

Community Services



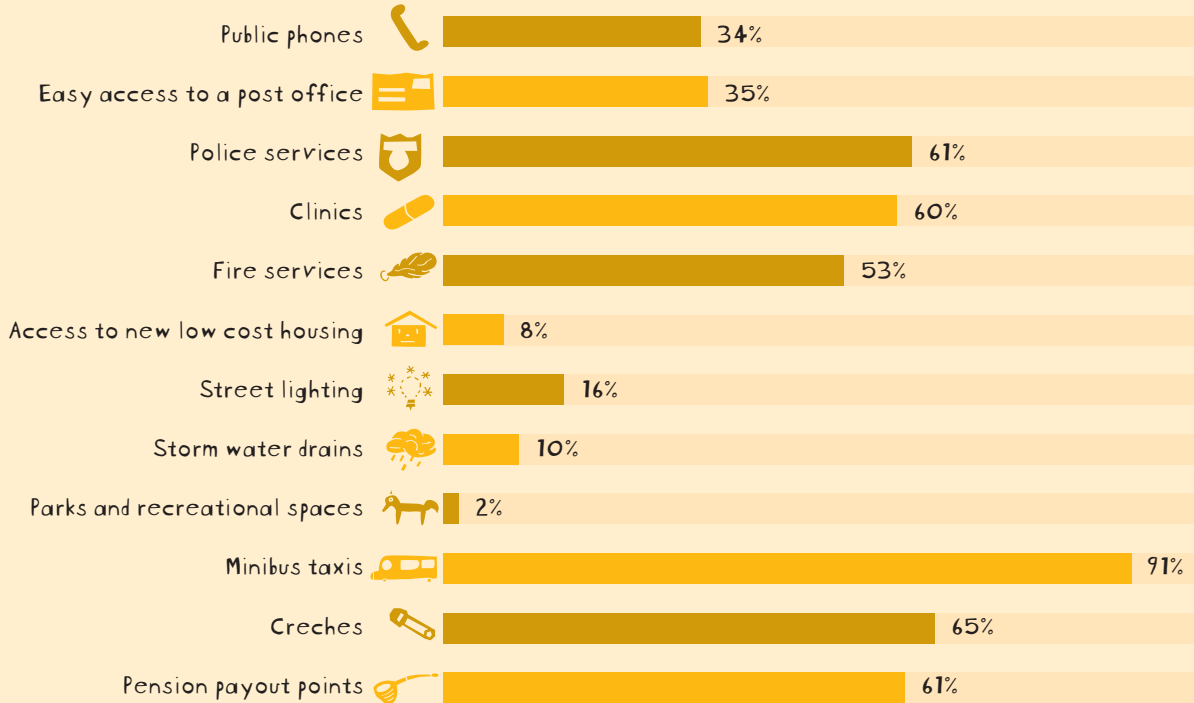
What are community services?

Community services include a very large range of services, such as:

- ☐ community halls
- ☐ creches
- ☐ emergency services
- ☐ health services
- ☐ libraries
- ☐ parks
- ☐ pavements, road surfaces and stormwater drains
- ☐ street lighting
- ☐ pension payout points
- ☐ police services
- ☐ postal services
- ☐ public phones
- ☐ signposting
- ☐ sports facilities
- ☐ transport facilities

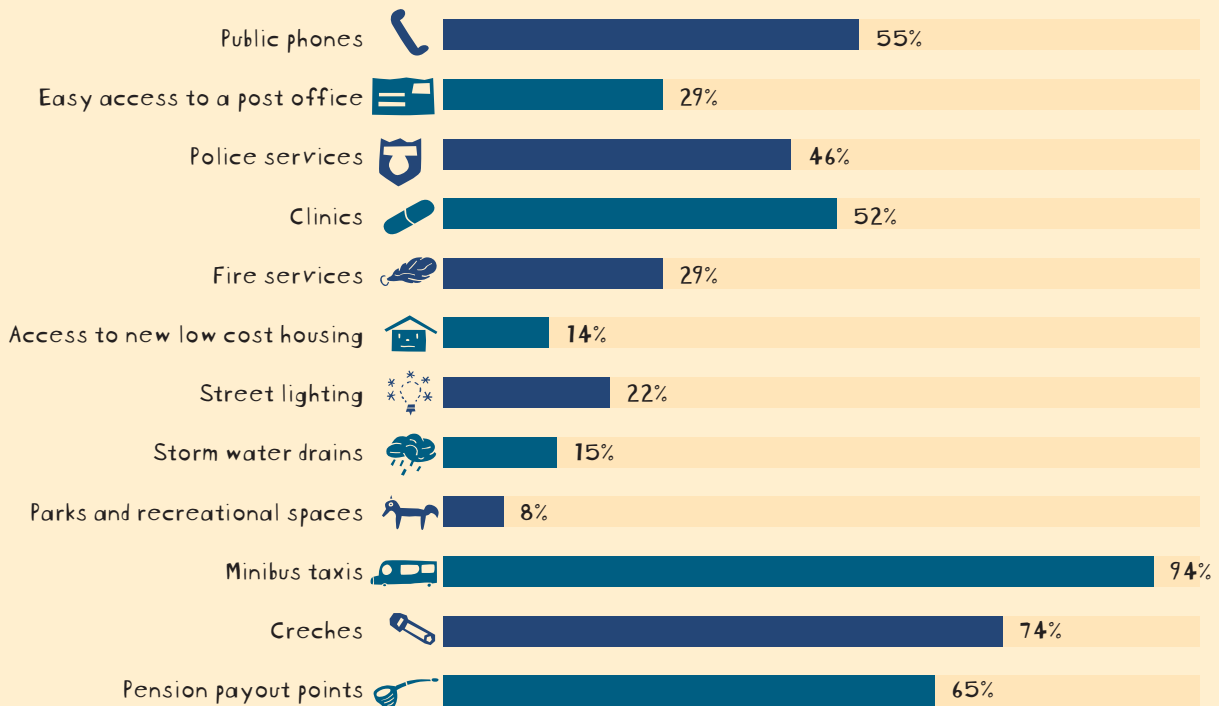
People were asked which community services they have access to. Not surprisingly, there were big differences between the community services available to people living in different parts of the Buffalo City area.

This chart shows how far some of the community services are available in the informal, low service housing areas.



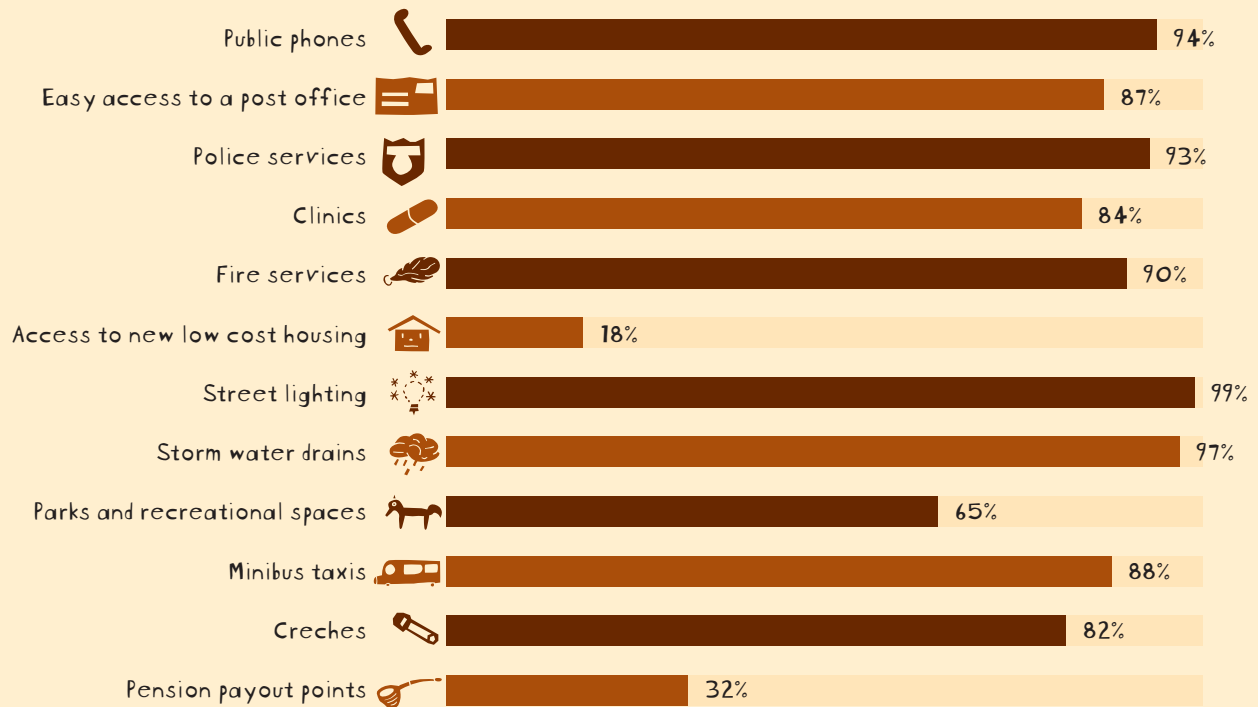
Community services available in informal, low service housing areas.

This chart shows how far the same range of services is available to people in formal, medium service housing areas.



Community services available in formal, medium service housing areas.

And this chart shows how far the same community services are available in areas where the houses are formal homes with high service levels and high incomes.



Community services available in formal, well-serviced, high income housing areas.

Overall, nine out of ten people have access to:

- ☑ minibus taxis
- ☑ a water supply
- ☑ public schools

At least two-thirds of people have access to:

- ☑ creches
- ☑ reasonable electricity supply
- ☑ clinics
- ☑ reasonable sanitation
- ☑ a refuse removal service
- ☑ roads where traffic moves along well
- ☑ postal delivery
- ☑ public phones
- ☑ police and ambulance services
- ☑ reasonable road surfaces

Over half of people have access to:

- ☑ pension payout points
- ☑ a community hall
- ☑ a hospital
- ☑ street lighting
- ☑ a post office
- ☑ fire services
- ☑ safety for pedestrians

Less than half of people have access to:

- ☐ storm water drains
- ☐ good road signposting
- ☐ libraries, sports facilities, parks and open spaces
- ☐ good pavements
- ☐ bus and train transport
- ☐ new high and low cost housing

Making community services equitably available to everyone is clearly going to be a big challenge for the Buffalo City authorities.

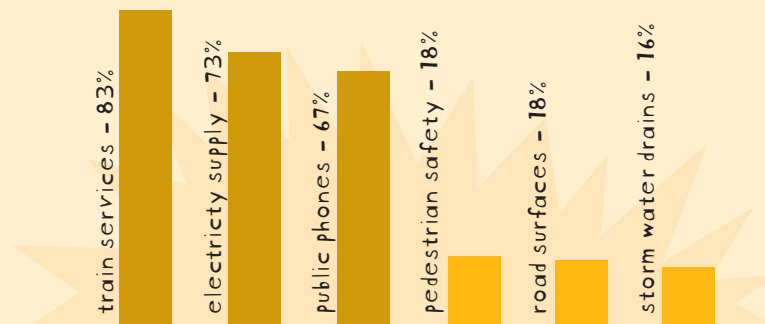
Are people satisfied with their community services?

The survey wanted to find out how far people are satisfied with the community services they have access to. All of the services were approved by at least half of the people who use them. However, some services were more satisfactory than others.

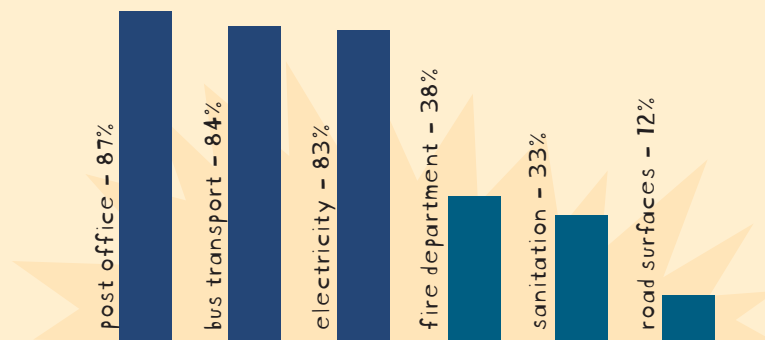


The train service was one of the services approved by more than two-thirds of the people using them.

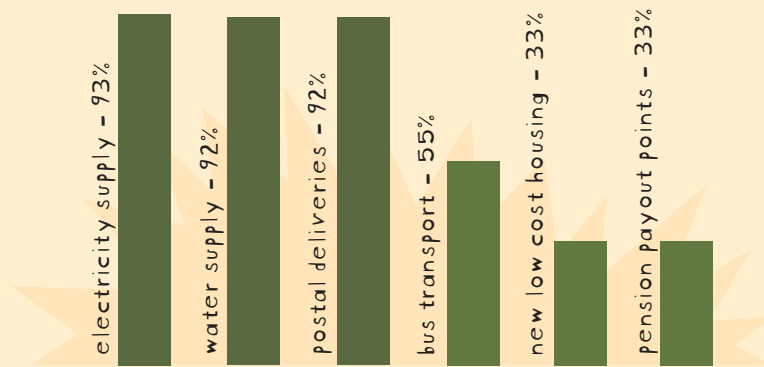
These charts show how satisfied people in different housing types are with community services.



Informal medium service homes.



Traditional low service homes.



Formal, high service, high income homes.

Overall, people were most satisfied with electricity supply, postal deliveries and the post office. They were least satisfied with road surfaces, access to new low cost housing, and ambulance services.

Upgrading community services

People were asked which existing community services they would most like to see being improved. Overall, health services, roads and street lighting are the services people want to have improved. In areas where services are already good, however, better pavements, more public phones, better street lighting and better parks are the priorities. People in formal areas with medium service levels, and in traditional housing areas, want better education facilities and roads. And for residents of informal areas, roads, police stations and health services are the top priority for upgrading.



New service priorities

People in the different areas of the city were asked about community services that they do not have now, but which they would like to have. Overall, 25% said that access to health services was the most important to them. This was especially true for people in traditional housing areas. For about 10% of all the people of the city, better road surfaces, community halls and street lighting were the most important. In informal areas with medium service levels, better street lighting is the most important.

Better recreational facilities are a priority for people in areas where most services are good now. They would particularly like parks and libraries.

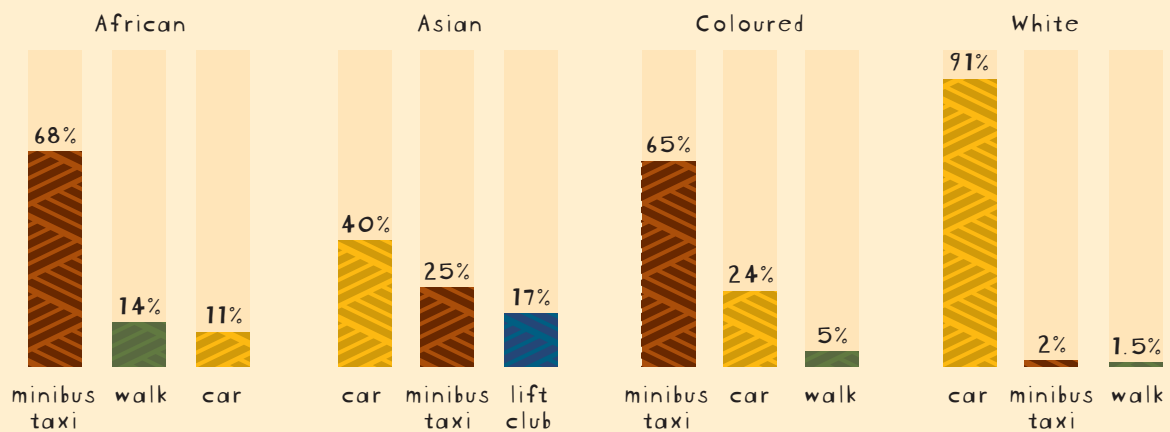
Getting around: Transport to work and school



The survey asked people three main questions about transport:

- what types of transport do you use?
- how long does it take you to get to your place of work or study?
- how much do you spend on public transport?

These are the main ways of travelling to work:



Types of transport used by the different population groups for getting to work.

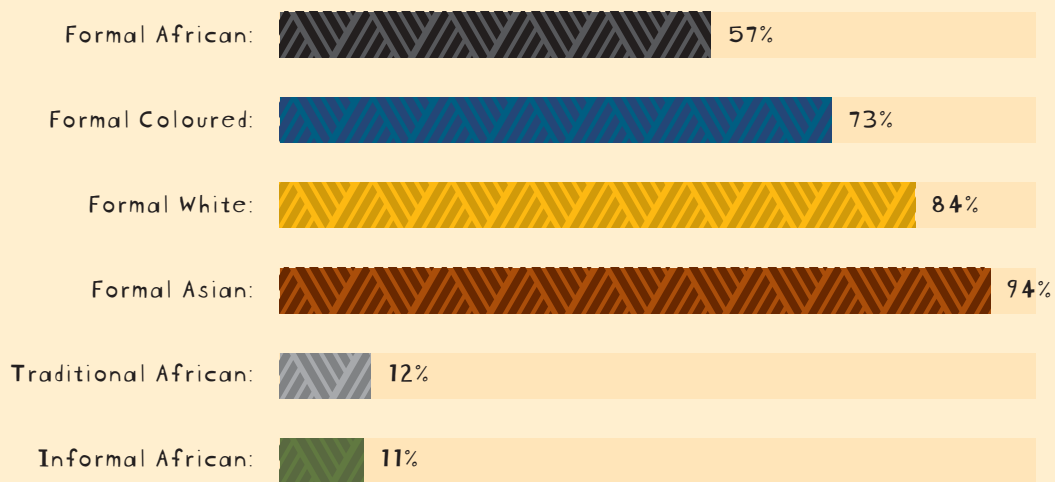
Nearly two-thirds of learners walk to their place of education. Most of the rest go by minibus taxi, and about 10% go by car.

Nine out of ten Asian and White people need less than half an hour to get work. For about a quarter of African and Coloured people, the journey takes up to an hour.

The most common form of transport is the minibus taxi. 54% of people use them to get to work. 28% travel to work by car. Less than 2% of people go to work by bus. About the same percentage go by bicycle, motorbike, train or lift club.

What do people think about Buffalo City's roads?

Overall, just over half are satisfied with the road surfaces they have to use. But there are big differences. At least three-quarters of people in formal Coloured, formal White and formal Asian areas are satisfied with the roads. Just over half of African residents in formal areas are. Only about 10% of people in traditional African and informal African areas are satisfied.



Leisure, Recreation and Tourism: Time and money to do what you want

Everybody likes to have time for themselves, to do what they want: visit friends, watch TV, play sport, listen to music, keep fit, cook.

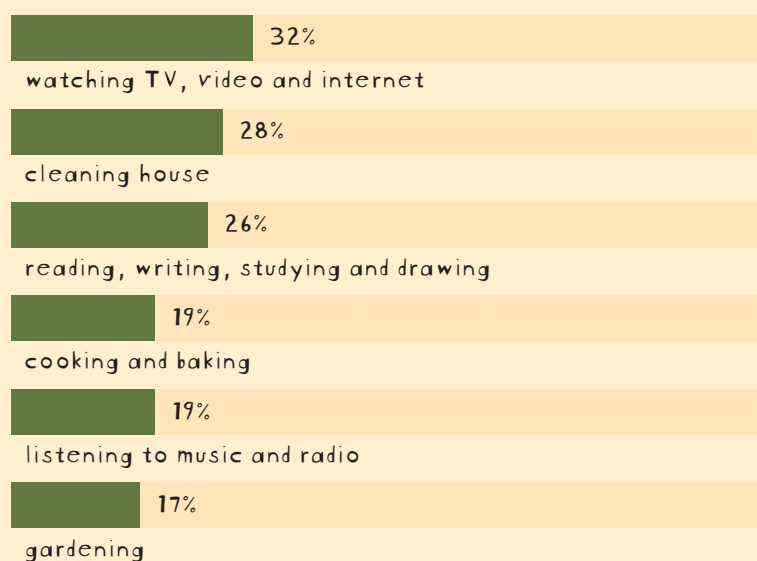
The survey wanted to find out:

- what people do in their spare time
- if they have as much time as they would like for leisure-time activities
- if they have as much money as they would like to spend on these activities

Here are some of the ways that people in Buffalo City spend their spare time:

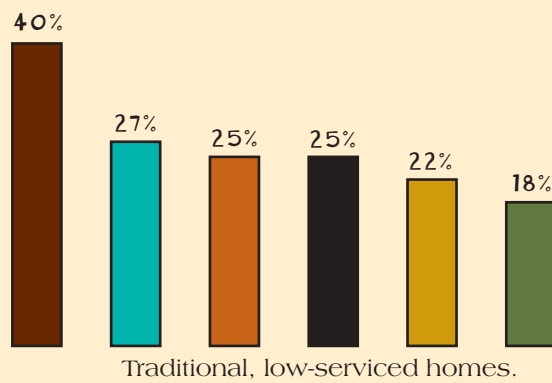
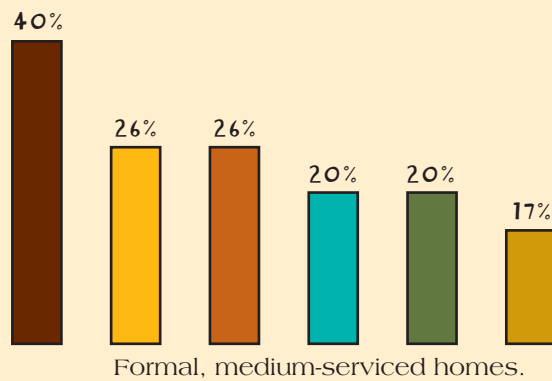
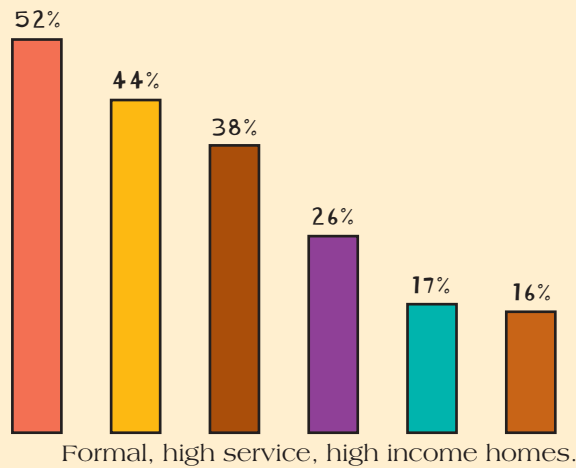
- watching TV and video
- reading
- cooking
- going to church
- being with their family and friends
- going to gym
- cleaning the house
- listening to music and the radio
- watching sport
- gardening
- night clubbing

Here are the six most popular spare time activities. The most popular is watching TV and playing video games. Some people who said that this was their favourite activity also said that they spend time on the Internet.



Most frequently mentioned spare time activities.

Here are the favourite spare time activities of people in some of the different housing areas.



- watching TV, video and internet
- relaxing and sleeping
- cooking and baking
- religious, cultural and political activities
- listening to music & radio
- gardening
- reading, studying, writing and drawing
- work related activities
- cleaning house
- fitness, gym, walking
- playing sport

Not surprisingly, it seems that the best-off people, living in the best-served areas, take part in activities which cost at least some money: watching TV and video, for example. In less well-off areas, people spend their spare time doing things that could be seen as work - cleaning the house, cooking and gardening for example. This might be because they don't have money for equipment like televisions, or because creative activities like cooking and gardening are enjoyable.

Join the club

Many people are members of a wide range of clubs and associations in their spare time. These include:

- ☐ churches, choirs and religious clubs
- ☐ burial societies
- ☐ savings clubs
- ☐ ratepayers associations
- ☐ book clubs
- ☐ sports clubs
- ☐ women's clubs
- ☐ community service organisations
- ☐ youth organisations
- ☐ neighbourhood watch
- ☐ social clubs
- ☐ civic associations
- ☐ political parties
- ☐ trade unions



Almost 50% of the population of Buffalo City are members of churches, choirs and religious clubs. 33% are members of political parties. Over 11% are members of burial societies and women's clubs. About 6% are members of book clubs, and just over 3% are members of youth clubs.

There are differences between women and men when it comes to joining clubs and associations. Almost 16% of men are members of sports clubs; only 5% of women are. But more women (54%) than men (41%) are members of churches, choirs and religious clubs. .



Out and about: Making use of public amenities

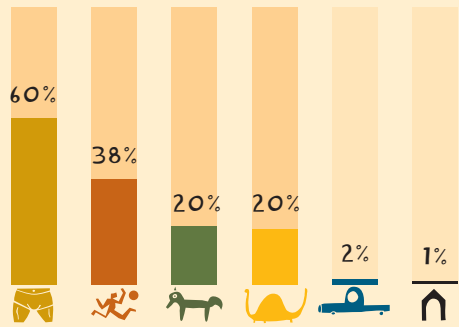
Buffalo City has a wide range of public amenities including:

- ☐ sports stadiums, sports centres and a motor racing track
- ☐ museums and a zoo
- ☐ beaches and parks
- ☐ a casino
- ☐ theatres and art galleries

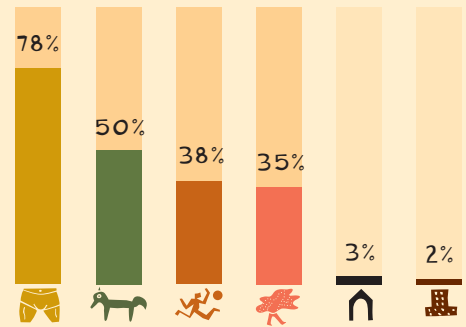
Some of these are popular with almost everyone. Others are more popular with certain population groups. Income also seems to affect which amenities people use. And there are similarities, and differences, between men's and women's favourite public amenities.



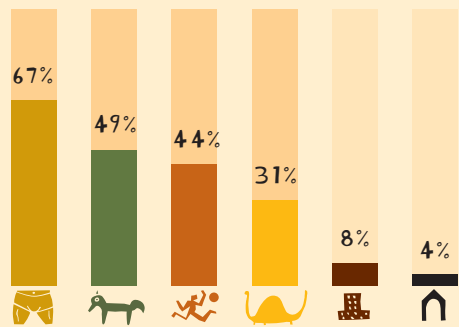
Public amenities most and least used by African people



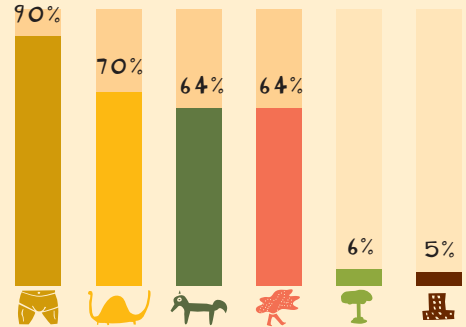
Public amenities most and least used by Asian people



Public amenities most and least used by Coloured people



Public amenities most and least used by White people



- Most used
- Least used
- Beaches
- Zoo
- Museums
- Sports Stadiums
- Motor racing track
- Theatres
- Art Galleries
- Parks
- Casinos

These charts show that beaches are number one with the most people. They also show the differences between the population groups, and make it clear that some public amenities, such as art galleries, are not widely used by any of Buffalo City's people.

When people were asked if they were satisfied with their leisure time, there were some differences. 61% of pensioners but only 50% of unemployed people, for example, are satisfied. Overall, though, over half of Buffalo City's people are satisfied with their leisure time.

Hello, visitors

Finally, what do people think about the City's recreational facilities as tourist attractions? Over 50% said that the beachfront, cultural events, the museums, restaurants and night clubs and sports events are important tourist attractions. Almost as many people thought that nature walks and trails, large shopping centres and the town centre, casinos and sports amenities are important for tourism.



Satisfaction with life and a sense of belonging

Are the people of Buffalo City satisfied with their lives as a whole? And can the authorities help them to be more satisfied?



The survey asked people how satisfied they were with:

- their married lives
- their family and friends
- the amount of money they have

The satisfaction factors: Married life

Fewer women than men are satisfied with their marriages: 55% compared with 65%. Among occupational groups, housewives and people in full-time employment are the most satisfied.

Almost 60% of people said that they are satisfied or very satisfied with their marriages, with only 5% saying that they are dissatisfied or very dissatisfied.

The satisfaction factors: Family and friends

Almost 85% of people said that they are satisfied or very satisfied with their family life. Only just over 8% are dissatisfied or very dissatisfied. And over 80% of people are satisfied or very satisfied with their friends.