

Social Analysis

5.1 COMMUNITY NEEDS ASSESSMENT

The following main community needs have been identified in the social arena and can be prioritised as follows:

- Housing
- Community Halls
- Sport Facilities
- Clinics and Secondary schools
- Cemeteries
- Primary Schools
- Police Stations
- Crime and Street Lighting
- Youth and Libraries
- Hospitals
- Disabled
- Mobile Clinics
- HIV/AIDS and Aged and Tertiary Education Facilities

5.2 OVERVIEW

5.2.1 HEALTH CARE

Presently the Eastern Cape Health Department, the Buffalo City Municipality and the Amatole District Municipality provide similar services but the responsibility and accountability is separate. The Buffalo City Municipality health department is faced with these challenges which must be addressed, and strategies formulated for the development of the Municipality.

Rendering of health services falls within the ambit or competency of all the three spheres of government, namely the national, provincial and local. Health care services are concurrent functions of National and Provincial government and municipal health services are the competency of local government, subject to

National and Provincial government monitoring and ensuring capacity-building for effective performance by municipalities of their functions.

Health services in the Buffalo City Municipality are provided by a number of public health facilities spread across the municipality. Primary health care services are provided by all facilities and access to first care level is through the clinics and mobile services that provide services on certain days. The communities, especially in the rural areas have to travel long distances for their health care needs. The adverse condition of roads in both urban and rural areas contributes to the poor service delivery – for example mobile services cannot reach these areas. In order to provide adequate services, active involvement of the community is of vital importance, but there is a lack of viable structures in the communities e.g. community health committees.

In Buffalo City, there are in total 44 fixed clinics, 13 mobile clinics, an AIDS Training and Information Centre, a community health centre and a day hospital. Most of these services are run five days a week.

There is a critical shortage of staff serving the Buffalo City Municipality. The average nurse : patient ratio according to the World Health Organisation (WHO) requirements is 1:25 per day whereas professional nurses in Buffalo City consult at present \pm 60 patients per day.

In the Quality of Life Survey carried out in Buffalo City in 2001, people were asked which community services that they do not have at present, but that they would like to have. Overall, 25% said that access to health services was the most important to them. This was especially evident for the people living in traditional housing areas.

Refer to Map B3 : Health Care – Current Situation

5.2.2 ENVIRONMENTAL HEALTH

From a service delivery perspective, environmental health services have historically been provided by various authorities – the former East London and King William's Town TLCs in their respective municipal areas, the provincial government in Mdantsane and the Amatole District Municipality in the rural areas. These service-providers all have differing capacities, policies, budgets and by-laws, which have resulted in unequal service levels.

A start has been made in aligning service delivery in the East London and King William's Town areas of Buffalo City. Provincial Health continues to provide health services in Mdantsane as this function has not as yet been devolved down to the municipality. The Amatole District Municipality is still providing health services in those portions of Buffalo City that formerly fell outside the East London and King William's Town municipal boundaries.

The formation of Buffalo City, with its boundaries as determined by the demarcation process, presents major challenges from an environmental health perspective. These challenges include:

- ❑ The poorly-developed infrastructure of the scattered rural communal areas, many of which lack basic services such as water and sanitation. Resources available to combat pollution and provide safe drinking water and adequate sanitation are limited. The communities lack skills on how to protect themselves from the hazards to which they are exposed, resulting in a reliance on costly curative health services on a repeat basis.
- ❑ Rapid movement of people to urban areas and resultant explosive growth and multiplication of overcrowded, unsafe and unhealthy informal settlements.
- ❑ Environmental health problems such as food safety, infectious disease control, industrial pollutants, etc.
- ❑ Unsafe and unhealthy work places and indoor environments impact on health. Workers are subjected to physical, chemical and biological risks and hazards. There is a critical need for occupational health services in the area. The municipal health department is not capacitated in this regard.
- ❑ Significant proportions of communities occupy housing that is unsafe and unhealthy. Health hazards exist at many schools and day-care centres. Overcrowding and poor ventilation leads to an increased incidence of diseases that are spread by airborne infection such as tuberculosis, measles and meningitis. Lack of cleansing facilities and poor personal hygiene are major factors in the spread of diseases.
- ❑ Run-off from urban and rural communities, industry and agriculture pollutes the major water sources comprising the Buffalo and Nahoon Rivers that bisect the area.
- ❑ Unemployment, lack of resources, poverty, HIV/AIDS and lack of skills in communities compound the problems. Poverty results in people not being able to be selective in the choice of foods they eat. Lack of education of consumers, producers and sellers of foodstuffs on food safety and disregard of food legislation presents health risks.

Other factors that impact on the health of the community include vectors (rodents, flies, mosquitoes, etc.), land, air and water pollution, exposure to infectious diseases, keeping of animals in populated areas, as well as unsafe methods relating to traditional practices such as circumcision and ritual slaughtering. The various environmental hazards evident in the area are associated with the

multitude of activities related to the daily lives of the population. The severity and types of hazards found are in constant change.

5.2.3 EDUCATION

In terms of the Constitution local authorities are not responsible for the provision of education services. However the need for education facilities will be taken into consideration during all current and future planning activities in Buffalo City. A proper database is required for all primary, secondary and tertiary education in Buffalo City. There are an estimated number of 336 schools, of which 70% are located in the urban areas and 30% in the rural areas (i.e. primary and secondary). The following tertiary and/or other educational institutions are also located in Buffalo City area of jurisdiction:

- Rhodes University (Satelite Campus)
- Fort Hare University (Satelite Campus)
- Border Technikon
- Teachers Centre
- Eastern Cape Technikon
- Port Elizabeth Technikon
- Damelin
- Boston College
- Almega College
- Buffalo City Technical College
- Proposed Mega University with 10 000 students

5.2.4 COMMUNITY FACILITIES AND SERVICES

The urban areas of Buffalo City have a range of facilities from detailed, well-developed and properly-maintained facilities to basic, under-developed and over-used facilities. The majority of adequate services and facilities are concentrated in the previously advantaged urban areas of East London and King William's Town.

The areas previously under the jurisdiction of the Amatole District Municipality are mainly under-developed rural areas with very limited facilities, if any. The same is true for most of the township areas and informal settlements on the fringes of East London and King William's Town. The vast majority of community facilities are therefore concentrated in the more affluent urban areas, with no, or very limited, facilities in the outlying township and rural areas.

The existing facilities in the urban areas are inadequate to cope with the present demands from existing user-groups. This is cause for major concern, as the availability of community facilities and the programmes run there, have proven to be a positive factor in keeping unemployed people and children off the streets, and combating anti-social behaviour.

There are big differences between the community services available to people living in different parts of Buffalo City. According to the Quality of Life Survey carried out in Buffalo City in 2001, at least two-thirds of people have access to crèches, reasonable electricity supply, clinics, reasonable sanitation, a refuse removal service, reasonable traffic flow, postal delivery, public phones, police and ambulance services, and reasonable road surfaces.

Less than half of the population have access to storm water drains, good road signposting, libraries, sports facilities, parks and open spaces, good pavements, and bus and train transport. Making community services equitably available to everyone is going to be a big challenge for the Buffalo City Municipality.

The present East London and King William's Town Departments cannot cope with required service-delivery in their existing areas, as a result of budgetary constraints, inadequate staff, plant and vehicles. To provide the required basic level of services in the new Buffalo City Municipality area without adequate additional resources will be virtually impossible.

5.2.5 CEMETERIES AND CREMATORIA

There are 120 cemeteries and one crematorium (with 2 cremators) within Buffalo City. Approximately 90 cemeteries are informal while 29 are formal (including the MzaMomhle cemetery which is currently being built).

There is currently insufficient suitable land in rural and urban areas for interment. The present population explosion, as well as the increased number of mortalities related to the AIDS virus, will result in an urgent need of suitable burial space.

The unsuitable positioning of a cemetery site in relation to drainage features (e.g. lakes, rivers, dams, streams and marshes) is of importance and should not be affected in any way by pollutants emanating from cemetery sites. Illegal burials could lead to widespread diseases, which would not only negatively affect humans, but also fauna and flora.

The unsuitable geographical location of cemetery sites in relation to water sources utilized for human consumption is of primary concern. The reasons are that in most of rural South Africa, and in many informal settlements around our cities, the only domestic water supplies are obtained from these polluted water sources.

Due to insufficient suitable land in the BCM there is an urgent need for suitable burial space as the mortality rate has virtually doubled. There are currently deficiencies in interment standards due to the lack of maintenance (primarily within rural areas), lack of security and lack of data management.

5.2.6 SAFETY AND SECURITY

The policing of crime in Buffalo City is a function of the South African Police Services (SAPS); however, the Traffic Departments and City Police corps (East London) by virtue of the officers' appointment as Peace Officers, are actively involved in law enforcement over and above their primary function as law enforcers in respect of traffic law enforcement and the enforcement of by-laws.

As in the rest of the Republic of South Africa, law enforcement in Buffalo City is extremely fragmented with various law enforcement agencies operating within their own functional areas to a large extent. There is however some co-operation at operational levels, although it is severely affected by different operational procedures, non-compatible equipment and command structures.

The situation in Buffalo City is that police stations are readily accessible in the urban areas; however, in the rural areas police stations are few, far apart and not always on public transport routes, thereby making them inaccessible. The same is true for Fire and Emergency Services, which also are based mainly within the urban areas of East London and King William's Town, resulting in a considerable time delay when responding to emergencies in the rural areas. The non-availability of telephones in many areas further compounds this problem.

The level of service in respect of law enforcement insofar as the Municipality is concerned is far from adequate, in that the existing law enforcement agencies (Traffic Services and City Police) operate mainly in respect of their main functional areas, i.e. traffic law enforcement and enforcement of by-laws.

The availability of funding in respect of Safety and Security is often regarded as one of the main reasons for the lack of service delivery in respect of policing and crime prevention. The personnel available for law enforcement falls drastically short of the minimum personnel required for crime prevention and law enforcement throughout the area of jurisdiction. Manning levels at Traffic Departments are approximately 50% of the requirements for the former TLC areas alone i.e. not taking the former Amatole (rural) area into consideration.

Buffalo City is served by 23 police stations of which five are situated outside the area of jurisdiction of Buffalo City, but have areas of operation within the boundaries of Buffalo City. This is due to the fact that the demarcation of SAPS areas of responsibility is not congruent with local authority areas.

The Quality of Life Survey carried out in Buffalo City in 2001 states that over 30% of the people surveyed have been the victims of crime against property, and almost 14% have suffered violent crime. People living in formal and informal African housing areas are more likely than those in other areas to be victims of violent crime.

Refer to Map B4: Safety and Security; Current Situation

5.2.7 HOUSING

5.2.7.1 Housing needs

Adequate housing is regarded as a basic human right but, like many South Africans, many of the people in Buffalo City do not have access to adequate shelter. Buffalo City is suffering from a severe housing shortage, both urban and rural. The current number reflects approximately 85,000 units. Due to high levels of unemployment and relatively low average wage levels, a significant number of people cannot independently provide for their own housing needs. These households are defined as those with no income up to those earning R3,500 per month. 80% of the households in Buffalo City fall into this category. It is further estimated that more than 50% of families earn between nothing and R1,500 per month.

For a number of reasons including the non-payment of housing loans, service payment boycotts etc. many lenders are reluctant to lend to low-income families. As a result, many low-income families are unable to access housing loans, even if they could afford to.

A significant problem is that the slow and complex land identification, allocation and development processes result in insufficient land for housing development purposes. The private sector or Government owns a large percentage of land.

Another problem is the lack of bulk services in Buffalo City. The current infrastructure services such as roads, water, sewerage and storm-water cannot cater for new developments. The infrastructure service and housing standards are inappropriate to the needs of the low-income market, resulting in difficulties in providing affordable housing products. Furthermore, the variation between National and Provincial norms and standards in terms of housing affects the delivery process. Ineffective control mechanisms also have an effect on the development of new houses. Current land control policies are not effective to deal with the problem.

In terms of the Municipal housing programme, consultation needs to take place with the Directorate of Finance and the Provincial Government to prioritise funding for bulk services on land earmarked for housing development.

The demographic trends clearly demonstrate that women are generally poorer with less access to resources than other groups. Women therefore need to be given a greater role to play in terms of housing provision and development.

The HIV/AIDS crisis is now starting to take effect, which is likely to result in a skewed demographic profile in the future comprising relatively more elderly and orphaned children and fewer economically active adults. This translates into a

likely potential need for more communal housing for the care of the elderly and orphans.

The Quality of Life Survey carried out in Buffalo City in 2001 implies that about one-fifth of the city's population live in informal housing areas, while about 35% of households are either buying their home through a bond, or have fully paid it off. Over 20% of the population have access to their housing through tribal tenure. Only 14% of households have a Government housing subsidy, while no people in informal settlement areas have housing subsidies.

According to the survey, the people of Buffalo City get household water through a number of ways: piped directly into the house from the mains or from a roof tank; from public standpipes; from boreholes; rainwater tanks or wells; or from dams, rivers and springs.

There are big differences between the water sources for different types of housing. For more than 75% of traditional African and informal African homes, water comes from standpipes, and more than 16% of traditional African households have to collect their water from dams, rivers or streams in Buffalo City.

5.2.7.2 Problematic Urban Areas

Informal dwellings, infill sites within formal townships and township peripheral settlements are some of the existing problematic areas within the urban areas of Buffalo City.

Informal dwellings

There exist many single and multiple room dwellings behind formal houses in townships. However the majority of such occupants have applied for accommodation with the municipality. There is also overcrowding within existing formal-type dwellings arising out of increases in nuclear or extended family size. Problem areas are Duncan Village, Buffalo Flats, Cambridge and Mdantsane.

Infill sites within formal townships

This is the result of an overspill of population from existing township areas. Such land was set aside for development amenities such as schools, churches and play-lots, but currently this land is occupied by informal dwellers. Known areas are Duncan Village, Buffalo Flats, Mdantsane and West Bank.

Township Peripheral Areas

Some informal dwellers reside in areas adjacent and peripheral to formal townships. Present problem areas are Duncan Village and Mdantsane (Buffer Strip).

5.2.7.3 Rural Areas

The Amatole District Municipality has advised that approximately 10,600 informal settlement agglomerations of varying sizes exist in rural areas within their area of jurisdiction. The breakdown into local authority areas is currently not available.

5.2.7.4 Services

Most formal housing developments have access to individual water supply to each unit, full water-borne sewerage, tarred roads, street lightning, household electricity, solid waste removal and social facilities.

Informal settlements have access to communal water supply to a radius of about 100 families, pit latrines, enviro-loos and gravel roads. They generally have no electricity and in a number of areas there are no sanitation facilities at all.

5.3 KEY FINDINGS

The key findings within the social context can be summarised in the following weaknesses, threats, strengths and opportunities.

5.3.1 WEAKNESSES AND THREATS

All the social areas are presently dealing with the following problems: shortages of staff, poor information systems, insufficient funding and fragmented services.

More specifically, the current health care situation is characterised by old and few mobile health units and lack of security at clinics. The impact of HIV/AIDS is a threat that specifically needs to be addressed within health care.

Concerning environmental health, service delivery is concentrated in the urban areas and there are no Day-care Advisors or pest control capacity in the whole of Buffalo City. Future threats are posed by the impact of HIV/AIDS, poverty, political conflict as well as the rapid urbanisation that is taking place.

The community facilities are spread over a vast geographical area with virtually no facilities in the rural areas. Moreover, there is a shortage of vehicles and the existing vehicle plant is old. The budget to maintain existing facilities is inadequate.

The existing cemeteries in Buffalo City are reaching full capacity and there is at present a lack of control over the establishment of cemeteries/burial sites, particularly in rural areas. There is no planning for future needs and people dig

and close graves on an ad hoc basis. The increase of HIV/AIDS is resulting in an increased pressure on cemeteries and crematoria. Another threat is the cultural restrictions on the use of alternative burial methods, i.e. cremation.

Safety and Security is suffering from the fragmentation of law enforcement agencies and inadequate equipment and vehicles, which results in inadequate service delivery. Future threats lie in the expanding of informal settlements, increased corruption and fraud, a larger area of jurisdiction combined with budget restraints and increased crime levels due to unemployment.

The lack of bulk infrastructure in Buffalo City is a constraint to the planning and delivery of housing. The demand for housing exceeds the supply and there is also an information gap concerning the rural housing issues. Buffalo City does not have a defined housing delivery programme for the next 5-10 years.

Furthermore, the demands of housing delivery from the government and the community are unrealistic with regards to available funding and the lack of accessible land. The rapid urban in-migration, the politicisation of the housing process and the unclear rural tenure reform process pose potential threats.

5.3.2 STRENGTHS AND OPPORTUNITIES

Concerning health issues, there is at present community involvement taking place, staff development is carried out on an ongoing basis and co-ordination with other health care providers is functional.

There are provincial subsidies for municipal health services and there are potential opportunities for overseas funding, networking with NGOs and educational institutions. It is important to develop targeted poverty alleviation projects related to health as well as to work in close liaison with community health workers and nursing staff.

Communities have access to good facilities in King William's Town and East London and municipal staff have fruitful working relationships with most user-groups.

There is a system in place for the provision of cemetery and crematoria services and there are newly-opened or planned cemeteries in Wembley, Mdantsane and Haven Hills. It is important to secure funding for upgrading existing facilities and to establish new cemeteries in East London, Mdantsane, King William's Town, Gonubie and Berlin.

The staff expertise and the general public and council support within the safety and security area are important strengths. Opportunities lie in development of public participation, economic development and more specifically in new legislation and the establishment of a fully-fledged Municipal Police corps.

The Buffalo City staff dealing with housing issues are competent. At present there is access to government funding, foreign funding as well as funding from the private sector. Important issues for the future are, among others, to provide bulk infrastructure, reduce the current backlog, acquire land for housing, investigate alternative methods of finance and provide rural housing support, but also to focus on increasing the density of the city's urban areas.