COMMUNITY PRIORITIES

Long term:
- **Access to water**
  The community needs more taps.
- **Access to sanitation**
  There are too few toilets for the community and they are sometimes blocked.
- **Access to electricity**
  The community needs electricity.
- **Storm water and flooding management**
  When it rains, flooding affects the area.
- **Access to health facilities**
  The community needs access to a mobile clinic.

COMMUNITY READINESS

Leadership: **No leaders**

Leader relations: **None**

Relationship with municipality: **None**

ASSESSMENT

The community has no leadership structures and only conducts general meetings with the municipality when necessary. The community usually meets with the Department of Human Settlements to discuss housing, even though the Department has no relationship with the community. A working relationship must be facilitated between the municipality and community. Through social facilitation, community leadership structures should be established in order to spearhead the in situ upgrading of this settlement.

DEMOGRAPHICS

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<tr>
<td>Res. &amp; Bus.</td>
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COMMUNITY VOICES

We need electricity as long as we are staying here. We also want the houses that we were promised.

PLANNING RELATED ISSUES

**100%** Land ownership: **Municipality 100%**

Zoning: **Public open space**

Servitude: **Sewer**

Household density: **43 HH/Ha**

**HH/Ha** - households per hectare

Evaluation of categorisation

The settlement is located on municipally owned land that is zoned as public open space. The settlement has been selected by the municipality for in situ upgrading. Upgrading will hugely benefit residents who currently experience a shortfall in water and sanitation and receive no legal access to electricity. Upgrading will also mitigate locational risks such as floods and strong winds. Depending on the municipality’s assessment, the portion of the settlement situated on the sewerage servitude may need to be relocated.

Comment on past relocation attempts

The community reports that the settlement is not slated for relocation, is not under threat of relocation and that no municipal plans exist. The community also claims that residents were promised houses. The municipality’s IDP indicates that there is a UISP programme scheduled for Tulbagh.
SETTLEMENT PROFILE: DIE GAATJIE

HAZARDS AND RISKS

Man-made
- High density
- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Water logging drainage

Natural
- Flood prone area
- Garbage dump
- Slope greater than 18
- Water body
- Floods
- Strong winds

Assessment
The settlement experiences an array of locational hazards due to its location in a flood prone area, on a slope, within 40m of a body of water and within 100m of a waste dump. Due to the lack of basic services, the community suffers from man made risks including inadequate sanitation, waste management services, high density, a poor street network, water logging and drainage problems. The settlement is significantly affected by floods and strong winds. To mitigate these hazards and risks, the municipality must ensure that sanitation, water and waste services are delivered according to adequate standards. The municipality should also install concrete storm water drainage systems to limit the effects of flooding and water logging, reblock the settlement to improve the street network and protect the natural riparian buffer zone along the body of water (one of the best natural methods of reducing flood intensity).

BASIC SERVICES

Service assessment
The settlement has poor access to basic services (with sanitation and water shortfalls recorded), no access to legal electricity and a poor waste management system. Maintenance usually takes 1 month to complete. There is no system in place for reporting maintenance issues. The municipality must first ensure that shortfalls are alleviated by installing 1 communal tap inside the settlement, repairing 4 flush toilets and providing 4 additional toilets. The municipality should then provide the settlement with legal access to electricity by installing prepaid electrical connections. The municipality should address the poor waste management system, either by providing a municipal skip inside the settlement or by providing bins to households. Dumping waste will drastically increase the environmental impact of the settlement of which 17% has been identified as a critical biodiversity area. The municipality must implement an operations and maintenance plan that involves the community in maintaining and managing existing infrastructure.

SANITATION

Working ratio 1:8
Shortfall 8

There are 2 working flush toilets, which are maintained by the municipality. There is a shortfall of 8 toilets. 4 toilets need to be repaired.

WATER

Working ratio 1:47
Shortfall 1

1 working communal standpipe is located inside the settlement and maintained by the municipality. There is a shortfall of 1 tap, which the municipality must provide.

ELECTRICITY

0 Pre-paid
42 Illegal

There are 42 illegal connections in the settlement. The municipality should replace these illegal connections with prepaid ones and ensure that the remaining households also receive prepaid electrical connections.

WASTE

Waste management: Common area outside settlement

The community dumps waste in a common area located outside of the settlement. The municipality distributes black bags irregularly and collects waste weekly. The community wants household bins.
SOCIO-ECONOMIC AMENITIES

The community has access to educational facilities, however they are located over a 1 hour walk away. The municipality should provide learners with transport to and from school. The residents also have access to a clinic (a 30 minute walk away) and hospital (a 1 hour walk away). The municipality must ensure that the community has transport to health facilities, especially in the case of emergencies. The settlement has good access to other socio-economic amenities such as a playground, sports facility, community hall, church, 1 spaza shop inside the settlement, general shops, police stations and shebeens.

EMPLOYMENT PROFILE

The community is predominantly (75%) employed in the farm work sector. Depending on the seasonality of labour, these communities can face vulnerable periods without employment. The municipality should introduce skills upgrading programmes and vocational training to increase the employment potential of these communities.
**SETTLEMENT PROFILE**

**Kleinbegin**

Municipality: **WITZENBERG MUNICIPALITY**

Closest town: **TULBAGH**

Established: **2012**

Structures: **130**

**TOWN LEVEL MAP**

**HISTORY AS TOLD BY THE COMMUNITY**

The people who first moved to Kleinbegin originally stayed in backyard dwellings from the surrounding areas of Tulbagh.

**SUMMARY**

Kleinbegin is a very high density settlement located on municipally owned land that is zoned as authority. The settlement experiences numerous locational and natural hazards and numerous man made risks. The settlement is located in an area prone to flooding, has poor water management services and experiences inadequate sanitation services with a shortfall of 21 toilets. In general, the settlement has a poor level of service delivery despite being located in the town of Tulbagh. The settlement has no legal access to electricity and experiences a water shortfall of 4 communal taps. The municipality previously indicated that a UISP project would have been initiated in 2013. However, in response to this study, the municipality claimed that no major projects have been undertaken in the settlement and that the community was selected for relocation, but no specific housing project was suggested. This data suggests that the community should be relocated, given that the site is not suitable for long term development. However, this will be a lengthy procedure. Therefore, the municipality should commit to upgrading the settlement in situ, in order to provide the community with basic services and protect the dignity and well being of residents.

**SHORT TERM INTERVENTIONS**

- Provide 4 communal standpipes.
- Provide 21 flush toilets.
- Install concrete storm water channels.
- Explore the possibilities of introducing alternative energy.
- Supply electricity to eligible parts of the settlement.


**CATEGORISATION CODE/S**

B2

B2 - NO URGENT RELOCATION REQUIRED

Growth potential: **LOW*”
**COMMUNITY PRIORITIES**

**Long term:**
- **Access to water**
  The community needs enough taps for everyone.
- **Access to sanitation**
  The community needs flush toilets.
- **Access to electricity**
  The community needs hydro-electricity if possible.
- **Storm water and flooding management**
  The community needs drainage.
- **Access to employment**
  The community would like to see improvements in job creation and transparency.

**COMMUNITY READINESS**

- **Leadership:** *Leadership committee*
- **Leader relations:** *Healthy*
- **Relationship with municipality:** *Very good*

**ASSESSMENT**

The community has a leadership committee whose members respect and cooperate with each other. They have a good relationship with the municipality and meet when necessary, usually with the Department of Human Settlements.

**DEMOGRAPHICS**

- **130 STRUCTURES**
- **130 HOUSEHOLDS**
- **390 PEOPLE**

**COMMUNITY VOICES**

We are still waiting for the houses promised by the municipality in March 2016.

**PLANNING RELATED ISSUES**

- **Land ownership:** *Municipality 100%*
- **Servitude:** *None*
- **Zoning:** *Authority*
- **Household density:** *394 HH/Ha* *(HH/Ha - households per hectare)*

**Evaluation of categorisation**

The settlement is well situated in terms of access to amenities, but the site’s man made and natural locational risks render it unsuitable for development. The municipality reports that the settlement has been selected for relocation but conversely the municipal IDP highlights that there was a UISP project scheduled for construction in Tulbagh in 2013 (which seems to be delayed). This confusion may be linked to the realisation that the site’s development may not be the most prudent idea given these locational risks. Therefore, the community should be relocated to a nearby housing project. In the interim, during the process of relocation, the municipality should ensure that the settlement has access to basic services.

**Comment on past relocation attempts**

The community reports that the municipality has selected the settlement for relocation to a housing project nearby. The settlement is not under any current threat of relocation. The municipality reports that the settlement is not part of any municipal plan but that it has been selected for relocation.
HAZARDS AND RISKS

Man-made
- High density
- Inadequate sanitation
- Inadequate waste management
- Poor street network
- Water logging drainage
- Waterborne diseases

Natural
- Flood prone area
- Garbage dump
- Road side
- Slope greater than 18
- Water body
- Fire
- Floods
- Strong winds

Assessment
This settlement is located in a high risk area with numerous natural and man made hazards. It experiences locational risks of being situated on a slope, in an area that floods, within 100m of a waste dump, within 40m of a body of water and on a local roadside. The settlement experiences man made hazards including inadequate sanitation and waste management, high density, waterborne diseases, a poor street network as well as water logging and drainage problems. These hazards are exacerbated by the natural risks of flooding, fires and strong winds, all of which cause significant structural damage. The municipality must address issues relating to flooding by installing concrete storm water channels and providing adequate sanitation and waste management services. These will limit the spread of disease and assist in creating hygienic living conditions.

BASIC SERVICES

Service assessment
There is poor level of service delivery in the settlement with a sanitation shortfall of 21 toilets and a water shortfall of 4 communal standpipes. The settlement also has no legal access to electricity and only has 2 street lights. The municipality needs to assist this community so that they are able to access adequate levels of basic services. This high density settlement is located in the town of Tulbagh and should receive regular waste collection and maintenance services. A service delivery plan which involves consultation with the community must be agreed upon and implemented.

SANITATION

Working ratio 1:11 Shortfall 21

There are 5 working chemical toilets and 7 need to be repaired. This infrastructure is maintained by a service provider. There is a shortfall of 21 toilets. The municipality should investigate installing and maintaining flush toilets in the settlement in order to meet this shortfall.

ELECTRICITY

0 Pre-paid 20 Illegal

There are no legal prepaid connections in the settlement, but there are 20 illegal connections. There are 2 street lights in the settlement, however the community claims that the municipality insists they cannot provide electricity because the settlement is located in an area prone to water logging. Therefore alternative energy provision should be explored.

WATER

Working ratio 1:65 Shortfall 4

2 working communal standpipes are located inside the settlement and maintained by the municipality. There is a shortfall of 4 communal taps. The community has said that residents wish to have individual taps. The municipality must install 4 communal standpipes inside the settlement to alleviate the shortfall.

WASTE

Waste management: 1 Municipal skip

There is 1 municipal skip, which the community uses to dump waste. Waste is collected irregularly and black bags are distributed irregularly too. The community wants individual bins. Not everyone in the settlement has bins.
SOCIO-ECONOMIC AMENITIES

The community has good access to pre-, primary and secondary educational facilities, all of which are located a 15 minute walk away. A clinic is also located a 15 minute walk away. The community enjoys access to sports facilities, a community hall, a church, 1 spaza shop (located inside the settlement), general shops, a police station and shebeens. Due to its location in the town of Tulbagh, this settlement is generally well catered for, with regard to socio-economic amenities.

ECONOMIC SERVICES
- General shops
- Spaza shop
- Shebeen

SOCIAL SERVICES
- Church
- Community hall
- Police station
- Sports facility

EMPLOYMENT PROFILE
% of employed men and women

This community is mostly (90%) employed as farm labourers. This reliance on farm labour is risky as seasonal labour often creates vulnerable livelihoods for households. A small portion of community members (10%) work in the manufacturing sector.
The Breede Valley municipality covers an area of approximately 3,015 km² that stretches from the Dutoitskloof mountains in the south-west to the Kwadousberg mountains in the south-east. It includes the towns of Rawsonville, Worcester, De Doorns and Touws River as well as the rural areas adjacent to and between these towns and the Matroosberg rural area. The region has an estimated population of 198,700 (inclusive of informal settlements). The local municipality is approximately 125km east of Cape Town and is part of the Cape Winelands district municipality. The Breede Valley has a vibrant economy that is based on strong agricultural, manufacturing and tourism sectors. The commercial and service sectors are also well-developed. The Breede Valley IDP envisions the municipality as ‘a unique and caring valley of service and excellence, opportunity and growth, which should be achieved through the provision of sustainable and affordable basic services in a safe and healthy environment, which promotes social and economic welfare through participative governance in a committed service orientated approach, and appreciates committed staff as the organisation’s most valuable resource and key to service delivery.’

**SETTLEMENT CATEGORISATIONS**

<table>
<thead>
<tr>
<th>Settlement</th>
<th>Category</th>
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<tbody>
<tr>
<td>Geel Kampie</td>
<td>B1 &amp; C</td>
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<tr>
<td>Hammat Pietersen</td>
<td>C</td>
</tr>
<tr>
<td>Rolihlahla</td>
<td>B1 &amp; C</td>
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<tr>
<td>North of Mandela Square</td>
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<td>Aspad</td>
<td>B1 &amp; C</td>
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<table>
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<td>Ebaleni</td>
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<tr>
<td>Sandhills</td>
<td>B2</td>
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<tr>
<td>Stofland</td>
<td>B1</td>
</tr>
<tr>
<td>Zion Park</td>
<td>B1 &amp; C</td>
</tr>
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INTRODUCTION

The information in this municipal profile provides an overview of the informal settlements that form part of the municipal area. The settlements profiled were Geel Kampie, Hammat Pietersen, Rolihlahla, North of Mandela Square, Aspad, Hasie Square, Ebaleni, Sandhills, Stofland and Zion Park. Most settlements are located on publicly owned land. Many of the settlements are affected by flood lines. There is a large disparity in settlement size with the smallest containing 58 structures (Ebaleni) and the largest containing 2306 structures (Stofland). The average settlement size is 616 structures. All settlements have some water and sanitation facilities. Most are illegally connected to the electricity network. The status and number of these basic services is often an issue. Educational facilities are mostly available within a 5km radius to the settlements. This excludes pre-schools, which are quite limited. All settlements also have access to a clinic or hospital in the same radius.

DEMOGRAPHIC SUMMARY

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<th>Households</th>
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*ESTIMATED NUMBERS

The NUSP reports did not include data on the number of households.

NOTE: In order to calculate densities, the number of structures was used instead of the number of households because data for households was not available.

PLANNING OVERVIEW

8 settlements are located on land that is entirely publicly owned. A portion of Zion Park is privately owned. Stofland is a special case, in which portions located outside the flood line and inside the residential cadastral already represent subdivided stands with individual title deeds. 4 settlements have two different types of zoning while 5 settlements have a unique zoning. In total there are 7 settlements that have at least one portion with no specific land use (undetermined). Zoning includes public open space, agriculture, residential and informal residential.

70% settlements which are municipally owned

10% settlements which are national land

80% settlements categorised for in situ upgrading

20% settlements categorised for relocation

Private land (ESTA - Extension of Security of Tenure Act - issues - possible expropriation/land reform or eviction)

Only Zion Park (10%) is located on land that is partly privately owned, namely by someone who does not live there. In this case, the municipality needs to clarify under what conditions it can invest in private land by way of in situ upgrading. Subsequently, the municipality should immediately pursue basic infrastructure grants and subsidies to improve access to basic services such as sanitation and water, as is constitutionally mandated. These cases often involve farm workers and rural people who have lived on the land for generations but have been unable to claim tenure rights. Often, these people and communities need to make use of the ESTA legislation to clarify their security of tenure status in order to initiate land reform projects that could potentially involve expropriation.

Servitudes (Important for partial or total relocation)

None of the settlements seem to be located on a servitude.

Relocation

20% (2 settlements - Zion Park and Sandhills) are located outside the current urban edge. 60% (6 settlements - Rolihlahla, Geel Kampie, Hammat Pietersen, North of Mandela Square and Aspad) are fully or mostly located outside the urban edge. However, as they are situated on land adjacent to existing urban areas, the possibility exists to amend the SDF to include these settlements. The other 20% (2 settlements - Zion Park and Sandhills) are located outside the urban edge in remote rural areas.

57 HH/Ha

Density (HH/ Ha)

The average density of the 10 informal settlements is 57 HH/ Ha. Based on the density range used, the aggregated settlement density can be described as medium density. However, there are outlier settlements such as Geel Kampie (88 HH/ Ha) and North of Mandela Square (77 HH/ Ha), which have high densities.

NOTE: In order to calculate densities, the number of structures was used instead of the number of households because data for households was not available.
BASIC SERVICE PROVISIONS

While all settlements seem to have some access to water, the inadequate number of taps is a major challenge in the municipality. 80% of the settlements have an insufficient number of taps. The total required in the municipality to meet the minimum national standard is 332 taps. North of Mandela Square, Rolihlahla and Sandhills alone need 275 taps. It will be a challenge to meet the minimum standard in Sandhills as reportedly, the settlement does not have available bulk water capacity for upgrading. For the most part, sanitation provision seems to meet the minimal national standard. Only two settlements (Rolihlahla and North of Mandela Square) require the installation of more toilets.

NOTE: The number of structures has been used instead of number of households to calculate the ratios because data was not available for households.

INFRASTRUCTURE

Bulk infrastructure
40% (4 settlements) are located on land with available bulk infrastructure capacity for water, sanitation and electricity. 10% (1 settlement - Sandhills) is located on land with no available bulk capacity for water and sanitation. Only electricity bulk capacity is available. There is no information for the remaining 5 settlements.

SANITATION

Sanitation shortfall
80% (8 settlements) are equipped with chemical toilets, 10% (1 settlement) has chemical and flush toilets and 10% (1 settlement) has only flush toilets. Half of the settlements meet the national minimum standard of 1 toilet per 5 households. The average ratio for the municipality is 1 toilet for every 4.07 households. Rolihlahla and North of Mandela Square are however underserviced with respective ratios of 6.27 and 6.90 households per toilet. In these two settlements only, the total shortfall adds up to 101 toilets, 64 of which are in North of Mandela Square.  

NOTE: The number of structures has been used instead of number of households to calculate the ratios because data was not available for households

WATER

Water shortfall
Access to water is a major issue in a vast majority of settlements. Based on the national minimum ratio of 1 tap per 10 households, 80% (or 8 settlements) are underserviced. Only Ebaleni (10%) meets the minimum requirements with a ratio of 1 tap for every 3.22 households. There is no data for the outstanding 10% (1 settlement). The average ratio for the municipality is 84 families per tap. The highest ratios are North of Mandela Square (229.2 households per tap), Rolihlahla (178.2 households per tap) and Sandhills (172 households per tap). The total shortfall for the entire municipality is 332 taps. 110 of these should be installed in North of Mandela Square, 85 in Rolihlahla and 81 in Sandhills. The average shortfall for the municipality is 42 taps.

NOTE: The number of structures has been used instead of number of households to calculate the ratios because data was not available for households.

ELECTRICITY

Access to electricity
None of the settlements is formally electrified. 70% (or 7 settlements) are connected to the electric network through illegal connections. The other 30% have no electricity.

ROADS

Roads
For 20% (2 settlements - Aspad & Hammat Pietersen) accessibility for regular and emergency vehicles is a major issue as there are no access roads to the settlements. 50% (5 settlements) also experience access problems of not being able to reach all units in the settlement due to the settlements’ unplanned nature. 80% (8 settlements) have dirt paths inside the settlement and 10% (1 settlement) has gravel roads. There is no data for 10% (1 settlements).

WASTE

Access to waste management
There is no available data as the NUSP reports do not mention waste management.
MUNICIPAL PROFILE: BREEDE VALLEY MUNICIPALITY

ACCESS TO AMENITIES

The majority of settlements have access to educational and health facilities within a 5km radius. However, due to its isolated nature, Sandhills has no educational or health facilities within a 5km radius. Hammat Pietersen and Geel Kampie also have poor access to facilities.

**Access to educational amenities**
Most settlements have access to compulsory educational facilities within a 5km radius of the settlement. 100% of the settlements have access to a primary school and 70% to a secondary school. Access to pre-school is more limited with only 30% (3 settlements - Hasie Square, Ebeleni and Zion Park) having access within a 5km radius.

**Access to health facilities**
70% of the settlements are located within a 5km radius to a clinic. Only 30% are within a 5km radius to a hospital. 20% (2 settlements - Sandhills and Stoflands) do not have a clinic or hospital within a 5kms radius.

30% within 5km of a **preschool**
100% within 5km of a **primary school**
70% settlements in municipal area have access to a **secondary school**
70% Settlements within 5km radius of a **clinic**
30% Settlements within 5km radius of a **hospital**

**SUMMARY**

According to the consultant who wrote the NUSP reports, 80% (or 8 settlements) examined in Breede Valley municipality are suitable for in situ upgrading, subject to geotechnical reports and EIAs. 5 of those settlements will however require a portion of the settlement to be relocated. This is to ensure sufficient room for infrastructure development and acceptable densities in the safe portions of the settlement. Most of these settlements are located outside the current urban edge on land that is adjacent to current urban areas. The SDF will therefore need to be amended to allow for the upgrading of these settlements. Zion Park is the only settlement on private land that has been targeted for in situ upgrading. This means that possible complications could occur when in situ upgrading is pursued as the municipality will need to negotiate the acquisition of land with the land owner or pay for (a portion of) the infrastructure. This also requires reviewing the tenure security of communities residing on private and communal land and should at some level make use of the ESTA legislation. Hammat Pierson is the only settlement recommended for urgent relocation for safety reasons. In this case, the municipality will need to make land available for a TRA if no permanent relocation site is currently available.
Drakenstein municipality is located 60km east of the Cape Town central business district between the Klein Drakenstein, Limiet and Saron mountain ranges on the east and agricultural areas on the west. The municipal area contains five towns namely Paarl, Wellington, Hermon, Mbekweni, Gouda, Simondium and Saron. The first two are the main urban centres. The municipality's economy is mostly based on agricultural activities, manufacturing and community, social and personal services. Drakenstein municipality’s commitment to developing a ‘place of excellence’ has been the focal point of the 2012-2017 IDP (and following years 2017-2021), with a specific interest in translating the municipality’s strategy into action.
INTRODUCTION

The information in this municipal profile provides an overview of the informal settlements that form part of the municipal area. The settlements profiled were Boskok Hotel, Kingston Town, Kolbe, 7 de Laan, Kamp Fresh, Bonaque Square, H1 Block, Chester Williams, Silvertown 2, Silvertown 3, Fairyland, Plankiedorp, Lovers Lane, Jan Fiskaal, Dalvey, Next to Sportground, Siyahlala 1, Spooky Square, Kudu Street, Simondium Cemetery, OR Mpumelelo, OR Swartberg, Siyahlala 2, White City, Next to Thembani, Palmiet River, Brickfields, PA Kamp and Dromedaris. The informal settlements are diverse in size ranging from 23 to 626 structures. The average size is 108 structures. All settlements have access to primary and secondary educational facilities as well as health facilities within a radius of 5kms. The settlements also have some access to water and sanitation, however it is often non-functional or insufficient.

DEMOGRAPHIC SUMMARY

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*ESTIMATED NUMBERS
THE NUSP REPORTS DID NOT INCLUDE DATA ON THE NUMBER OF HOUSEHOLDS.

HH/Ha: None

The NUSP reports did not include the number of households for all the settlements, the area or the density of the settlements.

PLANNING OVERVIEW

17 settlements are located on publicly owned land, 5 on privately owned land and 2 on land that is partly publicly owned and partly privately owned. 22 settlements are located on land which is zoned for a specific use: 3 are zoned as undetermined and one is not zoned. Zoning includes public open space, agriculture, residential and institutional. All settlements except one are located inside the urban edge.

54% settlements which are municipally owned
7% settlements which are national land
57% settlements categorised for in situ upgrading
43% settlements categorised for relocation

Private land (ESTA - Extension of Security of Tenure Act - issues - possible expropriation/land reform or eviction)
24% (7 settlements) are located on land that is fully or partly privately owned. 17% (5 settlements - H1 Block, Plankiedorp, Lovers Lane, Brickfields and PA Kamp) are located on private land. In these cases, municipalities need to clarify under what conditions they can invest in private land by way of in situ upgrading. In addition, 7% (2 settlements) are based on partly privately owned land. Subsequently, the municipality should immediately pursue basic infrastructure grants and subsidies to improve access to basic services such as sanitation and water, as is constitutionally mandated. These cases often involve farm workers and rural people who have lived on the land for generations but have been unable to claim tenure rights. Often, these people and communities need to make use of the ESTA legislation to clarify their security of tenure in order to initiate land reform projects that potentially involve expropriation.

Servitudes (Important for partial or total relocation)
28% (8 settlements) are located on a servitude. Six of these (21% of the total - Dromedaris, OR Mpumelelo, OR Swartberg, Next to Thembani, Next to Sportground and White City) are located on an electricity servitude. Two settlements (7% - Kolbe and Kingston Town) are situated on a road servitude. These planning features denote that the space is required for technical use and does not permit a residential component often because the intended use makes it unsafe for people to live there. Consequently, settlements located on or partially on a servitude are at risk of relocation.
BASIC SERVICE PROVISIONS

Service assessment

Given that 68% of the settlements are located in areas with available bulk capacity for all types of services, it could be relatively affordable to address basic service needs. A large majority of settlements (89%) have no electricity while all settlements have some sort of water and sanitation infrastructure. The number of toilets must however be increased in 5 settlements and the number of taps in 15 settlements. Sanitation shortages are prevalent in Next to Thembani and Brickfields settlements while OR Mpumelelo is notorious for its shortage of taps. Besides increasing the number of toilets, maintenance of existing units must be prioritised since only 5 settlements meet the minimum standard when it comes to functional toilets. Road accessibility should be improved in settlements, which are currently not accessible by emergency vehicles such as Lovers Lane, Simondium Cemetery and Boskok Hotel.

NOTE: In order to calculate the ratios, the number of structures was used instead of the number of households because data for households was not available.

SANITATION

Sanitation shortfall

50% (14 settlements) are equipped with flush toilets, 11% (3 settlements) with pit latrines and 7% (2 settlements) with VIP toilets. There is no information for the outstanding 32% (9 settlements). Most settlements in Drakenstein municipality meet the minimum national ratio of 1 toilet per 5 households. Only 19% (5 settlements: 7 de Laan, Chester Williams, Next to Sportground, Next to Thembani and Brickfields) report a shortfall, the average of which is 8 toilets per settlement. The settlements with larger shortfall reports (11 and 14) are located Next to Thembani and Brickfields settlement. However, this changes when examining the number of operational toilets: 19% (5 settlements) have no functional toilets, 48% are under the national ratio of 1 toilet per 5 families and only 33% meet the national standard.

NOTE: In order to calculate the ratios, the number of structures was used instead of the number of households because data for households was not available.

ELECTRICITY

Access to electricity

The majority of settlements (89% - 25 settlements) have no access to electricity. Only 7% (2 settlements - Fairyland and Lovers Lane) have pre-paid electricity. There is no information for 3.5% (1 settlement) of outstanding settlements. No illegal connections have been reported.

WASTE

Access to waste management

There is no available data as the NUSP reports do not mention waste management.
The majority of settlements have good access to educational and health facilities within a 5km radius. There are, however, 4 settlements (Kamp Fresh, Brickfields, OR Swartberg and OR Mpumelelo) that do not have education and health facilities within a 5km radius. PA Kamp also has poor access to health facilities.

### Access to Educational Amenities

- **89%** within 5km of a primary school
- **75%** settlements in municipal area have access to a secondary school

### Access to Health Facilities

- **79%** of the settlements are within a 5km radius to a clinic.
- **71%** of the settlements are within a 5km radius to a hospital.
- In 14% of the settlements no clinics or hospitals are located within a 5km radius.

### Summary

16 of the informal settlements examined in Drakenstein are suitable for in situ upgrading according to the consultant who wrote the NUSP reports. 4 of those settlements will need partial relocation to ensure that all households are located on land that is safe, with densities that are not too high and/or where there is room for infrastructure. However, 3 of the settlements marked for in situ upgrading are based on privately owned land. This means that complications may occur when pursuing in situ upgrading as municipalities will need to negotiate for land acquisition with the owner or pay for (a portion of) the infrastructure. This also requires reviewing the tenure security status of the communities residing on private and communal land. At some level, this should involve making use of the ESTA legislation. The other 12 settlements have been earmarked for relocation based on safety reasons (risk of flooding or under power lines), environmental concerns, distance to bulk infrastructure and socio-economic amenities.
George local municipality is located on the south eastern coast of South Africa and ± 440 km southeast of Cape Town. George enjoys the strategic advantage of being situated on the major transport routes between Cape Town in the south and Port Elizabeth in the east. This creates investment opportunities, particularly with regard to manufacturing, logistics and warehousing. The municipal area is 5190.43 km² in scope and includes the following: the City of George, the villages of Wilderness and Herolds Bay, various coastal resorts such as Kleinkrantz and Victoria Bay, rural areas around Rondevlei (east of Wilderness), Geelhoutboom, Herold, Hansmooeskraal and Waboomskraal, as well as Uniondale and Haarlem. The IDP envisions George “to be the best medium sized city in the country using all available resources sustainably to the benefit of the community in a growing and a thriving city.”
INTRODUCTION

The information in this municipal profile provides an overview of the informal settlements in the municipal area. The settlements profiled were: Spandiel Street (Rosemoor), Malagasrivier, Erf 1424 (behind the primary school), Sonop Avenue (7 de Laan), Golden Valley, Spandiel Street, Erf 4200 (Palma), Fingland Street, Nel Street (Erf 21882), Bellair Street, Between Sunset & De Beer Street (Erven 21990 & 22021), Conville 1, Conville 2, Uniondale, Haarlem I, Haarlem II, Haarlem III, Haarlem IV, Syferfontein, Erf 329, Kleinkrantz West, Kleinkrantz Middle, Kleinkrantz East, Touwsranten North, Touwsranten South, Noordstraat, Erf 181, Mingo Kamp, Agter Street, July Markeni Street, Mgoqi Street, Florence Ntondini Street, Circular & Satumus Street, Protea Park (back area) and Protea Park (front area). Most of the settlements are located on land that is entirely publicly owned while all settlements located in Haarlem are on private land. Many settlements are situated on steep slopes, which is hazardous for their residents. The settlements studied are very diverse in size and range from only 1 structure in the smallest to 298 structures in the largest settlement. The average size of the settlements is 33 structures. The two oldest settlements (July Markeni and Erf 329) were established in 1997 while the youngest settlement was only established in 2013. The average settlement age is 12.55 years. Most settlements are well located in terms of access to health and educational facilities.

DEMOGRAPHIC SUMMARY

*ESTIMATED NUMBERS
THE NUMBER OF HOUSEHOLDS WAS ONLY PROVIDED FOR 71% OF THE SETTLEMENTS (25 SETTLEMENTS). THEREFORE, THIS DATA HAS BEEN EXCLUDED TO AVOID MISLEADING INFORMATION.

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HH/Ha: None

The NUSP reports did not include the number of households for all the settlements, the area or the density of the settlements.

PLANNING OVERVIEW

Most settlements (63% - 22 settlements) are located on land that is entirely publicly owned while 11% (4 settlements) are based on private land. 29 settlements (83%) are situated on land that has been zoned for a specific use. Zoning includes agriculture, residential, public open space, and road and government facilities. 3 settlements (8%) are located on land zoned as undetermined. 14% (5 settlements) are located on a servitude. 2 settlements (6% - Noordstraat and Erf 181) are located outside the urban edge.

Private land (ESTA - Extension of Security of Tenure Act - issues - possible expropriation/land reform or eviction)

11% of the settlements (4 - Noordstraat, Erf 181, Mingo Kamp and Agter Street) are located on private land. In addition, 1 settlement (3% - Florence Ntondini Street) has a portion of land that is partially privately owned. Municipalities need to clarify under which conditions they can invest in private land by way of in situ upgrading. Subsequently, the municipality should immediately pursue basic infrastructure grants and subsidies to improve access to basic services such as sanitation and water, as is constitutionally mandated. These cases often involve farm workers or rural people who have lived on the land for generations but have been unable to claim tenure rights. Often, these people and communities need to make use of the ESTA legislation to clarify their security of tenure in order to initiate land reform projects, potentially involving expropriation.
MUNICIPAL PROFILE: GEORGE MUNICIPALITY

Basic Service Provisions

Service Assessment
Due to incomplete data the information in the NUSP reports is insufficient to provide a reliable service assessment.

Infrastructure

Bulk Infrastructure
The NUSP data for this section was incomplete.

Sanitation

Sanitation Shortfall
The NUSP data for this section was incomplete. The NUSP reports examined structures per neighbourhood instead of structures per settlement. As a result, the information for neighbourhoods with more than one settlement could not be disclosed at a settlement level.

Water

Water Shortfall
The NUSP data for this section was incomplete. The NUSP reports examined structures per neighbourhood instead of structures per settlement. As a result, the information for neighbourhoods with more than one settlement could not be disclosed at a settlement level.

Electricity

Access to Electricity
60% (21 settlements) have access to prepaid electricity. 4 of these settlements contain some households with postpaid connections.

Waste

Access to Waste Management
The NUSP data for this section was incomplete. The NUSP reports do not mention waste management.

Roads

Roads
For 9% (3 settlements - Erf 4200, Touwsranten North and Touwsranten South) access for regular and emergency vehicles is a major issue because there is no access road to the settlement. Another 37% (13 settlements) experience access problems in terms of reaching all units in the settlement because of the settlement’s unplanned nature. Only 9% (3 settlements) have a planned settlement layout. Only 3% (1 settlement) have gravel roads inside the settlement while 40% (14 settlements) have dirt paths. There is no data for the other 57% (20 settlements).

Servitudes (Important for Partial or Total Relocation)
8% (3 settlements - Spandiel Street, Fingland Street and Circular & Satumus Street) are located on a sewer servitude while 6% (2 settlements - July Markeni Street and Florence Ntondini Street) are situated on a road servitude.

Relocation
68% (24 settlements) have been scheduled for relocation in the NUSP reports. 23 of these should be relocated urgently. In addition, 3% (1 settlement - Circular & Satumus Street) will need to relocate a portion of the settlement to accommodate all households and infrastructure within the safe portion of the settlement.
ACCESS TO AMENITIES

The majority of settlements have access to educational and health facilities within a 5km radius. Access to hospitals seems to be the most restrictive facility with 20% (7 settlements) being located more than 5km away from any hospital.

Access to educational amenities
Most settlements in George are well located in terms of access to education facilities. 63% (22 settlements) are located within a 5km radius to primary and secondary education facilities as well as to pre-schools. No settlements were reported as having no schools within a 5km radius. Only 3 settlements (9% - Golden Valley, Erf 4200 (Palma) and Conville 2) have been reported as having no secondary education facilities within that radius. No data is available for 7 settlements (20%).

Access to health facilities
The settlements that have been studied are well located in terms of access to health facilities. There is only one settlement (3% - Erf 181) which has no clinics within a 5km radius to the settlement. 60% (21 settlements) have some hospital access within the same radius. No data is available for 7 settlements (20%).

SUMMARY

32% of the settlements (11) have been targeted for in situ upgrading by the consultant who wrote the NUSP reports. The other 68% (24 settlements) should be relocated. Reasons for relocation include being located in environmentally sensitive areas, critical biodiversity areas or in areas with bulk infrastructure constraints and steep slopes. There is only one settlement (Circular & Satumus Street) which is categorised B2, which indicates that relocation is not urgent. A portion of Protea Park settlement will need to be relocated to ensure that room is made for infrastructure development and that densities are acceptable in the safe portions of the settlement.
The municipal area is 2007 km² in size and includes the towns of Jonkersberg, Great Brak River, Klein Brak River, Hartenbos, Mossel Bay, Dana Bay, Boggoms Bay, Vees Bay, Bluisplaas, Herbertsdale, Kleinberg, Bartesfontein, Brandwag, Friemersheim and Ruiterbos. Mossel Bay is situated on the N2 approximately half way between Cape Town and Port Elizabeth. It is bordered by the municipalities of George to the east, Langeberg to the west and Oudtshoorn to the north. Its western boundary is the Gouritz river and its northern boundary the Outeniqua mountains. To the east it stretches to the Maalgate river. Mossel Bay’s main economic activities are agriculture (aloes, cattle, citrus, dairy, ostriches, sheep, timber, vegetables and wine), fishing, light industry, petrochemicals and tourism. The IDP envisions Mossel Bay "to strive towards an economic prosperous, safe and clean area that offers social development opportunities and basic services in a sustainable manner to all its residents.”

**CONTEXTUAL MAP OF MUNICIPALITY**

**SETTLEMENT CATEGORISATIONS**

<table>
<thead>
<tr>
<th>SETTLEMENT</th>
<th>CATEGORY</th>
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</thead>
<tbody>
<tr>
<td>Asla Park A</td>
<td>B1 &amp; C</td>
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<tr>
<td>Asla Park B</td>
<td>B1</td>
</tr>
<tr>
<td>Asla Park C</td>
<td>B1 &amp; C</td>
</tr>
<tr>
<td>Asla Park D</td>
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<td>Asla Park E</td>
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<td>Emfuleni</td>
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<td>Gentswana A</td>
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<td>Gentswana B</td>
<td>B1 &amp; C</td>
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<tr>
<td>Gentswana C</td>
<td>B1</td>
</tr>
<tr>
<td>PA Camp</td>
<td>C</td>
</tr>
<tr>
<td>Sewendelaan</td>
<td>C</td>
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<tr>
<td>Sinethemba</td>
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<td>Thembani Street</td>
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<tr>
<td>Toseplaas</td>
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<tr>
<td>Transand Camp</td>
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<td>Wolwedans A</td>
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<tr>
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INTRODUCTION

The information in this municipal profile provides an overview of the informal settlements that form part of the municipal area.

The settlements profiled were Asla Park A, Asla Park B, Asla Park C, Asla Park D, Asla Park E, Brandwacht, Emfuleni, Gentswana A, Gentswana B, Gentswana C, PA Camp, Sewendelaan, Sinethemba, Thembani Street, Toselplaas, Transand Camp, Wolwedans A and Wolwedans B.

Asla Park A is the largest informal settlement with 435 structures while Toselplaas is the smallest with only 4 structures. The average settlement size is 93 structures. Sewendelaan, established in the year 2000, is the oldest settlement. The average settlement age is 10 years.

DEMOGRAPHIC SUMMARY

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*ESTIMATED NUMBERS
THE NUSP REPORTS DID NOT INCLUDE DATA ON STRUCTURE NUMBERS.

Density (HH/Ha)
The average density of the 18 informal settlements is 67 HH/Ha. Based on the density range used, the aggregated settlement density can be described as medium density. However, there are outlier settlements such as Gentswana C (120 HH/Ha) and PA Camp (114 HH/Ha) that have very high densities.

PLANNING OVERVIEW

15 settlements are located on land that is entirely owned by the municipality. Sinethemba settlement is situated on land which is partly municipally owned and partly privately owned. Asla Park B is located on public and unregistered land. 11 settlements are on land which is zoned for a specific use, 6 settlements are on land zoned as undetermined and one settlement (Sinethemba) is affected by two zoning uses, one of which is undetermined. All the settlements are located within the current urban edge.

Private Land (ESTA - Extension of Security of Tenure Act - issues - possible expropriation/land reform or eviction)
The location on private land seems not to be an issue for developing the targeted settlements since there is only one settlement based on private land (Sinethemba), which should be relocated immediately. However, should it not be possible to implement immediate relocation, minimal basic services should be installed. In this case municipalities need to clarify under what conditions they are able to invest, by way of emergency services, onto private land. Subsequently, they should immediately pursue basic infrastructure grants and subsidies to improve access to basic services such as sanitation and water, as is constitutionally mandated.

Public land
83% (15 settlements) are located on municipal land. In addition, two settlements (7%) are partially owned by the municipality, namely Sinethemba, which is located on municipal and private land, and Asla Park B, which is located on municipal and unregistered land. Brandwacht is owned by the Community
BASIC SERVICE PROVISIONS

Service assessment
Infrastructure development does not seem to pose an obstacle to the development of these informal settlements since all are located in areas with available bulk capacity, except Gentswana B which has no bulk capacity for storm water. All settlements have been provided with flush toilets, however only 50% of them meet the minimum national ratio of 1 toilet per 5 families. Gentswana C settlement faces the highest shortfall of toilets with 38 units required to meet the minimum standard. All settlements have communal taps. 22% also have individual taps. Most communal taps (67%) are connected to the electric network by legal prepaid electricity or illegal connections. The other 33% have no electricity. Solid waste is collected in all settlements except Asla Park D. However, most settlements (67%) have no skips and waste is dumped in open areas in and around the settlement.

SANITATION

Sanitation shortfall
All the settlements have been provided with flush toilets. According to the national minimum ratio of 1 toilet per every 5 households, 50% (9 settlements) meet the minimum standard while 22% (4 settlements - Asla Park D, Gentswana B, Gentswana C and Thembani Street) are under-serviced. There is no data for the outstanding 28% (5 settlements). The highest shortfall is in Gentswana C, where 38 new toilets are needed to meet the minimum ratio.

ELECTRICITY

Access to electricity
39% (7 settlements) have been formally connected to the network with prepaid electricity. In three of these settlements, however, some households are also illegally connected to the network. 28% (5 settlements) depend only on illegal connections to the network. The outstanding 33% (6 settlements) have no electricity.

WASTE

Access to waste management
Solid waste is collected from all informal settlements except Asla Park D. In 89% (16 settlements) the municipality collects waste whereas in 6% (Brandwacht) waste is collected by a service provider. 33% (6 settlements) have been provided with municipal skips while the remaining 67% dump waste in an open space inside or around the settlement. 89% (16 settlements) are provided with black bags.

ROADS

Roads
All the profiled settlements have road access for regular and emergency vehicles, however 72% (13 settlements) might have accessibility problems to reach all the units in the settlement because of the unplanned nature of the settlement. 72% (13 settlements) have gravel roads inside the settlement and 28% (5 settlements) dirt paths. There is no data for 5% (1 settlement).
According to the consultant who wrote the NUSP reports, **11 of the informal settlements** examined in Mossel Bay are **suitable for in situ upgrading**. Four of these will need **partial relocation** to ensure that all households are located on land that is safe, with densities that are not too high and/or with room for infrastructure. **Asta Park B is partially based on unregistered land**, which will require the municipality to become active in **resolving the land ownership**. **Brandwacht** is owned by the Community Property Association. Regarding these two settlements, the municipality will need to **review the tenure security** of the communities residing on private and communal land and should at some point **make use of the ESTA legislation**. The remaining 7 settlements have been **earmarked for relocation due to safety reasons** (risk of flooding and steep slopes) and environmental concerns.

**ACCESS TO AMENITIES**

The majority of settlements has good access to educational and health facilities within the radius of 5km. There are, however, 2 settlements (Wolwedans A and Wolwedans B) that have no health facilities within a 5km radius.

**Access to educational amenities**

83% of the settlements (15) are within a 5km radius to a primary school. 83% (15 settlements) have a secondary school within the same radius. Of those, there are 12 settlements (67%), which have both a primary and secondary school within a 5km radius.

**Access to health facilities**

89% of the settlements are within a 5km radius to a clinic. 39% of the settlements are within a 5km radius to a hospital. 11% of the settlements have no clinics or hospitals within a 5km radius.

**SUMMARY**

According to the consultant who wrote the NUSP reports, **11 of the informal settlements** examined in Mossel Bay are **suitable for in situ upgrading**. Four of these will need **partial relocation** to ensure that all households are located on land that is safe, with densities that are not too high and/or with room for infrastructure. **Asta Park B is partially based on unregistered land**, which will require the municipality to become active in **resolving the land ownership**. **Brandwacht** is owned by the Community Property Association. Regarding these two settlements, the municipality will need to **review the tenure security** of the communities residing on private and communal land and should at some point **make use of the ESTA legislation**. The remaining 7 settlements have been **earmarked for relocation due to safety reasons** (risk of flooding and steep slopes) and environmental concerns.
Theewaterskloof municipality is the largest local authority in the Overberg district with an area of approximately 3231 km² and housing 13 wards, embracing the City of Cape Town on its western boundary and sharing the eastern coastline with the Overstrand municipality. It is the most populous municipality in the Overberg district with 42% of the total district population (Overberg Regional Development Profile 2013). Theewaterskloof municipality can be categorised as a rural area with open spaces and farming activities, which is indicated by areas occupied by agriculture, small holdings and other land uses. The IDP envisions Theewaterskloof municipality “to ensure and preserve the heritage and natural resources within the region, create and develop a safe, healthy, crime free, economically stable and viable environment for all.”

**MUNICIPAL PROFILE**

**Theewaterskloof Municipality**

**CONTEXTUAL MAP OF MUNICIPALITY**

**SETTLEMENT CATEGORISATIONS AND SHORT TERM INTERVENTIONS**

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INTRODUCTION

The information in this municipal profile provides an overview of the informal settlements that form part of the municipal area. The settlements profiled were Darkside, New France, Beverly Hills, Berg en Dal, Enkanini, Goniwe Park, Hillside, Iraq, Joe Slovo, Lower West Side, Marikana, Poekom, Protea Heights, Riemvasmaak, Slangpark, West Side 1, Zola, Waterworks and Side Saviwe.

Riemvasmaak is the largest informal settlement with 739 households while Side Saviwe is the smallest with only 29 households. The average settlement size is 251 households. Most settlements have access to educational and health facilities. All settlements are equipped with toilets and taps except Enkanini and Lower West Side. Larger settlements, however, experience shortfalls in the number of units provided.

DEMOGRAPHIC SUMMARY

85.66 Units/Ha

The average density of settlements in Theewaterskloof municipality is 85.66 Units/Ha. Based on the density range used, the aggregated settlement density can be described as high density. Upon closer examination, it becomes apparent that 51% of the settlements (6 settlements) have a density that is higher than 75 Units/Ha. Two have extremely high densities (Enkanini 374 Units/Ha, Slangpark 163 Units/Ha). It must be noted that densities provided in NUSP reports are reflected as units per hectare which can lead to a higher density gradient in settlements in which households own more than one structure.

PLANNING OVERVIEW

Land ownership should not be a major obstacle for in situ upgrading since all settlements are located on publicly owned land. Hillside and Marikana are the only settlements scheduled for in situ upgrading that are located on national land. In this case the municipality will need to negotiate with the appropriate department for the land to be transferred to the municipality.

89% (17 settlements) are located on land zoned for a specific use and only 11% (2 settlements) are in land zoned as undetermined. Zoning includes: agriculture, residential, public open space and authority. 95% (18 settlements) are located within the current urban edge and only 5% (Protea Heights) is located outside the urban edge.

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

Private land ownership is not an issue in the targeted settlements since all are located on public land. 79% (15 settlements) are owned by the municipality and 21% (4 settlements) are located on national land.

Relocation

30% (5 settlements - Darkside, Beverly Hills, Enkanini, Lower West Side and Slangpark) have been scheduled for relocation in the NUSP reports. The reasons for relocation are diverse and include flood lines, rocky ground and slopes. In addition, there are two settlements (10% - New France and Waterworks) that will require a portion of the settlement to be relocated to ensure healthy densities in the safe portions of the settlement.
BASIC SERVICE PROVISIONS

Service Assessment
Only 16% (3 settlements - Lower West Side, Marikana and Poekom) are located in areas that currently have available sewer, water, electricity and storm water capacity. This lack of bulk infrastructure capacity will mean extra costs in developing most of these settlements. The remaining 84% require increased capacity in at least one type of bulk infrastructure. Enkanini and Lower West Side settlements have no toilets or taps.

INFRASTRUCTURE

Bulk infrastructure
79% (15 settlements) are located in an area with available sewer bulk capacity, 95% (18 settlements) in an area with available water bulk capacity, 74% (14 settlements) in an area with available electricity bulk capacity and 21% (4 settlements) in an area with available storm water bulk capacity. 16% (3 settlements - Lower West Side, Marikana and Poekom) are located in areas with an available bulk sewer, water, electricity and storm water capacity for settlement upgrading.

SANITATION

Sanitation shortfall
68% (13 settlements) have been equipped with flush toilets, 5% (1 settlement) with communal toilets and 5% (1 settlement) with VIP and chemical toilets while 10% (2 settlements - Lower West Side and Enkanini) have no toilets. There is no data for 5% (1 settlement - Iraq). According to the national minimum ratio of 1 toilet per every 5 households, 37% (9 settlements) meet the minimum standard while 37% (7 settlements) are underserviced. The non-serviced 10% (2 settlements) should be added to this, which amounts to a total of 47% of settlements that are below standard. There is no data for the outstanding 16% (3 settlements). The highest shortfalls are in the largest settlements including 70 toilets in New France, 45 toilets in Beverly Hills and 45 in Marikana. Enkanini and Lower West Side would require the installation of 75 and 41 toilets respectively.

Water shortfall
74% (14 settlements) are equipped with communal standpipes. 5% (1 settlement) has communal and some individual standpipes and 10% (2 settlements) are equipped with only individual standpipes. 10% (2 settlements - Enkanini and Lower West Side) have no water. Water is a major challenge since only 16% (3 settlements) meet the national standard (1 tap for every 10 households). Most settlements (58% - 11 settlements) are experiencing water shortfalls. The non serviced settlements (10%) should be added to these. In total 68% of the settlements do not meet the national standard. There is no data for the other 16% (3 settlements). The highest shortfalls occur in the largest settlements including 47 taps needed in Riemvasmaak, 38 in Enkanini, 29 in New France and 28 in Goniwe Park. The average shortfall is 22 taps. The municipality should install a total of 116 taps.

WASTE

Access to waste management
Solid waste is collected from all the informal settlements on a weekly (85% - 16 settlements) or bi-weekly (10% - 2 settlements) basis. Black bags are provided in 59% (11 settlements). There is no data for Iraq (5%).

ELECTRICITY

Electricity
58% of the settlements have access to electricity through prepaid and/or illegal connections while the remaining 42% have no electricity. In 26% (5 settlements) Same units are formally connected through prepaid electricity meters, 4 settlements have some illegal connections. 32% (6 settlements) only have illegal connections.

ROADS

Roads
In 21% (4 settlements - Darkside, Beverly Hills, Hillside and Iraq) there is no access road to the settlement, making accessibility a major issue for regular and emergency vehicles. 37% (7 settlements) also have problems reaching all units in the settlement because of the settlement’s unplanned nature. 47% (9 settlements) have gravel roads inside the settlement, 37% (7 settlements) have dirt paths and 5% (1 settlement) have tarred roads. There is no data for 10% (2 settlements).
ACCESS TO AMENITIES

The majority of settlements have good access to educational facilities however access to health facilities is fairly poor with only 10% (2 settlements) being located within a 5km radius to a hospital. Joe Slovo has very poor access to educational- and especially health facilities.

**Access to educational amenities**

All settlements have good access to educational facilities with 100% (19 settlements) within a 5km radius to primary school and pre-school facilities. 95% (18 settlements) are also within a 5km radius to secondary school facilities. Only Joe Slovo has no access to secondary school facilities within a 5km radius.

**Access to health facilities**

Access to health facilities is fairly poor with 89% (17 settlements) within a 5km radius to a clinic but only 10% (2 settlements) within a 5km radius to a hospital. Joe Slovo has no clinic or hospital within a 5km radius.

**SUMMARY**

According to the consultant writing the NUSP reports, 12 of the informal settlements examined in Theewaterskloof municipality are suitable for in situ upgrading. Two of those settlements will need partial relocation to ensure healthy densities within the safe portions of the settlement. The municipality will need to negotiate land transfer for Hillside and Marikana settlements with the national government. 5 settlements have been earmarked for relocation. This is based on safety reasons (risk of flooding, steep slopes) and rocky land that would make the development of the area too expensive.