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LIVELIHOOD STRATEGIES AND SERVICE DELIVERY IN INFORMAL SETTLEMENTS IN BUFFALO CITY MUNICIPALITY SINCE 1994

BY
LEEROY AYANDA MAKHANYA

THIS RESEARCH REPORT IS SUBMITTED IN PARTIAL FULFILMENT OF THE REQUIREMENTS OF THE DEGREE OF MASTER OF ARTS (DEVELOPMENT STUDIES) IN THE FACULTY OF BUSINESS AND ECONOMIC SCIENCES AT NMMU

DECEMBER 2011

SUPERVISOR: DR J. CHERRY
CO-SUPERVISOR: T. FROISE
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AKNOWLEDGEMENTS

I would like to thank our Heavenly Father for granting me an opportunity and the strength to write and complete this research report, for by His Grace I can do all things. Greatest gratitude goes to my supervisors, Dr J. Cherry and Timothy Froise for their guidance, interest, time and patience during the development and writing of this research report. Without whom, this research report would have never materialised. I would like to extend my biggest gratitude to the officials from the various municipal departments that aided the process of data collection. I also extend my appreciation to my family whose unwavering support made this research project a success. I would also like to thank my friends and colleagues for their support and their willingness to help.
ABSTRACT

Service delivery and livelihood strategies in informal settlements’ have been below par as communities find it hard to maintain a suitable standard of living. The provision of basic services, also social and economic upliftment initiatives to the community are very important in transforming Duncan Village: C-Section into a sustainable human settlement. The study analyses the level of service delivery and livelihoods, in-order to meet the required level of service delivery needed to meet the needs of the people in C-Section. Municipal plan(s) such as the Duncan Village Redevelopment Initiative have been adopted by the Buffalo City Metropolitan Municipality with the relevant government, private and public stakeholders onboard. The study involved qualitative and qualitative research methods with interviews, plans and policies being used to investigate the key aims and objectives. The lack of funding and the right number of staff (officials) has had implication on the efficient delivery of services, with the density and the terrain of the study also adding on the challenges facing the delivery of infrastructural service. Inward migration has also had a negative impact on service deliver efforts and this problem needs to be addressed by implementing better regional planning. Data collected also highlights a low literacy level within the community which limits peoples’ participation and access economic activities which adversely affects their livelihoods. The study suggests that for better service delivery there needs to be better constructed business plans to sort out funding for projects for the area and the municipality has to also invest in the number of official needed to improve or better service delivery. An all round strategy needs to be adopted to improve all facets of life for the people in the study and the settlement as a whole with an aim of livelihood improvements.
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The objective of the report is to give an analysis or an overview of the Duncan Village Informal settlement in terms of social, economic and institutional well-being, and also to give the viewpoint of people in the settlement, the government officials, look at government documents and policies in relation to the current level of service delivery and ways of improving where there are shortfalls.

LIST OF ABBREVIATIONS

BCM                Buffalo City Municipality
BCMM               Buffalo City Metropolitan Municipality
BNG                Breaking New Ground
DoH                Department of Housing
DV                 Duncan Village
DVRI               Duncan Village Redevelopment Initiative
DVLSDF             Duncan Village Local Spatial Development Framework
FBS                Free Basic Services
IDP                Integrated Development Plan
MDG’s              Millennium Development Goals
MSA                Municipal Systems Act 32 of 2000
MSSA               Municipal Structures Act 117 of 1998
RDP                Reconstruction and Development Programme
SA                 South Africa
SL                 Sustainable Livelihood
Stats SA           Statistics South Africa
UN                 United Nations
BACKGROUND TO THE STUDY

Working within the Development Planning and Management Directorate of the Buffalo City Metropolitan Municipality: City Planning Division equips me with a wide range of knowledge with regard to the problem question, as planning in the interests of the people is one of my working codes. Spatial Development Plans or any other plans that involve people are determined by current situations that prevail in the spatial and economic characteristics of settlements viz formal or informal settlements and the density or concentration of people in particular areas, economic provisions and the level of service provision. Buffalo City Metropolitan Municipality is currently experiencing problems with regard to the mushrooming of squatter settlements in economic and social strategic areas such as the boundary of the CBD (which can be used for future expenditure of the CBD), areas adjoining industrial area, the airport which could provide potential land to expend the mentioned uses, plans are in place to try and upgrade these particular areas, or to relocate people to areas with the necessary infrastructure dependent on the availability of land.

The Buffalo City Metropolitan Municipality houses a wide variety of issues that one can research and explore in relation to how settlements were formed and their ‘sustainability’. The focus of this study is on looking at socio-economic issues that prevail in informal settlements in East London more specifically on the Duncan Village Informal Settlement: C-Section.

Key words: economic provisions, level of service provision, socio-economic issues
CHAPTER ONE

1.1. Introduction

Studies done by the United Nations (2003) have shown that between forty and seventy percent of people living in urban areas of developing countries are living in slums and this undesirable trend is not to subside anytime soon. 166 million people in Sub-Saharan Africa live in slum areas’, that is out of a total of 231 million (Kay, 2005: 7). Slum settlements can be defined as “places where poor people struggle to make a living and bring up their families and these places account for about one third of the world’s urban population” (U.N, 2003: xxvii). Basic services can be defined as services that meet the needs of a person such as water, shelter and electricity (RSA, 1994).

The birth of democracy has opened physical and imaginary boundaries that prohibited the human right of free movement of previously disadvantaged South Africans. Democracy then meant a new lease of life to the previously rural bound individuals. It has opened up the urban areas to an influx of people from the non-urban areas to seek a better life. The Eastern Cape’s geographical spatial distribution is made out of more rural than urban areas (Stats SA, 2011a); most of the rural areas have minimal linkages with urban areas and limited access to physical, and economic infrastructure such as roads, electricity, access to clean and safe water and basic institutional services.

Like any other province the Eastern Cape has economic, social and institutional hubs (towns and cities). The most well known are Port Elizabeth, East London and Mthatha. This may be accredited to their location, social, legislative and economic viability and also stability. They are the hubs for skilled personal in the province and they are characterised by a number of educational institutions which form the niche for skills development in the province. When cities where planned they were not planned with democracy in mind and future influx of people. Over the years there has been a gradual increase of urban inhabitants, poor and rich with the poor finding it hard to compete for the limited living resources that are available in towns and cities. This may be attributed to the lack of institutional transparency and basic access to social and economic activities.
(Kok et al., 2003). It is vital to understand the different factors that prevail in the reasoning why people move to urban areas, understanding the reasons behind the choice of location, assessing the kinds of economic activities that they involve themselves in and the level of basic services that they have access to on a daily basis.

Spatial Developmental Plans play a key role in improving the lives of people in general but mostly the people in poor areas, as these plans identify the areas housing the poor as priority areas. The core plan is the Integrated Development Plan (IDP) which has a number of sector plans focusing on housing, basic services, social services and infrastructure. An IDP has to be drawn in terms of the Municipal Systems Act 32 of 2000 in conjunction with the Municipal Structures Act 117 of 1998 which delegates functions to various stakeholders that are involved in meeting the goals and objectives of the IDP. In terms of the Municipal Systems Act a municipality has to draft a Local Spatial Development Plans that outlines a situational analysis of an area and also provides future developmental goals and objectives for the area (RSA, 2000).

The purpose of the research is to undertake an analysis of the different economic and social dynamics that characterize the Duncan Village Informal Settlement C-Section. Assess the level of service delivery in the study area by doing a situational analysis of people having access to water, electricity, sanitation, roads and what institutional plans have been planned for the area. Secondly assess the levels and causes of migration to C-Section by discovering the reasons why people have migrated to the area, finding out their areas of birth and looking at the number of year’s people have been staying in the study area. Thirdly, document the livelihood strategies that are adopted in the study area and their outcome levels.

1.2. The history of Duncan Village

The Duncan Village Informal Settlement is the densest informal settlement within the Buffalo City Metropolitan Municipality’s boundary, it is approximately 5kms away from the City Center, and it is located within the Ziphunzana and Douglas Smith Roads. In the
1960s there were forced removals were scores of people were removed in terms of the Group Areas Act, were thousands of people who relocated 25 kms away to the township of Mdantsane. There was huge resistance to the forced removals by the community of Duncan Village. After some time there was a renewed influx of people into Duncan Village due to its close proximity to the City Center (BCM, 2008). After the formation of the new government and during the second term of the democratic government of President Thabo Mbeki, Duncan Village was identified as one of the priority areas to be part of the Reconstruction and Development Programme initiative. With an uncontrollable influx of people into the Duncan Village informal settlement this has made the provision of services a difficult task for the local municipal government (Dave, 2005).

1.2.1. Characteristics of Duncan Village Informal Settlement

Duncan Village is characterised by an inadequate supply of basic public services, such as water, sanitation, streets, electricity, schools, health centres, also painted by poverty, low incomes, political and social exclusions, insecure tenure situations, inadequate and substandard buildings, high population density, cramped living quarters and unhealthy living conditions. In the year 2006 the Buffalo City Municipality’s aim was to tackle the problems related to electricity, housing, unemployment, poor street conditions, streetlights and the provision of recreational facilities. An amount of 2 million was spent on the upgrading of toilets. A sub-station was built for the people who are in the formed part of Duncan Village and the surrounding areas. The issue of unemployment was tackled through a joint venture with the Public Works Department through the Expanded Public Works Programme (Mabindla, 2007).
1.3. **Problem Question**

The Duncan Village informal settlement has grown since 1994 as a result of an influx of people from surrounding rural areas. This influx has posed huge challenges for the municipal authorities with regard to service delivery and meeting the basic needs (water, sanitation, electricity and shelter) of these newly-urbanized residents of the city. The residents of the informal settlement also face huge challenges in finding sustainable and secure livelihood strategies and meeting their own and their families’ basic needs.

1.4. **Research Question**

What implications has the influx of people since 1994 into informal settlements in East London had for livelihood outcomes and service delivery levels?

1.5. **Aim and objectives**

The aim of the study is to do an analysis of the different economic and social dynamics that characterize the Duncan Village Informal Settlement and to have an understanding of
the different social and economic issues that exist in the study area. The objectives of the research are to:

- Assess the level of service delivery in the study area by doing a situational analysis of people having access to water, electricity, sanitation, roads and what institutional plans have been planned for the area.
- Assess the levels and causes of migration to C-Section by discovering the reasons that people have migrated to the area finding out their areas of birth and looking at the number of years people have been staying in the study area.
- Documenting the livelihood strategies that are adopted in the study area and their outcome levels.

1.6. The scope and scale of the research

The research is of micro scale in nature: the study area is the Duncan Village informal settlement: C-Section. Within the informal settlement of C-Section there is an estimated population of more than 12000 people (RSA, 2001a).
CHAPTER TWO

LITERATURE REVIEW

2.1. The Influx of People to Urban Informal Areas

From the abolition of influx control laws in the late 1980s accompanied with political, social and economic changes, there has been an unrestricted movement of people from rural to urban areas. This movement is seen as a survival strategy people who go to urban areas go there to fend for the people left behind in the rural areas. In previous times the movement of women to urban areas was seen as an inappropriate phenomenon due to culture and religion. The limited movement of women was also due to the need of women to remain in rural areas to care for the children and the elderly, while the men went to the cities to seek employment opportunities. During the period of job losses by men and the growth of urban cities, women were encouraged to move to the cities. The growth of the service industry made it worthwhile for women to migrate due to job opportunities in the hospitality sector, and in suburban households to take care of children and manage homes while the parents were at work (Kok et al., 2003).

The movement of people from rural to urban areas was starting to cause an imbalance, statistics provided by Statistics South Africa (2001b) showed that in 1996 the population of rural areas was estimated at 44.9% of the total population and in 2001 there was a decline to 42.5% (Kok et al., 2003). This influx of people to urban areas has crippled the rural areas but on the other hand, it has empowered women as they have access to education, training and better job opportunities which they did not have in rural areas. They have also benefited from the instant availability of health facilities that are non-existent in rural areas. Migration has resulted in the increase of the urban population, although forecasting population increase is difficult due to the constant free-flow of people towards urban areas. This free flow also makes it harder for policy makers and the government in the drafting of policies and provision of the necessary services (Kok et al., 2003). The 2011 census campaign will try to aid government to make sure that their policy plans are in par with the population statistics (Stats SA, 2011a).
The influx of people is seen to cause the degradation of the current urban environment, as planned services cannot cater for the increasing numbers of people. There has been a deterioration of the urban environment which has resulted in the birth of slum condition, housed on land that Minnar (1992:27) describes as being “hilly and inaccessible nature of terrain which hinders the building of proper access roads, the laying of flood drainage and sewer pipes, the installation of electrical lines and water points” and life threatening conditions. On the other hand the increased movement of people may be encouraged by government’s inability to provide for people in the rural areas. The development of rural areas is very expensive when it comes to the provision of services and infrastructure. The delivery of any social service in rural area is difficult due to the distance that has to be travelled to provide all life changing services. The movement of people from rural to urban areas has resulted in undesirable densification of cities. People moving from rural areas form the poorest percentage of the population, when they get to the cities they find accommodation expensive and they have no alternative but to settle in informal settlements (Pillay et al., 2006 and Sowman M and Urquhart P, 1998 and Kok et al, 2003).

2.2. Service Provision

Some say that service delivery has been a failure due to many institutional and monetary factors. Government has since adopted policies to address this. The first was the RDP which was more concerned with reversing poor spatial planning of the past and addressing the provision of basic needs. Pillay et al (2006) talks about the ANC’s RDP (1994) strategy that highlights the need of (P.28) “establishing a national water and sanitation programme that aims to provide all households with a clean, safe water supply of 20-30 litres per capita per day”. The above caption from the ANC’s 1994 RDP policy document can be seen as the first visionary step in service provision. Pillay et al (1996) advocates that service delivery should be a local municipality’s objective governed by policies such as the Municipal Systems Act of 2000, which highlights municipal delivery procedures and how a municipality should be governed, and the Municipal Structures Act of 1998, which gives powers to district or local municipalities to provide certain services such as water which is a function of the district municipality. As every municipal service
delivery project has to be undertaken in terms of the Municipal Systems Act which also calls for service excellence and transparency. The South African Constitution (1996) is the governing policy that stipulates that access to all basic services is a constitutional right.

Municipalities are required in terms of section 152 (1) of the Constitution to perform the following duties: (a) to promote democratic and accountable government for local communities, (b) to ensure the provision of services to communities in a sustainable manner, (c) to promote social and economic development, (d) to promote a safe and healthy environment, and (e) to encourage the involvement of communities and community organizations in the matters of local government (RSA, 1996). At ground level basic services are seen as a privilege through dissatisfaction shown by local communities with regard to the level of service provision. Basic services constitute access to water, sanitation or ablution facilities and access to electricity. Without the two basic services, the result is adverse living condition. Quoting Minnar (1992:27), where he highlights that “the lack of fresh water and sanitation means that shack areas constitute an extreme health hazard”. The importance of service delivery is stressed by the fact that it can have uncontrollable spill offs such as the spread of disease.

The dissatisfaction by communities with regard to services delivery has been seen through the violent protests where roads have been barricaded and tyres being burnt. “Disgruntled Duncan Village informal settlement residents yet again took their frustrations to the streets on Wednesday night in an dramatic fashion as they blocked off the Mdantsane Access Road with burning tyres and rubbish” and “residents also said they were upset about the time it took to settle an on-going court case involving RDP housing in Reeston - earmarked for Duncan Village residents” (Sifile, 2011).

Spatial Development Plans (SDP) (RSA, 2010) are spatial plans providing a guide to overall spatial distribution of current and desirable land uses within a municipality which tie in with the drive for the provision of adequate services. SDP with the IDP (2009, 2010 and 2011) highlight priority areas which require high attention when it comes to the
provision of services in dense locations. Padayachee (2006:229) defines IDP as a “participatory approach to integrate economic, sectoral, spatial, social, institutional, environmental and fiscal strategies” this is key to addressing the social, economic and spatial issues inherited from pre-1994 planning that the RDP policy was adopted to address. The Local Spatial Development Framework (LSDF) is at a micro level showing a detailed developmental analysis of a particular area. The Duncan Village LSDF is a plan to eradicate developmental imbalances within the area with a goal to create a sustainable settlement. Some of the core objectives of the DVLSDF is improving access of slum communities to basic physical and social infrastructure, economic opportunities, tenure rights, information and institutions and focusing on the poor. The LSDF outlines aims and objectives that are to be achieved in terms of all the developmental and social acts. The implementation, monitoring and evaluation procedures are clearly stated with all the relevant stakeholders roles clearly defined. The only threat to the LSDF would be not meeting the objectives and aims within the planned time period. This could be due to inter-personal and inter-institutional disagreements. The LSDF highlights that a degree of community participation was achieved during the drafting of the plan. Statistics from Statistics SA on the other hand show that most people in the area are illiterate (Stats SA, 2001a).

The ANC’s manifesto talks about free basic services, Pillay et al (1996) draws criticisms against the Free Basic Services (FBS) policy. His argument is that poor family sizes are bigger and the free basic services allocation that they are given are insufficient. The free six kilolitres of water and the 50 kilowatts of electricity can be deemed insignificant. Pillay et al (1996) also suggests that a wide variety of factors should be considered which range from (P: 296) “household size, number of dependents, the use of flush toilets which need up to nine litres to flush, different consumption patterns between weekdays and weekends, with an increased water use over the weekend”. At times service delivery mechanisms have not been operating smoothly and at optimal level due to institutional disfunctionalities, as inter-governmental relationships are at most times weak, with a lack of transparency. The service delivery process can be defined as a medium term process; the laying down of infrastructure goes through processes where authorization is sought
from all spheres of government such as national, provincial, sometimes district and local levels. The poverty gap has been growing since the birth of democracy in South Africa, the upgrading of informal settlements is in line with the Millennium Development Goals and targets of eradicating extreme poverty and hunger (Goal 1), of achieving attainable strides in improving the lives of 100 million inhabitants living in slum conditions (Goal 7/Target 11), and (Goal 7/Target 10) of also ensuring that a large number of people living in slum conditions have a sustainable access to safe drinking water and basic sanitation (UN, 2010). The provision of housing is also a basic need, having a secure dwelling is important to ones livelihood. Mamba (nd: 23) outlines the term dwelling which he considers it as an “entity that provides the best security in terms of basic functioning and is essential for human development and the alleviation of poverty”.

2.3. Sustainable Human Settlement

The Department of Human Settlement has adopted the 2004 Breaking New Ground policy which is termed as a Comprehensive Plan for the Development of Sustainable Human Settlements. The aim of the policy is to rapidly improve the delivery of housing to the poor portion of the population in South Africa. It pushes or supports the notion of sustainable human settlements. The policy was drawn in line with the Millennium Development Goals (MDG’s) with regard to the process of improving slum or squatter households in South Africa. Slum eradication is not just related to physical improvements but also an improved managerial system within the committees and building stronger ties between squatter inhabitants and municipal officials. Slum and squatter ‘upgrading’ is usually understood as physical improvements, where government agencies put in, for instance, walkways, drains and a water supply (RSA, 2004). The BNG fosters livelihood strategies by the governments where the lives of individuals are improved, this involves the:

- Accelerating the delivery of housing as a key strategy for poverty alleviation
- Utilizing provision of housing as a major job creation strategy
- Ensuring property can be accessed by all as an asset for wealth creation and empowerment
- Leveraging growth in the economy
• Combating crime, promoting social cohesion and improving quality of life for the poor
• Supporting the functioning of the entire single residential property market to reduce duality within the sector by breaking the barriers between the first economy residential property boom and the second economy slump.
• Utilizing housing as an instrument for the development of sustainable human settlements, in support of spatial restructuring. (DoH, 2004)

The Buffalo City Metropolitan Municipality Housing Sector plan “envisages a future whereby integrated communities will be living in a sustainable environment where all residents have access to a variety of accommodation opportunities; close to transport, social facilities and employment. The Housing Policy sets out the policy framework, strategies, implementation actions and funding requirements to achieve this vision” (BCM, 2008: 4). The DVRI is a livelihood improvement initiative which seeks to highlight the importance of the Duncan Village informal settlement as a “sound, fully functional part of the city” and that the area is paramount in “meeting the needs of the residents living there by affording them the opportunities to enhance their chances and their livelihoods” (Kay, 2005:65).
2.4. Sustainable livelihoods

**Figure 1:** Sustainable livelihoods framework

The above diagram shows a livelihood framework, this could be used to describe the vision which all government policies and strategies seek to achieve with regard to making Duncan Village a sustainable settlement. Some of the headings highlighted in the livelihood strategy framework can be unpacked to as follows:

**Vulnerability Context**

As in any other informal settlement area in the Eastern Cape the formal settlement of Duncan Village C-Section is characterised by a lack of adequate service delivery, high level of unemployment, poverty and slum conditions. For this to be overturned there needs to be a drive to boost the livelihood assets within the settlement and these assets are stated under the next heading. (IFAD, 2007)
Livelihood assets

With the country striving for a 6% in economic growth, a skilled local labour base is an asset, banking on the possibility of access to job opportunities. Following from the 2010 Soccer World Cup education campaign of Each one Teach one, access to education is important, and access to health facilities, social facilities and security can overcome the conditions stated in the vulnerability context (IFAD, 2007).

Policies, institutions, processes

As stated under livelihood assets capacity and job opportunities are important in the improvement of a person’s livelihood. Key role players and institutions which ensure this can take place is the local municipality, government departments such as the department of Public Works and Department of Human Settlements and also ward committees. Key policies involved are the Breaking New Ground, Integrated Development Plans, the South African Constitution and the Duncan Village Redevelopment Initiative. (IFAD, 2007)

Livelihood outcomes

The policies, institutions and processes are key in achieving the outcomes of strong relations between citizens and the government, sustainable service delivery, sustainable human settlement, environmental sustainability, increased security, employment and increased satisfaction within the community (IFAD, 2007).

The persistence of poverty and non-sustainable livelihoods in South Africa is directly linked to significant backlogs in investment in human resource development and in the key delivery of basic social services, such as education, health and housing to the majority of the population (Mather et al, 2001:236).
CHAPTER THREE

RESEARCH METHODOLOGY

The research was undertaken during the month of September 2011. The research paradigm being cosmological looked at how one views the world. Informal settlements are viewed as places or settlements embedded with poverty and service delivery dysfunctions. The aim of the research is to do an analysis of the level of service delivery and livelihood strategies within the Informal settlement of Duncan Village: C-Section. This was achieved by interviewing people within the informal settlement, as well as government officials, analysing and unpacking government documents and policies, and observations during the data collection and analysing phases. Semi-structured interviews were used to find out the views of people in C-Section of Duncan Village. One on one interviews were arranged with the relevant municipal officials related to the provision of services in the area, with the permission of the Acting Municipal Manager. Municipal policies and developmental plans were taken into account as they pave a way forward for the municipality in terms of service delivery in DV: C-Section. Research undertaken by the Fort Hare Institute for Economic and Social Research was used to substantiate and validate the research.

The research approach that has been followed is a purposive sampling approach and making use of both qualitative and quantitative methods. The purposive research method has helped in meeting the objective of the study of doing an analysis of the different economic and social dynamics that characterize the Duncan Village Informal Settlement. This aids identifying and understanding the different issues that prevail in the study area. The main aim of the research was to look at the level of service delivery in the study area by doing a situational analysis of people that have access to water, electricity, sanitation, roads and institutional plans that have been planned for the area. The sub aims were to look at the levels of migration pertaining to C-Section, discovering the reasons people migrate to the area, find out their areas of birth and looking at the number of years people have been staying in the study area. Another aim was to look at the livelihood strategies that are at play in the study area and their outcome levels.
3.1. Government and Municipal Documents

This qualitative part of the research involved searching for the key local municipality policy documents. This was to depict if there were development plans in place for the study area. The Integrated Developmental Plan (IDP) and the Duncan Village Redevelopment Initiative (DVRI) and the DV Local Spatial Developmental Framework were the foundation documents as they provided an insight on the planned developmental path of the study area. National policies such as the Reconstruction and Development Programme (RDP) (RSA, 1994), Breaking New Ground (BNG) (RSA, 2004) and National Spatial Development Plan (NSDP) which provide principles and guidelines for the improvement of the livelihoods of people living in informal settlements have also been looked at.

The IDP (between 2005 and 2010) and DVRI (2008) provided an insight on livelihood initiatives that have been implemented in the study area such as the upgrading of the basic living conditions within the area. This has been weighed against the responses that were given by the individuals that live within C-Section during the stage of answering the questionnaires. The area will be assessed based on principles provided within the RDP policy document. The first principle talks about people driven processes, were a focus is placed on the citizens immediate needs, regardless of sex or race. This approach places emphasis on the growth and the improvement of all community forums and individuals. The second is the principle of nation building which focuses on reversing the past social segregation by building social, economic and political viability within communities which benefits a country as a whole (RSA, 1994). The third principle is the objective of “utilizing housing as an instrument for the development of sustainable human settlements, in support of spatial restructuring” in the Breaking New Ground policy (RSA, 2004) and the fourth is the principle of social development where one looks at local initiatives that empower local community members with the basic skills to attain a living in the Eastern Cape Provincial Spatial Development Plan (PSDP) (RSA 2010).
3.2. Literature or research by other authors

The study has involved researching previous work by authors pertaining to the study area, informal settlements in the Eastern Cape and the country as a whole. Reference has been made to works of Kay (2005) *Shacks Settlement Planning: Duncan Village, South Africa: Transforming an Informal Settlement into a viable community*, Umhlaba Consulting Group (Pty) Ltd (2004) *Duncan Village Planning Information Survey* and Dr Banks’ (2005) *Upgrading backyard shacks in Duncan Village: Policy options and planning possibilities final report*. Findings by the above mentioned authors will provide substance to my research.

3.3. Interviews with Municipal Officials

With the approval of the Acting Municipal Manager I set up meetings with municipal officials and made use of the one on one interview method where questions were put across to the selected officials. The Municipal officials were chosen according to the provision of key services to the Duncan Village Informal Settlement such as water, sanitation, refuse removal, housing, and electricity. The officials included the Senior Technicians for Water Services, Electricity Services and Sanitation Services, and the Housing Coordinator, Programme: Manager Disaster Management and Town Planners, making the total number of officials which were interviewed being seven (7).
Section 3.4. Interviews with the people of Duncan Village: C-Section

Table 1: Gender Profile of Sample

<table>
<thead>
<tr>
<th>total population of study group</th>
<th>total number</th>
</tr>
</thead>
<tbody>
<tr>
<td>124 family members</td>
<td>174</td>
</tr>
<tr>
<td>50 respondents</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Males</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>63 family members</td>
<td>91 Total</td>
</tr>
<tr>
<td>28 respondents</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Females</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>61 family members</td>
<td>83 Total</td>
</tr>
<tr>
<td>22 respondents</td>
<td></td>
</tr>
</tbody>
</table>

During the data collection process as shown (Table 1) above, 50 respondents have been interviewed, 28 being male and 22 being female, in these 50 households there is a total of 124 family members excluding the respondents, 63 being male and 61 being female.

Due to the density, size and the availability of respondents a household survey has been undertaken. The target sample was heads of households, both men and women, and in cases that they were unavailable I spoke to an elder who was available and willing to participate. The households were in Duncan Village: C-Section area. I made use of semi-structured interviews where I was able to interview people from 50 households by going personally door to door. This purposive sampling selection process was based on the subdivision of C-Section into 5 portions by means of the streets/roads (no street names at this moment) within the study area, with a target of interviewing 10 households per portion. The purposive random selection was also based on 5 households on the outskirts, every 20th household and 5 within the core of each portion selected.
3.5. Challenges

The survey or data collection process was done pre-start of the census 2011 campaign, I found it very difficult to get information, people thought I was going to use the information for legal purposes, some thought that I was going to provide them with job opportunities, some people were asking for money in exchange for their response. I found it hard for people to respond because I speak isiZulu, while people in the study area communicate and understand isiXhosa. Some people in the area know me as a municipal official, but most of them thought I was being sent by the municipality to sabotage them. I also found it difficult to get responses from officials from the municipalities even though I was given approval by the Municipal Managers office to request information, although most of the offices were quick to help. Some seemed to be withholding some information, and some were just not interested in assisting and were sending me from office to office just to get the ‘right’ official to respond to my research questions.
CHAPTER FOUR

The Buffalo City Metropolitan Municipalities Integrated Development Planning (IDP) 2011 stresses the importance of delivery and service excellence within the metropolitan area. With the metro being one of the economic hubs of the province, people from the outskirts and from the rural areas of the province migrate to the city to seek a higher living standard. Also they do not have housing and cannot pay for rental accommodation. The most appropriate places that they can live in that are close to places of employment are informal settlements.

Not all residents of informal settlements are new arrivals. Some of the respondents have lived in Duncan Village Informal settlement C-Section for over 20 years. For these people the area houses memories good and bad, as respondents spoke of times and events that took place in their lives which they cherish while staying in this part of the settlement of Duncan Village.

The challenge faced by the inhabitants of informal settlements is access to municipal services, which are their constitutional right. The municipality has a challenge in providing these services which they have to provide in terms of the municipal systems act. There are always clashes between the municipality and the people of the area in terms of the level and access to pivotal services such as water, sanitation, electricity, housing and the general upgrading of these informal settlements.

Before one can give ratings with regard to the aim and the objective of the research, giving a description/character of the study area is important. The study area has an estimated population of 12 000 inhabitants, it is 50.55 Ha and some of the units are housed on steep slopes. Housing in the area is made out of corrugated iron, plastic, wood and advertising boards. Most of the units have electricity through illegal connections, the old ablution facilities that the area uses is a mixture of the bucket and water-borne system, and there are new ablution facilities that are being provided by the municipality are all water-borne and the area has communal taps for water use. The one thing that can
be noted about the study area is that it has good roads and storm-water infrastructure. The area is very densely populated and people who have cars park their vehicles on the road as even the pavement area is used to put up shacks.

4.1. FINDINGS

The main aim of the research was to look at the level of service delivery in the study area by doing a situational analysis of people that have access to the basic municipal services such as water, electricity, sanitation, roads and also look at the institutional plans that have been planned for the area.

The growth of informal settlements has not been actively planned for and as a result most of the planning is pro-active. From the interviews with the municipal officials it is evident that municipal services are being stretched. This gives a bad picture of the municipalities’ ability to meet its municipal functions in terms of the municipal systems act. There are a number of institutional problems that limit service delivery within the area of C-Section, such as the lack of land within the settlement which limits the developmental potential of the settlement and secondly the lack of funds for service delivery projects.

Most of the services departments admit that there is dissatisfaction among the citizens but also say that they are meeting the services required by the citizens of the study area even though they are facing challenges, one being the number of people that the area houses. A number of departments do have plans in place for meeting and improving the provision of services in the area, and they also have timeframes for these plans.

4.1.1. COMMENTS FROM MUNICIPAL DEPARTMENTS

Comments from the Water Department

The Water Works Department is currently providing water at a communal level to the settlement; this is done because of the informality of the settlement. People have highlighted the problem of this type of provision as they feel that they deserve water at a private level, and they have a problem in waiting in a line to get access to the water. The
Water Works Technician (2011) also highlighted the problem of water leakages which people do not promptly report to the municipality.

**Comments from the Electricity Department**

The settlement had no electricity services in terms of the municipal plans, the department is facing problems of illegal connections, and there is a high risk to this as there can be an overload on the electricity supply of the surrounding serviced areas. The department attributes there being no formal electricity supply to the area due its informality. Within the current financial budget the settlement could benefit from the budget of 7.5 million which is set aside to upgrade the electricity network within the Duncan Village area. One of the respondents said that they will continue connecting illegally until the municipality provides them with electricity services (BCMM, 2011).

**Comments from the Sanitation Department**

The Sanitation Department has been involved in ablution projects such as the movable ablution facilities. With the increasing number of people, the communal toilet blocks couldn’t keep up with the increasing number of people in the study area. The movable ablution facilities pilot project was initiated in 2009. The sanitation department highlights that the pilot project has been going according to plan even though there are challenges with regard to funding. In the current financial year the area will be a beneficiary to the R2 095 378 which is set aside to provide movable ablution facilities in the municipality (BCMM, 2011). The removal of the old toilets and the adoption of the new movable ablution facilities have been met with an amount of satisfaction by the citizens. The role that the community plays is seen by the sanitation department as pivotal, in ensuring that the facilities’ life span is maximized. They see the need for the community members to own the access to these facilities. Informal settlements in most cases are not properly planned, because there are no registered plans, this creates a challenge when it comes to the allocation of new sewers, also due to the closeness of the shacks they find it very hard to find space to put up movable ablutions facilities (Senior Technician-Planning: Sanitation Division, 2011).
Comments from the Roads Department
The Roads Department can be commended for the level of service that they have provided for the study area and DV as a whole, almost all the planned road infrastructure is tarred, marked properly, pedestrian paths are provided, speed humps are provided to ease speeds in the area as most of the units are found close to the road. The problem that the department faces is the issue of funds to develop road and drainage infrastructure for the whole settlement and also the issues of water mains leaks and sewer leaks which damage the road infrastructure (Technician: Roads and Stormwater, 2011).

Picture 2: Road Upgrade in the informal settlement

Source: BCMM, 2011

Comments from the Housing Department
This is the most critical service delivery department in the municipality, and this is the department that is always in the spotlight. The department has had successful relocation projects for the inhabitants of the study area which have been relocated to the Reeston RDP housing project. Their current projects involve the relocation of people from the settlement to Mekeni and Haven Hills South low income housing projects. A budget of R29 373 014 has been set aside for the projects (BCMM, 2011). The department has had problems that have limited their efforts in terms of time frames and the number of units needed to eradicate the housing backlog for the study area and Duncan village as a whole.
Issues such as funds, unavailability of land and illegal occupation of completed units have been a problem. (Housing Coordinator: Housing Department, 2011).

4.1.2. STATISTICS FROM RESPONDENTS

MIGRATION

Table 2: Migration reasons for the past years

<table>
<thead>
<tr>
<th>Why did you choose to live at Duncan Village</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>personal reasons</td>
<td>43</td>
</tr>
<tr>
<td>work reasons</td>
<td>34</td>
</tr>
<tr>
<td>had no other area to live at</td>
<td>27</td>
</tr>
<tr>
<td>was born in Duncan Village</td>
<td>15</td>
</tr>
</tbody>
</table>

Statistics collected from the sample show that most of the people residing in the settlement are from within the boundaries of Buffalo City Metropolitan Municipality, and areas such as Mdantsane and Egoli. They have relocated to the settlement to be close to their place of employment and services which are available in the CBD. The above table (2) shows the reasons in order of importance why the 50 respondents choose to reside in the study area. The respondents had four reasons to choose from of why they choose to live in Duncan Village such as; personal reasons, work reasons, had no other area to live in and they were born in Duncan Village. The respondents were not limited to one answer and some found that more than one reason applied to their reasons for living in Duncan Village: C-Section, the above reasons are also highlighted by Dr Bank (2005:78). The most chosen reason by the respondents was personal reasons which led them to reside in the study area and the least chosen reason was that they were born in Duncan Village.

The graph (1) below also shows the number of years that the respondents have known their neighbours or relatives residing in the study area (the fact that there has been relocations of people to the Reeston RDP housing project, that resulting in renewed immigrations into the study area have been taken into consideration, as this does affect the number of years which the respondents have known their neighbor or a relative that
resides in the study area during the time that the data was collected), the graph (1) shows a high number of people that have known their neighbour(s) or relative(s) who have been living in the study area between six (6) and ten (10) year periods, second are people whom have been residing in the study area for eleven (11) to fifteen (15) years, joint third are people whom have been residing in the study area for zero (0) to five (5) years and sixteen (16) and twenty (20) years and last people whom have been residing in the study area for twenty (20) and more years.

**Graph 1: Number of years that respondents have known their neighbour or relative**

From the statistics collected, based on how long (period) the respondents have been living in the study area, it can be seen that immigration levels have not shown a high degree of slowing down, as shown on table 3 as 21 respondents said that they have been residing in the area for a period of zero (0) to five (5) and second highest is 15 which have stayed between sixteen (16) to twenty (20) years (this bracket is made out of mostly of people that moved back into the settlement just before 1994 and just after 1994. This group is made out predominantly by the older people that were part of the sample) and the least being zero (0) for people who resided for between twenty five (25) and more. The statistics also show that the area has far surpassed it carrying capacity (informal
carrying capacity) and now shacks will be extended on the roads that are within the settlement. The high number of people between the period of zero (0) and five (5) can be attributed to a number of factors such as economic opportunities available if you stay closer to the central business district, some people who were interviewed stated that living in an informal settlement gains one faster access to getting an RDP house.

*Table 3: How long have you been living in this place?*

<table>
<thead>
<tr>
<th>How long have you been living in this place</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 5 yrs</td>
<td>21</td>
</tr>
<tr>
<td>6 - 10 yrs</td>
<td>8</td>
</tr>
<tr>
<td>11 - 15 yrs</td>
<td>4</td>
</tr>
<tr>
<td>16 - 20 yrs</td>
<td>15</td>
</tr>
<tr>
<td>21 - 25 yrs</td>
<td>2</td>
</tr>
<tr>
<td>25 and more</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>50</strong></td>
</tr>
</tbody>
</table>

**LEVEL OF SERVICE DELIVERY**

Access to water and sanitation is of a communal nature where a large number of people share a tap and toilets. Electricity access is attained illegally in most of the households that were interviewed, in some instances it was found that five (5) households were connected to one metered box. This is seen as one cause of shack fires.

*Table 4: Showing the number of people paying for municipal services*

<table>
<thead>
<tr>
<th>No. Of people paying for municipal services</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>4</td>
</tr>
<tr>
<td>No</td>
<td>46</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>50</strong></td>
</tr>
</tbody>
</table>

The above *table (4)* shows the number of people that are paying for services that are being provided by the municipality. The statistics collected from the respondents show that 92% are not paying for the communal services that they are getting. The 8% percent
that are paying are actually paying a neighbor for the illegal electrical connection that they have access to. The table (5) below shows the satisfaction level of individuals which took part in the survey. The table illustrates that most of the respondents are not satisfied, the 8% that said yes stated that the area has better level of service than the place that they were previously living in.

Table 5: **Showing Level of satisfaction**

<table>
<thead>
<tr>
<th>Are you satisfied with the living conditions</th>
<th>Nos.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>8</td>
</tr>
<tr>
<td>No</td>
<td>42</td>
</tr>
<tr>
<td>yes and no</td>
<td>0</td>
</tr>
<tr>
<td>not sure</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>50</td>
</tr>
</tbody>
</table>

**HOUSING**

The housing typology in the study area is informal, characterised with poor structures, built with hazardous material which can be easily burnt during a fire, can be washed away when there is a heavy downpour, and can be blown away when there are strong winds (Programme Manager: Disaster Management, 2011).

**Graph 2: Housing status of respondents**
56% : are in the process of getting a house
34% : people who are on the housing list
10% : people who are not on the housing list

From the above percentages it is evident that the municipality is in a major drive to relocate people as their current living conditions are far from desirable. It will take a long time to eradicate shacks in the area and in the metro as a whole. The Settlement Division has been working together with the Housing Department, Land Administration and all the service departments to formalise all informal settlements within the area of Buffalo City (Settlement Planning: Town Planner, 2011). Many of the respondents have pointed out that they are not satisfied by the pace of the housing projects, highlighting problems of corruption in the allocation of RDP housing; they see the municipal officials and ward councillors at fault for the slow pace of housing delivery. Some of the people are against being moved to RDP houses due to their size and the number of rooms that they have. Some of the informal units currently housing the respondents have more rooms and space (see graph 3). The beneficiaries also consider the new design of housing unconstitutional as the proposed housing imitates the apartheid hostel type of housing and they don’t see themselves living in them (picture 2 shown below).

Picture 3: New development in Haven Hills that people will be relocated to

Source: BCMM, 2011
Hostel type design to accommodate more people. This is seen to bridge the gap in the availability of land. The above project was a collaboration amongst all the stakeholders in the DVRI project. Even though there was a collaboration when the plans were drafted, the people are still dissatisfied with the design say that they didn’t envisage the out-come of the real product as the DVRI had not clearly specified example the form of material that was going to be used for the project.

**Graph 3: Number of rooms that the units (shacks) have**

<table>
<thead>
<tr>
<th>No of rooms in units</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 room units</td>
<td>48%</td>
</tr>
<tr>
<td>2 room units</td>
<td>30%</td>
</tr>
<tr>
<td>3 room units</td>
<td>22%</td>
</tr>
</tbody>
</table>

**Key**
- 48% 1 room units
- 30% in 2 room units
- 22% in 3 room units

It is noted that the size (m²) of the units (shacks) is related to the family size and the number of years that the family has been based in the study area, because of this households with larger number of members or who are currently living in shacks of three or more rooms will not see the need to move to RDP housing.
Table 6:  *Estimated number(s) per unit*

<table>
<thead>
<tr>
<th>Number of people per dwelling</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>family members</td>
<td>124</td>
</tr>
<tr>
<td>respondents</td>
<td>50</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>174</strong></td>
</tr>
<tr>
<td>average occupancy ratio</td>
<td>3.48</td>
</tr>
</tbody>
</table>

**AUXILIARY SERVICES**

Access to added basic services: such as schools, clinics, police station.

- Number of secondary schools: 5
- Primary schools: 9
- Sourced: BCMM, 2008:39
- Number of clinics: 1
- Number of police stations: 1
- Number of community centres: 1
- Number of libraries: 1

4.1.3. LIVELIHOOD STRATEGIES

Table 7:  *Access to other sources of income other than formal employment*

<table>
<thead>
<tr>
<th>Access to other sources of income</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>32</td>
</tr>
<tr>
<td>No</td>
<td>18</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>50</strong></td>
</tr>
<tr>
<td>Social Grants</td>
<td>32</td>
</tr>
</tbody>
</table>
**Table 8  **  \textit{Basis of employment}  

<table>
<thead>
<tr>
<th>Basis of employment</th>
<th>Nos.</th>
</tr>
</thead>
<tbody>
<tr>
<td>full time</td>
<td>17</td>
</tr>
<tr>
<td>Contract</td>
<td>9</td>
</tr>
<tr>
<td>part time</td>
<td>7</td>
</tr>
<tr>
<td>Unemployed</td>
<td>17</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>50</strong></td>
</tr>
</tbody>
</table>

The above (\textit{table 7}) shows a characteristic that most informal settlements share in that most people living in informal settlements depend mostly on social grants, predominantly child support grants. The table shows that from the 50 responds interviewed 32 had access to extra income through social grants. The study also showed (\textit{table 8}) that a high number of people do not have permanent or formal employment. Most of the sample consisted of people who are unemployed, contract workers and part-time workers, and also evident in the statistics is that there is a high number of women who are unemployed in the study area. The employment and unemployment statistics are closely related to the statistics provided by the Duncan Village Redevelopment Initiative Report. The report goes further by highlighting the categories of employment where it shows that in the whole of Duncan Village 88\% of the population sampled earns less than R1 600 per month, 43\% report No Regular Income, 45\% earn from R1 to R1 600 per month, 7\% earn from R1 601 to R3 200 per month and 4\% earn more than R3 200 per month (BCM, 2008:28). The income status of the study area highlights the unemployment statistics of the settlement of Duncan Village at large. There is a big gap when one looks at figures which include the adjoining formal settlement of Gompo Town, where statistics show that (Mazinyo, 2009:35) “geographically the income profiles are spread such that 57 per cent of the population of Gompo Town earns more than R3200 per month, making it the most affluent area of Duncan Village”.  

38
Table 9  
**Access to Education**

<table>
<thead>
<tr>
<th>Access to education</th>
<th>Number(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highest grade passed</td>
<td></td>
</tr>
<tr>
<td>0 - 5</td>
<td>9</td>
</tr>
<tr>
<td>6 - 12 grade</td>
<td>33</td>
</tr>
<tr>
<td>tertiary</td>
<td>8</td>
</tr>
<tr>
<td>TOTAL</td>
<td>50</td>
</tr>
</tbody>
</table>

In terms of my study a large number of people who are unemployed do not have access to economic empowerment activities mainly due to their educational status hence do not have a desire participate in economic activities. As the above table (9) shows that a high number of the people that were interviewed have grade 12 level education and below, and job opportunities that people can at most times find is of lower order. Currently there is a Duncan Village Business Support Centre which was completed and launched on the 28th of May 2010. This facility caters for SMME services. This directly offers services to the youth of the area of Duncan Village as a whole and the already existing young entrepreneurs (BCMM, 2011).

ASSESSMENT OF C-SECTION IN TERMS OF THE SUSTAINABLE LIVELIHOOD APPROACH

**Vulnerability Context**

As stated by Serrat (2008), vulnerability can result from external and internal forces, for example new inhabitants to the area can increase the poverty status of the settlement. He also highlights factors that also are affecting C-Section, being shocks, seasonalities and critical trends. Shocks in the case of the settlement involve fires, illness and floods. Seasonalities will include the erratic employment opportunities where most of the population in the area does not have access to permanent or contract jobs, and are usually unemployed. The area is affected by population increases and the study has shown that a large portion of the respondents and their family members are very young, being under the ages of 20.
**Policies and Institutions**

Policies applied to the study area are re-active rather than proactive policies. These policies try to address problems that have been brewing for some time and fail to keep up with the demand of the increasing needs of the people of C-Section. The municipal and provincial government policies related to sanitation, water, electricity and housing are making some head way. They all have milestones which will be hard to meet. This may be attributed to the problem of finance, institution capacities, proper consultation amongst the relevant stakeholders and the availability of land.

**Livelihood Strategies and Outcomes**

Most of the population in the area is earning between 0-1600 a month (Mazinyo, 2009) and having an average household size of 3.4 (this figure is close to the of 3.85 stated in Dr Banks’ (2005:54) report, get added income in the form of social grants. People are unable to get middle and high income jobs due to their educational levels.

There are other sources of income that people within the informal settlement undertake such as informal trading (street hawking) on the pavements of the CBD, for this they get permission from the local municipality at a price of R155.00 a year and this permission is renewed annually. Some people are part of the solid waste management project that is active with C-Section which is in line with the Buffalo City Municipalities Waste Management Plan. This project is seen as being viable as waste within the settlement is readily available and is a free raw material as it is produced a household level and things which are recyclable can be collected and exchanged for cash. Involved in this initiative of waste management there is the Masincedane Project and the Duncan Village Waste and Recycling Projects that where started in 1996 and 1999, with an aim (Mazinyo, 2009:41) “of a realization of a cleaner environment as well as youth and women development/general community development”, the Duncan Village Waste Management and Recycling Project employs 110 youth from the 11 sections of Duncan Village. Other sources of income may include gardening, car guarding and being taxi conductors.
**Policy that affects service delivery to the study area**

As highlighted in the literature review there are a number of policies, which with proper implementation can result in an improvement in service delivery within the study area. The municipality has adopted and approved the Duncan Village Redevelopment Initiative LSDF to pave a way forward to improve the lives of people in the informal settlement of Duncan Village. The initiative has been going since 2008. Since then some visible improvements have been seen, such improvements includes the Reeston area which is the RDP settlement which has accommodated a large number of people who have been relocated from Duncan Village. The initiative has also informed the past and current IDPs, with regard to the budgeting of projects for the whole informal settlement and the study area. For the 2011/2012 financial year the DVRI has identified projects related to infrastructure, housing, township establishment, land acquisition programmes, improvement of social amenities and Local Economic Development initiatives (BCMM, 2011).
CONCLUSION

The main aim of the research was to look at the level of service delivery in the study area by doing a situational analysis of people that have access to water, electricity, sanitation, and roads; and an analysis of institutional plans that for the area. The objectives were firstly to look at the levels and causes of migration to C-Section, secondly to look at the livelihood strategies that are at evident the study area and their outcome levels;

The study is of small scale and is focused on one settlement within the informal settlement of Duncan Village, but can be used to highlight problems that the whole settlement of Duncan village informal settlement faces. The study area is densely populated and characterised by informal planning. One of the ways of formalizing the area is the provision of services that people have limited access to. Based on the findings the local municipality has been involved in initiatives that are set to improve the levels of living standards for individuals living in the study area. One can say that the municipality is providing the services to the best of its ability, despite the challenges that they are facing in their process of service delivery, such as the undesirable conditions for proper planning, such as the steepness of the land and the density of the study area. The findings also help to highlight some of the problems that different departments in the service delivery chain are facing. The most prominent are the lack of funds and community involvement. The community is seen to be failing themselves by not taking care of their social infrastructure such as the ablution facilities that are being provided to them and their environment by uncontrollable dumping of refuse even though there are demarcated areas where refuse needs to be left for municipal collection.

The provision of housing is one of the initiatives that are seen as a remedy to improve services to the people in the study area and Duncan Village Informal settlement. Some people are willing to be housed in the study area and some will be relocated to the areas of Amalinda and Reeston to the RDP projects spear-headed by the Department of Human Settlements. People that will be moved to these areas will have access to all the basic services. The findings gave important reasons why the respondents chose to relocate to
the study area. One was for economic reasons which ties in with being close to employment opportunities that are available or easily accessible if one is close to the CBD. The DVRI closely looks at ways of improving accessibility to the CBD for individuals that will be relocated to the above mentioned housing project areas, such as road improvements to encourage transport providers to take on the task of transporting people from these new settlements (BCM, 2008). With every plan or policy there needs to be capacity to carry out the objectives and goals. Service delivery could be more efficient if the municipal departments have the required funds and staff to carry out their duties.

The study area has reached its carrying capacity, and with the high immigration levels of the past years, most of the people living in the study area are from the surrounding areas, which are some distance away from the CBD. Providing job opportunities close to areas where these people are coming from may halt future movement. Livelihood levels are low in the study area as most of the inhabitants are unemployed and are relying on one income from one member of the household. The environment of the settlement does not encourage any activities that may boost peoples’ livelihood outcomes. In terms of the Millennium Development Goals shacks or informal settlement have to be eradicated by 2014, but this milestone will have to be moved further and policy makers and the people who implement these policies will have to foster the drive towards sustainable human settlements in the future, it is recommended that livelihood opportunities be created close to where people live, and that local economic development is given priority.
BIBLIOGRAPHY


• Mabindla, N. 2007. *Electricity, housing tops Duncan Village needs* (online). Available at: 


• Mamba, B. (n.d.). *An Appraisal of Basic Infrastructural Service Delivery and Community Participation at the Local Level: A Case Study of Three Municipalities in the Eastern Cape*. Rhodes University, Grahamstown (online). Available at: 


• Mazinyo, S. P. 2009. *Community Participation in Solid Waste Management in High-density low-income areas: The case of C-Section in Duncan Village*. MA Thesis, University of Fort Hare, East London (online). Available at: 


1.0 Household profile

1.1 How many people are living in this unit other than the respondent?

<table>
<thead>
<tr>
<th>Number</th>
<th>Age</th>
<th>Relationship</th>
<th>Gender</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1.2. Age category

- 18-20
- 21-30
- 31-40
- 41-50
- Above 50

1.3. Gender

- Male
- Female

1.4. Marital status

- Single
- Married
- Divorced
- Widowed
- Other

1.5. Highest standard passed

- 0-5
- 6-10
- Tertiary
2.0. Social background and profile of living conditions

2.1. In which area were you born?
....................................................................................................................................
........

2.2. Which other areas did you live in before coming to live in the area?
...........................................................................................................................................
...........................................................................................................................................
...........................................................................................................................................

2.3. Why did you leave the area of origin?
...........................................................................................................................................
...........................................................................................................................................

2.4. Why did you choose to live at Duncan Village?
...........................................................................................................................................
...........................................................................................................................................

2.5. Who is the head of the house?
...........................................................................................................................................

2.6. How do you relate to him or her?
...........................................................................................................................................

2.7. Are you the owner of the unit or a tenant?
...........................................................................................................................................

2.8. How long have you been living in this place?
...........................................................................................................................................

2.9. Are you satisfied with the living conditions? and why?
...........................................................................................................................................
...........................................................................................................................................
...........................................................................................................................................
...........................................................................................................................................

2.10. What are the disadvantages and advantages of living in this area?
...........................................................................................................................................

2.11. No. of rooms in the unit
...........................................................................................................................................
12. What problem are you experiencing by living in this area?

2.13. What facilities do you have in the area?

<table>
<thead>
<tr>
<th>Clinics</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Schools</td>
<td></td>
</tr>
<tr>
<td>Church</td>
<td></td>
</tr>
<tr>
<td>Pre-school</td>
<td></td>
</tr>
<tr>
<td>Primary school</td>
<td></td>
</tr>
<tr>
<td>Secondary school</td>
<td></td>
</tr>
<tr>
<td>Shopping centre</td>
<td></td>
</tr>
<tr>
<td>Tuck shops</td>
<td></td>
</tr>
<tr>
<td>None of the above</td>
<td></td>
</tr>
</tbody>
</table>

2.14. Do you have services?

<table>
<thead>
<tr>
<th>Yes</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

2.15. Are you paying for the services? If no, why…………………………………………………………………if yes to whom are you paying for services…………………………………………………………

2.16. What is the governing structure in the area and how was it elected?.................................................................................................

2.17. What is it doing for the community?
......................................................................................................................
......................................................................................................................

2.18. How long have you been staying in the settlement?............................

2.19. Are you currently on the list for housing provision?............................

2.20. If yes. For how long have you been on the list?.................................

3.0. Economic characteristics

3.1. Employment status

<table>
<thead>
<tr>
<th>Employed</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Un-employed</td>
<td></td>
</tr>
<tr>
<td>Self-employed</td>
<td></td>
</tr>
</tbody>
</table>
3.2. Basis of employment

| Part-time | Full-time |

3.3. Which firm are you working for?

3.4. In which area is it located?

3.5. How do you travel to work?

3.6. How do you spend your income?

<table>
<thead>
<tr>
<th>Commuting</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>food</td>
<td></td>
</tr>
<tr>
<td>clothes</td>
<td></td>
</tr>
<tr>
<td>other</td>
<td></td>
</tr>
</tbody>
</table>

3.7. Is the income sufficient to meet your needs?

<table>
<thead>
<tr>
<th>Yes</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>no</td>
<td></td>
</tr>
</tbody>
</table>

3.8. What are your other sources of income?

<table>
<thead>
<tr>
<th>Wages</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Informal</td>
<td></td>
</tr>
<tr>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

4.0. Social network

4.1. Do you have neighbours?

<table>
<thead>
<tr>
<th>Yes</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

4.2. Do you have close friends or relatives in this area?

<table>
<thead>
<tr>
<th>Yes</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>
4.3. How long have you known each other?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>0-1 year</td>
<td></td>
</tr>
<tr>
<td>1-5 years</td>
<td></td>
</tr>
<tr>
<td>5-10 years</td>
<td></td>
</tr>
<tr>
<td>10- above</td>
<td></td>
</tr>
</tbody>
</table>

5.0. Future plans

5.1. What changes would you like to see in the area in the next five years and how do you think they can be achieved?

……………………………………………………………………………………
……………………………………………………………………………………
……………………………………………………………………………………
……………………………………………………………………………………
……………………………………………………………………………………

5.2. If there was an opportunity to be relocated to another area, would you be willing to move? .................

If yes, which area would you like to be relocated to and why?
……………………………………………………………………………………
……………………………………………………………………………………
……………………………………………………………………………………
……………………………………………………………………………………
…..

General comments

……………………………………………………………………………………
……………………………………………………………………………………
……………………………………………………………………………………
……………………………………………………………………………………
……………………………………………………………………………………
INTERVIEW QUESTIONS FOR MUNICIPAL OFFICIALS

1. Which municipal department do you work for?........................................................

2. Designation..............................................................................................................

2. State period of employment?..............................................................................

3. a) What services do you provide for the area?....................................................
   b). What projects have you been involved with pertaining to the area?
      ..............................................................................................................................

4. How long have you been involved with the (project) or (providing services) to the
   study area? And in what capacity?
   ..............................................................................................................................

5. What are your current and future plans for the area?

6. Do you think the programme(s) are going according to plan?

7. What problems are you experiencing with regard to the provision of services?
   ..............................................................................................................................

8. Do you think that the community is satisfied with the level of services?

9. What role can the community play in ensuring that the programme is implemented in an appropriate manner?

10. Are there any targets that have been set for the area in terms of the provision of services?

11. Are there any time frames put in place?

12. Are there any mechanisms put in place to ensure that the (project) service will reach the target numbers and in the desired time period?

General comments
   ..............................................................................................................................
   ..............................................................................................................................
   ..............................................................................................................................
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   ..............................................................................................................................
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PERMISSION TO CONDUCT RESEARCH

BUFFALO CITY METROPOLITAN MUNICIPALITY

MEMORANDUM

From: MANAGER: KNOWLEDGE MANAGEMENT, AND POLICY

To: MR AYANDA MAKHANYA

Date: 30 August 2011

Our ref: Please ask for

Your ref: DR T NORUSHE
(043) 705 9706

RE: REQUEST FOR PERMISSION TO CONDUCT RESEARCH IN BCMM:
MR AYANDA MAKHANYA

It is hereby acknowledged that Mr Ayanda Makhanya, a student at Nelson Mandela Metropolitan University (NMMU) doing a Masters degree in Development Studies has met the prerequisites for conducting research at Buffalo City Metropolitan Municipality (BCMM) for partial fulfillment of his degree. He has provided us with all the necessary documentation as per the BCMM Policy on External Students conducting research at the institution.

With reference to the letter to the acting City Manager received on 06 August 2011, permission was requested to conduct research at BCMM for the Research Project, focusing on Livelihood Strategies and service delivery in Informal settlements in Buffalo City Municipality: case study of Duncan Village. This request was acknowledged by the Office of the Acting City Manager and forwarded to the Information, Knowledge and Research Unit for further assistance. Mr Makhanya was asked to provide the Unit with the necessary documentation, which he subsequently did.

The relevant officials to assist in the research were identified and duly informed about the research, and the fact that Mr Makhanya has met the prerequisites. Their contact details have also been provided to Mr Makhanya and he was informed to contact them directly for assistance.

Wishing you good luck in your studies.

DR T F NORUSHE
MANAGER: KNOWLEDGE MANAGEMENT, RESEARCH AND POLICY