

**PARTICIPATORY BASED PLANNING SUPPORT TO INFORMAL SETTLEMENTS
UPGRADING PROJECTS IN BUFFALO CITY METROPOLITAN MUNICIPALITY**

SOCIO ECONOMIC SURVEY REPORT



human settlements

Department:
Human Settlements
REPUBLIC OF SOUTH AFRICA



SUMMARY AND ANALYSIS OF OVERALL RESULTS

The results for the 32 settlement survey presented above suggest that there is relative stability in informal settlement communities in the Buffalo City municipal area. In terms of the sample, we found that the majority of households were female headed, making up almost 60% of the total. It was also found that almost 60% were single, while 325 were married. Single headed households were not necessarily small as the average household was four people per household and about a quarter of the households had five members or more. In terms of length of residence it was discovered that more than 60% has stayed in the informal settlement for more than 11 years and 90% for more than 6 years. In terms of their previous places of residence it was approximately a third of all residents that came from an adjoining township, another third from other townships in the city and the final third from rural areas. Most residents said that they initially moved to be closer to employment.

The education levels of the sample were higher than expected with almost a third having completed matric and another third had some high school education. 4% said that they had post matric qualifications. In terms of employment, slightly more than half of all households had one or more member in full time jobs. The majority of the remaining household seemed to have at least one person in irregular casual employment. Overall, we also found that almost half of the households were receiving welfare grants. The most common grant received by households was the child welfare grant. We were struck by the fact that almost 15% of households had pensioners as members and those were also grant recipients. In total 25% of households received no grants at all. In terms of overall statistics on grant recipients in urban households in the Eastern Cape, these informal settlement households were receiving more grants per household than other urban areas. So a typical household in an informal settlement in BCMM has one secure source of wage income, either permanent or casual, and also has a member that is a receiving a grant, probably a child welfare. This is confirmed by the fact that the majority of households earned between R1600 and R3500 a month. It was strikingly noted that fully 55% of households reported that they earned less than 1600 a month, which translates into a per capita income of R400 a person which also confirms the high levels of poverty in these settlements. Only 9% of households earned more than 3500 a month. In terms of the income received the large proportion (34%) was derived from social grants, while another 30% came from the wages of full time employees and 10% from those casually employed. It also found that 40% of households had cash loans which they were servicing and that the average cash loan was between R500-R1000. Indebtedness was consequently a drain on already limited household incomes.

Overall households in these informal settlements had relative good access to services. About 60% had access to clean toilets, 96% has access to communal water taps, and over 50% were using paraffin for both lighting and cooking, suggesting that access to electricity supply was limited. 60% claimed that they also had access to refuse disposal close to where they lived. Most residents felt that electricity was the most desired service, because they had limited access to it. They also felt that, while they appreciated access to refuse removal, it was the least important service they received. Residents also said that they desired water and clean toilets in their settlements. In terms of community facilities, residents stated that they wanted more education facilities in their communities, followed by community halls for public meetings and the upgrading of road and better police services.

In terms of community organization it was found that about 75% of residents knew the chairperson of the residents' association and most settlements had an area committee. Most community members said that they were attending community meetings regularly on a fortnightly basis. The most serious social problem mentioned was that of crime which many felt was threatening their sense of community. We did find that informal settlements had a relatively strong sense of community which is not surprising given that most residents had lived there for more than 6 years. They expressed disappointment at the lack of municipal communication and 72% felt that they should be better communication with the municipality. The vast majority of residents indicated that they wanted to stay in the same settlement for the next five and very few indicated that they wanted leave Buffalo City. In relation to settlement upgrading, almost 100% of households stated a preference to own rather than rent accommodation. They also stated categorically that they wanted to be upgraded in situ, where they are now, and they would prefer not to be forced into living in flats or high-rise accommodation. The majority said that they were already of the municipal housing waiting list and been there for some time.

SURVEY METHODOLOGY

The research project involves the administration of a socio economic survey to households and informal settlements in the Buffalo City metropolitan area. Preliminary research shows that there are 37 settlements within BCM with a total of 6974 households living in the settlements. The settlements are spread across the metro and are mostly associated with existing township complexes such as Duncan Village, Cambridge, Scenery Park, Mdantsane and others. The size of the settlements vary considerably. There are 5 settlements that have fewer than 40 households, approximately 10 between 100 and 200 households and the remaining settlements with more than 200 households. There are two settlements associated with the Cambridge location with more than 1000 households. In undertaking a representative sample, research teams will visit each of the 37 informal settlements identified and will conduct a 10 percent sample of households within them. The number of questionnaires administered will range between 3 and 130 depending on the size of the settlement.

Given that there are no urban planning maps for these settlements and the households are not currently on the city database, it is difficult to draw a random sample in the normal way. In this context we have decided to pursue a strategy of using existing aerial photographs for a working map for a layout of the settlement and then to survey the settlement by visiting one in every 10 households and if there is somebody present administering the questionnaire. If there is no one, the interviewer will first select the shack on the left as a substitute household. If no one is at that household, the researcher will select the household on the right. This procedure will be followed systematically, and the household selected will be recorded on the map with GPS coordinates.

The survey process will be administered by teamwork of 6 community facilitators who will be trained and supervised by experienced staff at FHISER. The first part of the training will involve familiarizing fieldworkers with the research instruments as well as appropriate fieldwork etiquette. Fieldworkers will be taught how to address households and to proceed in an ethical and professional manner. The households will be fully informed of the objectives of the research that has been undertaken for the benefit of the municipality and that the aim is to result in the upgrading of the informal settlements of which they will be beneficiaries.

The fieldworkers will also be familiarized with all questions in the questionnaire and be trained on how to administer the questionnaire in such a way that all questions are clearly understood and that the household are able to answer the questionnaires to the best of their ability.

Particular attention will be given to question of translation ensuring that all household heads will be able to answer in their own mother tongue. Once the research tool is fully understood and the fieldworkers are confident enough to administer it, teams will be sent out to the field to pilot the questionnaire in the informal settlements. They will then return to FHISER where the questionnaire will be reviewed and any logistical, political or problem barriers will be addressed. Then once the team is fully trained, they will approach the assignment in a systematic manner by moving from settlement to settlement with the supervision of FHISER team. The team leaders will ensure that the questionnaires are correctly completed and that they will ensure the quality of information gathered. No questionnaire will be accepted that is not properly completed. The team supervisor will also ensure that the appropriate number of questionnaires is collected for the different settlements.

Data Capturing and validation

After consultation with the client to understand their predesigned structure, a similar structure will be set up in EPI INFO, an internationally used programme developed by the US Centre for Disease Control. EPI INFO is a capturing programme very compatible with SPSS.

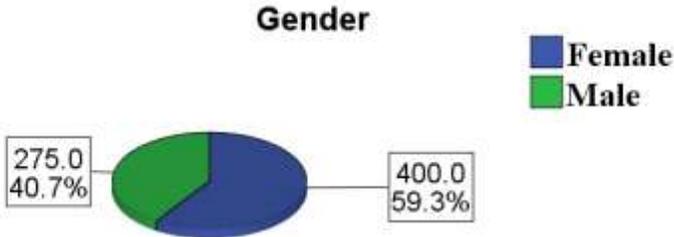
The questionnaires will be captured utilising FHISER's 'double capture' mechanism. Two data capturers working independently capture the same batch of questionnaires into the same structure. Whilst this necessitates a slightly longer time period in project planning, it guarantees a consistent 0% capture error. The double capture process is facilitated by using EPI runs random checks, highlights discrepancies and allows capturing errors to be rectified by returning to the original questionnaire schedule. Answers to open-ended questions are captured as string variables thereby allowing qualitative analysis or coding at a future date. Although this process is slightly more expensive than single data capturing, the 0% capturing errors will mean that data cleaning and validation will be a shorter process.

Finally, an overall validation of the entire database will be conducted on final output tables to verify quality and consistency. A final 'data report' is provided to the client, explaining and adding richness to the data and allowing easier analysis thereof. Any analysis required is run using SPSS, and will be dependent on the client's requirements.

FHISER have developed in-house quality control manuals and office protocols which are adapted to the specific needs of a project, thereby ensuring that the procedure from fieldwork to quality control and data capture is as seamless as possible and follows a set protocol that is documented and open to scrutiny by the client.

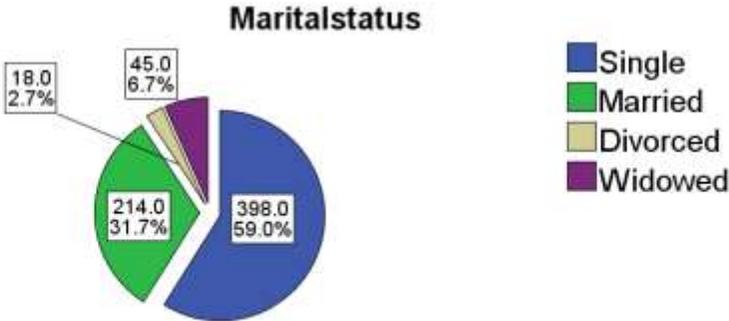
Descriptive statistics and analysis of the entire survey sample: All settlements

Gender of household head



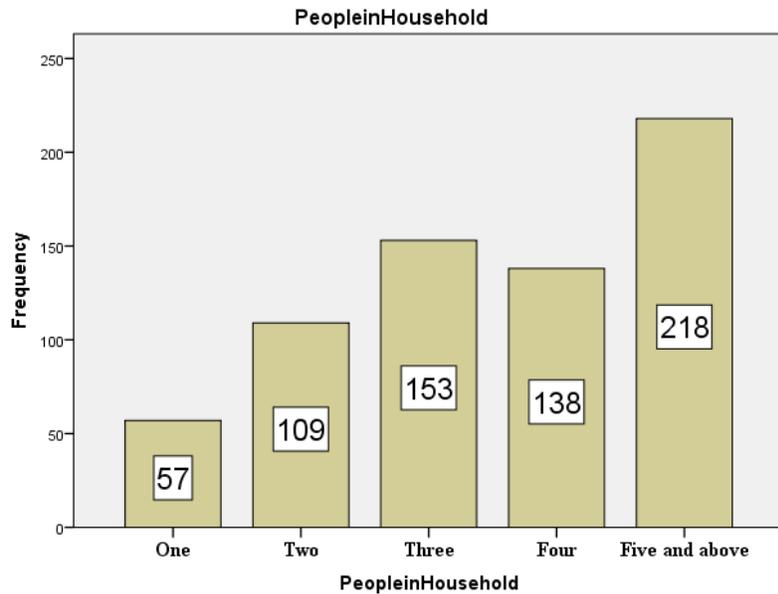
A total of 675 households were surveyed. Out of these 400 were female headed, while 275 had males as household heads.

Marital status of household head



The majority of household heads were single (398 or 59%), 214 (31.7%) married, 18 (2.7%) divorced and 45 (6.7%) widowed.

Number of people per household



The majority of the households (32.3%) had five or more people living within that household, 8.4% of the households had a single person and 22.7% with three people.

Years in the informal settlement

	Frequency	Percent	Cumulative Percent
Less than a year	4	0.6	0.6
Between 1 and 3 years	36	5.3	5.9
Between 4 and 5 years	53	7.9	13.8
Valid Between 6 and 10 years	182	27.0	40.7
Between 11 and 20 years	236	35.0	75.7
More than 20 years	164	24.3	100.0
Total	675	100.0	

35% of the households had been in these informal settlements for between 11 and 20 years; 24.3% had been there for over 20 years; and only 0.4% had recently moved in, within less than a year.

Where they moved from

		Frequency	Percent	Cumulative Percent
Valid	From adjoining township	183	27.1	27.1
	From another township in East London	184	27.3	54.4
	From another informal settlement	75	11.1	65.5
	From a rural area to the informal settlement	203	30.1	95.6
	From a farm to the informal settlement	9	1.3	96.9
	From another town	21	3.1	100.0
	Total	675	100.0	

Most households had moved from the rural areas to the informal settlement and very few came from the farms to settle in the informal settlement. A significant number came from either the adjoining township (183) or from another township in East London (184).

Reasons for moving

		Frequency	Percent	Cumulative Percent
Valid	To be closer to family	60	8.9	8.9
	To be closer to employment	358	53.0	61.9
	To be closer to amenities	22	3.3	65.2
	To be closer to town	41	6.1	71.3
	Social conflicts	81	12.0	83.3
	Other reasons	113	16.7	100.0
	Total	675	100.0	

The main reason for moving into the informal settlement was to be closer to employment (358), while others expressed other reasons such as needing their own space to live; too many siblings in the household; and getting married and wanting to live with their own families.

Highest level of education attained by any member of household

		Frequency	Percent	Cumulative Percent
	No education	22	3.3	3.3
	Some education	45	6.7	9.9
	Completed primary	56	8.3	18.2
Valid	Some secondary	344	51.0	69.2
	Completed secondary/matric	183	27.1	96.3
	Post matric	25	3.7	100.0
	Total	675	100.0	

344 households (51%) had members who had some secondary education; 182 households (27.1%) had members that had completed matric or secondary education. 3.3% of the households had no form of education.

Number in Full-time wage labour

		Frequency	Percent	Cumulative Percent
Valid	One	209	31.0	31.0
	Two	36	5.3	36.3
	Three	6	0.9	37.2
	Four and above	1	0.1	37.3
	None	423	62.7	100.0
	Total	675	100.0	

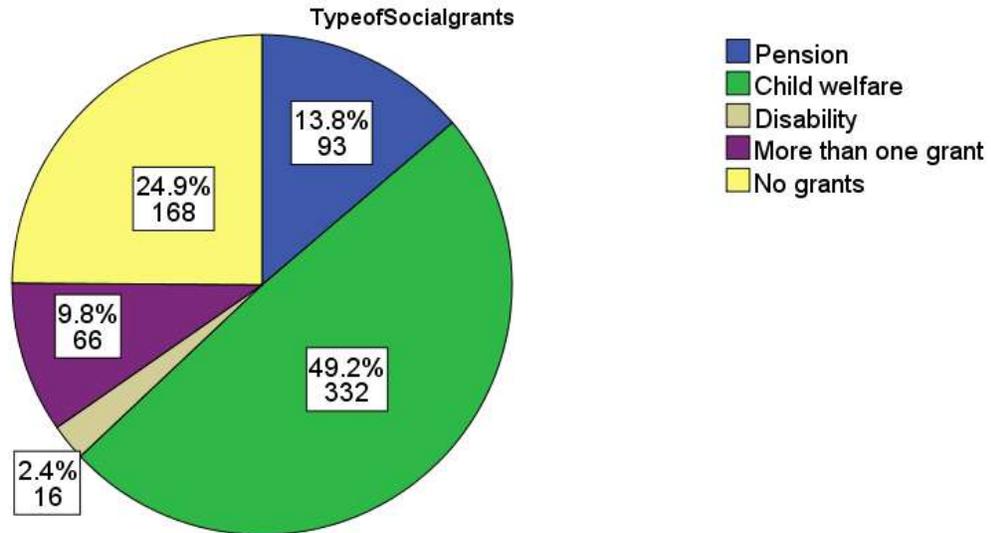
Most households (423) did not have any member who was in full-time wage labour. 209 households had one member who was in full-time wage labour and only one household had four or more members in full-time wage labour.

Number in casual labour

		Frequency	Percent	Cumulative Percent
Valid	One	250	37.0	37.0
	Two	57	8.4	45.5
	Three	3	0.4	45.9
	None	365	54.1	100.0
	Total	675	100.0	

Of the 675 households surveyed, 365 or 54.1% did not have a member who was employed casually. 37% of the households had a single person employed casually.

Type of social grant



The child welfare grant was the dominant one (49.2%), followed by pensions at 13.8%. However, a significant number of households (168) did not have any form of social grants.

Number of adults unemployed

	Frequency	Percent	Cumulative Percent
Valid One	285	42.2	42.2
Two	201	29.8	72.0
Three	53	7.9	79.9
Four and above	6	0.9	80.7
None	130	19.3	100.0
Total	675	100.0	

80.7% of the households had at least one adult member who was unemployed. And 130 households had all the members employed either as casual labourers or in full-time wage employment.

Total monthly income

	Frequency	Percent	Cumulative Percent
Valid No Income	46	6.8	6.8
R1-R400	44	6.5	13.3
R401-R800	86	12.7	26.1
R801-R1 600	190	28.1	54.2
R1 601-R3 500	247	36.6	90.8
R3 501-R7 500	58	8.6	99.4
RR7 501-R12 800	2	0.3	99.7
R12 801-R25 600	2	0.3	100.0
Total	675	100.0	

6.8% of the households did not have a monthly income. 64.7% of the households earned between R801 and R3 500. Only 0.6% had a total monthly income above R7 500.

Largest source of income

	Frequency	Percent	Cumulative Percent
Valid Social grants	231	34.2	34.2
Full time employment	207	30.7	64.9
Part time employment	73	10.8	75.7
Casual employment	115	17.0	92.7
Remittances or cash transfers	21	3.1	95.9
Not Applicable	28	4.1	100.0
Total	675	100.0	

The largest source of income for most households (34.2%) came from social grants, and 30.7% of the households got their income from employment. Casual labour also contributed to households' source of income as 17% mainly depended on it.

Cash loan repayments

		Frequency	Percent	Cumulative Percent
Valid	0	460	68.1	68.1
	Between R1-R100	25	3.7	71.9
	Between R101-R300	65	9.6	81.5
	Between R301-R400	23	3.4	84.9
	R401-R500	31	4.6	89.5
	Between R501-R600	21	3.1	92.6
	Between R601-R700	10	1.5	94.1
	Between R701-R800	14	2.1	96.1
	Above R801	26	3.9	100.0
	Total	675	100.0	

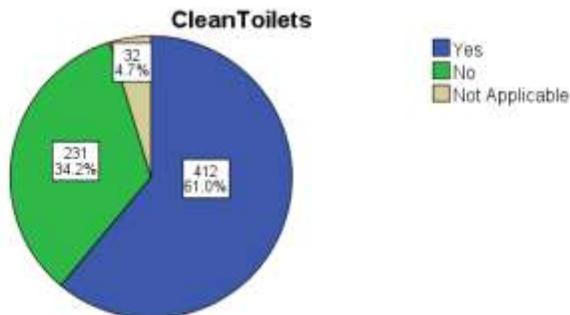
The majority of households (68.1%) did not have outstanding loans to pay. 3.9% of the households were repaying loans above R801 per month.

Type of toilet

		Frequency	Percent	Cumulative Percent
Valid	Bush	70	10.4	10.4
	Communal toilet (flush)	484	71.7	82.1
	Communal toilets (non-flush)	42	6.2	88.3
	In other private home (flush or other)	47	7.0	95.3
	Private toilet at shack (flush or other)	32	4.7	100.0
	Total	675	100.0	

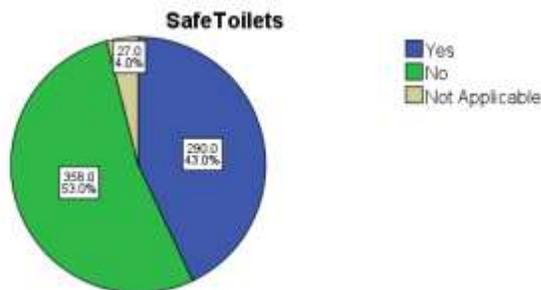
71.7% of the households were using communal flush toilets, 10.4% were using the bush, and 7% used toilets in other people's private homes. Both flush and non-flush communal toilets were used by 77.9% of the households.

Are the toilets clean?



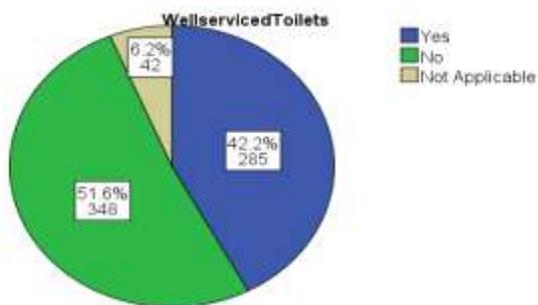
412 households agreed that their toilets were clean, while 231 disagreed. The other households did not have the toilets, hence chose not applicable as their response.

Are the toilets safe?



358 households stated that toilets were not safe, while 290 felt that they were safe.

Are the toilets well-serviced?



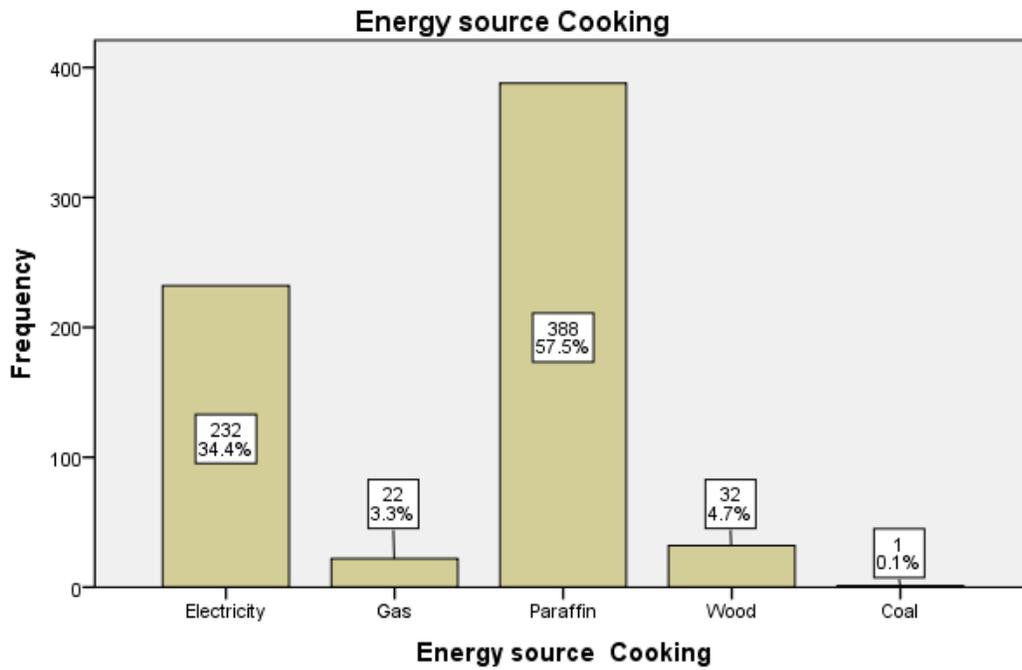
The majority (348) households said their toilets were not well-serviced; 285 said the toilets were well-serviced while the other 42 chose not applicable as they did not have toilets.

Water source

	Frequency	Percent	Cumulative Percent
Valid Communal street taps (stand pipes)	648	96.0	96.0
Dam/river/stream/spring	8	1.2	97.2
A neighbouring settlement	4	0.6	97.8
Piped water in dwelling from full pressure pipes	6	0.9	98.7
Piped water in dwelling from roof tank	2	0.3	99.0
Borehole/rainwater tank/well	2	0.3	99.3
Other	5	0.7	100.0
Total	675	100.0	

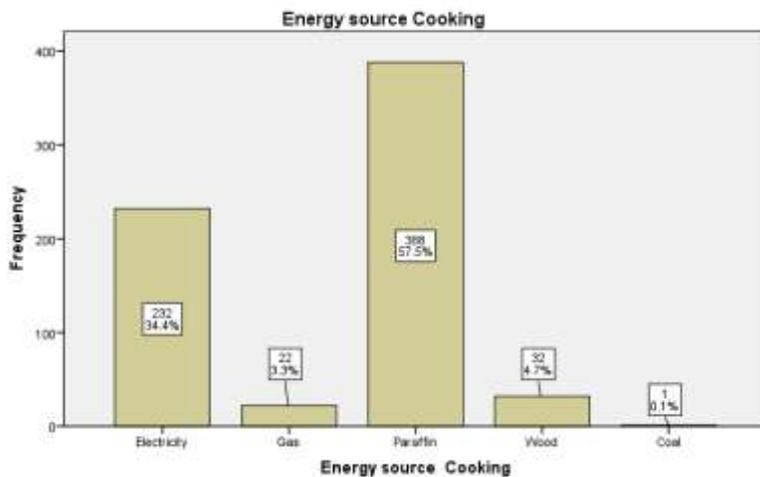
96% of the households got their water from communal street taps (stand pipes). 1.2% got their water from a dam/stream/spring.

Energy source most used for cooking



Paraffin was the most used source of energy for cooking accounting for 57.5% of the households followed by electricity at 34.4%. Only one household used coal as an energy source for cooking.

Energy source most used for lighting



55.3% of the household used paraffin as an energy source for lighting, followed by those who used electricity at 43.3%, while 1% used gas.

Refuse disposal

		Frequency	Percent	Cumulative Percent
Valid	No refuse removal	12	1.8	1.8
	Refuse bags removed from dwelling by local authority once a week	406	60.1	61.9
	Refuse bags removed from dwelling by local authority less often	54	8.0	69.9
	Refuse bags removed from community refuse container by local authority	20	3.0	72.9
	Placed on communal refuse dump but not collected by local authority	13	1.9	74.8
	Placed on own refuse dump but not collected by local authority	15	2.2	77.0
	Burn it pit	151	22.4	99.4
	Other means of disposal	4	0.6	100.0
	Total	675	100.0	

More than 60% of the households had refuse bags removed from dwelling by the local authority once a week. 8% of the households had refuse bags removed from dwelling by local authority less often. And 151 households burnt their refuse in the pit.

Most important household service

		Frequency	Percent	Cumulative Percent
Valid	Water	151	22.4	22.4
	Toilets	19	2.8	25.2
	Electricity	502	74.4	99.6
	Refuse removal	3	0.4	100.0
	Total	675	100.0	

Electricity was chosen as the most important household service by 74.4% of the households followed by water at 22.4%.

Second most important household service

		Frequency	Percent	Cumulative Percent
Valid	Water	223	33.0	33.0
	Toilets	262	38.8	71.9
	Electricity	131	19.4	91.3
	Refuse removal	58	8.6	99.9
	12	1	0.1	100.0
	Total	675	100.0	

Toilets were chosen as the second most important household service by 38.8% of the households, with water chosen by 33% and electricity by 19.4% of the households.

Least important household service

		Frequency	Percent	Cumulative Percent
Valid	Water	53	7.9	7.9
	Toilets	34	5.0	12.9
	Electricity	7	1.0	13.9
	Refuse removal	581	86.1	100.0
	Total	675	100.0	

The least important service was refuse removal as selected by 86.1% of the households.

Most important community facility/service

	Frequency	Percent	Cumulative Percent
Valid None	3	0.4	0.4
Community halls	99	14.7	15.1
Crèche	31	4.6	19.7
Education facilities	118	17.5	37.2
Fire and emergency services	43	6.4	43.6
Health services	71	10.5	54.1
Libraries	5	0.7	54.8
Parks or recreational open space	3	0.4	55.3
Pavements	19	2.8	58.1
Pension payout points	1	0.1	58.2
Police station	86	12.7	71.0
Postal services	19	2.8	73.8
Public telephone	1	0.1	73.9
Road surfaces/tarred	94	13.9	87.9
Sports facilities	5	0.7	88.6
Storm water drains	4	0.6	89.2
Street lighting	56	8.3	97.5
Transport services	8	1.2	98.7
Other	9	1.3	100.0
Total	675	100.0	

Educational facilities were chosen as the most important facility by 17.5% of the households. 12.7% chose police station, while 13.9% opted for road surfaces/tarred as the most important facility.

Least important community facility/service

	Frequency	Percent	Cumulative Percent
Valid None	2	0.3	0.3
Community halls	12	1.8	2.1
Creche	28	4.1	6.2
Education facilities	22	3.3	9.5
Fire and emergency services	32	4.7	14.2
Health services	56	8.3	22.5
Libraries	9	1.3	23.9
Parks or recreational open space	14	2.1	25.9
Pavements	15	2.2	28.1
Pension payout points	6	.9	29.0
Police station	110	16.3	45.3
Postal services	15	2.2	47.6
Public telephone	7	1.0	48.6
Road surfaces/tarred	50	7.4	56.0
Sports facilities	40	5.9	61.9
Storm water drains	47	7.0	68.9
Street lighting	189	28.0	96.9
Transport services	21	3.1	100.0
Total	675	100.0	

Street lighting was chosen by the majority of households as the least important facility or service, with 189 households opting for it.

Time taken to crèche

	Frequency	Percent	Cumulative Percent
Valid 0-5 minutes	32	4.7	4.7
5-10 minutes	142	21.0	25.8
10-15 minutes	199	29.5	55.3
15-30 minutes	131	19.4	74.7
30-60 minutes	53	7.9	82.5
More than 60 minutes	12	1.8	84.3
Not applicable	106	15.7	100.0
Total	675	100.0	

Most households took between 5 and 30 minutes to get to crèche, accounting for over 70% of the households. 1.8% of the households took more than an hour to get to the nearest crèche.

Time taken to school

	Frequency	Percent	Cumulative Percent
Valid 0-5 minutes	9	1.3	1.3
5-10 minutes	137	20.3	21.6
10-15 minutes	193	28.6	50.2
15-30 minutes	130	19.3	69.5
30-60 minutes	120	17.8	87.3
More than 60 minutes	28	4.1	91.4
Not applicable	58	8.6	100.0
Total	675	100.0	

Most households took between 5 and 60 minutes to get to school. Only 1.3% of the households were in proximity of less than 5 minutes to school.

Time taken to taxi/bus/train station

	Frequency	Percent	Cumulative Percent
Valid 0-5 minutes	80	11.9	11.9
5-10 minutes	201	29.8	41.6
10-15 minutes	153	22.7	64.3
15-30 minutes	146	21.6	85.9
30-60 minutes	81	12.0	97.9
More than 60 minutes	12	1.8	99.7
Not applicable	2	.3	100.0
Total	675	100.0	

85.9% of the households were within 30 minute proximity to the taxi/train/bus station. 41.6% were in less than 10 minutes walk distance from the taxi/train/bus station.

Time taken to Police station

	Frequency	Percent	Cumulative Percent
Valid 0-5 minutes	3	0.4	0.4
5-10 minutes	34	5.0	5.5
10-15 minutes	29	4.3	9.8
15-30 minutes	60	8.9	18.7
30-60 minutes	308	45.6	64.3
More than 60 minutes	238	35.3	99.6
Not applicable	3	0.4	100.0
Total	675	100.0	

80.9% of the households travelled between 30 minutes to over an hour to get to the nearest police station.

Time taken to clinic

	Frequency	Percent	Cumulative Percent
Valid 0-5 minutes	15	2.2	2.2
5-10 minutes	56	8.3	10.5
10-15 minutes	163	24.1	34.7
15-30 minutes	207	30.7	65.3
30-60 minutes	174	25.8	91.1
More than 60 minutes	41	6.1	97.2
Not applicable	19	2.8	100.0
Total	675	100.0	

Between 10 minutes and over 60 minutes were the distances travelled by most households to get to the nearest clinic. 30.7% of the households were on the 15-30 minutes category.

Time taken to water source

	Frequency	Percent	Cumulative Percent
Valid 0-5 minutes	384	56.9	56.9
5-10 minutes	200	29.6	86.5
10-15 minutes	43	6.4	92.9
15-30 minutes	35	5.2	98.1
30-60 minutes	10	1.5	99.6
More than 60 minutes	3	.4	100.0
Total	675	100.0	

Most households (86.5%) were within the 10 minute distance to the water source. About 0.4% travelled for over an hour to the nearest water source.

Time taken to toilet

		Frequency	Percent	Cumulative Percent
Valid	0-5 minutes	377	55.9	55.9
	5-10 minutes	211	31.3	87.1
	10-15 minutes	40	5.9	93.0
	15-30 minutes	17	2.5	95.6
	30-60 minutes	3	0.4	96.0
	More than 60 minutes	1	0.1	96.1
	Not applicable	26	3.9	100.0
	Total	675	100.0	

Toilets for most households (87.1%) were within 10 minute distance, 2.5% took between 15 and 30 minutes to get to the toilets and one household took over an hour.

Do you know the name of the area chairperson or residents committee?

		Frequency	Percent	Cumulative Percent
Valid	Yes	504	74.7	74.7
	No	171	25.3	100.0
	Total	675	100.0	

504 households, thus 74.7%, knew who their area chairperson was, and a significant number (171 or 25.3%) did not know them.

Do you have area committees in your area?

		Frequency	Percent	Cumulative Percent
Valid	Yes	571	84.6	84.6
	No	104	15.4	100.0
	Total	675	100.0	

84.6% of the households indicated that they had area committees in their settlement, while the other 15.4% had none.

Attendance of community/area meetings

		Frequency	Percent	Cumulative Percent
Valid	Fortnightly or more often	284	42.1	42.1
	Once a month	178	26.4	68.4
	Less often	175	25.9	94.4
	Never	38	5.6	100.0
	Total	675	100.0	

Most households attended community meetings often (42.1%) as opposed to the 5.6% who never attended community meetings.

Membership to social groups

		Frequency	Percent	Cumulative Percent
Valid	Stokvels	225	33.3	33.3
	Social clubs	32	4.7	38.1
	Sports group	21	3.1	41.2
	Church group	119	17.6	58.8
	Not Applicable	278	41.2	100.0
	Total	675	100.0	

The majority of households did not participate in social groupings as shown by the 278 households who did not have membership in any social group. For those who belonged to these groupings, most were affiliated to the stokvels (33.3%), followed by church groups at 17.6%.

Do you have another home?

		Frequency	Percent	Cumulative Percent
Valid	No	101	15.0	15.0
	Urban area	86	12.7	27.7
	Rural area	488	72.3	100.0
	Total	675	100.0	

Most people had another home in rural areas (72.3%), and 12.7% had another home in an urban area, but 15% had no other home besides the informal settlement.

Do you support people in that home?

		Frequency	Percent	Cumulative Percent
Valid	Yes	312	46.2	46.2
	No	304	45.0	91.3
	Not Applicable	59	8.7	100.0
	Total	675	100.0	

For those who had another home, 46.2% supported people in that home and 45% did not.

Main social problems in your area

		Frequency	Percent	Cumulative Percent
Valid	There is too much crime	519	76.9	76.9
	Too many foreigners	10	1.5	78.4
	No trust in this community	10	1.5	79.9
	Youth have no respect	77	11.4	91.3
	No policing in this community	37	5.5	96.7
	Too much witchcraft	7	1.0	97.8
	Not Applicable	15	2.2	100.0
	Total	675	100.0	

The prime social problem identified by most households was crime (76.9%), followed by lack of respect by the youths (11.4%) and lack of policing in the settlements (5.5%). The least social problem was witchcraft (1%) and foreigners at 1.5%.

Sense of community

		Frequency	Percent	Cumulative Percent
Valid	Yes	489	72.4	72.4
	No	186	27.6	100.0
	Total	675	100.0	

72.4% of the households expressed their satisfaction about the sense of community in their settlements, while 27.6% stated that they did not feel the sense of community.

Happy with municipal communication

		Frequency	Percent	Cumulative Percent
Valid	Yes	192	28.4	28.4
	No	483	71.6	100.0
	Total	675	100.0	

71.6% of the households were not happy with the municipal communication as opposed to the other 28.4% who were content.

Do you feel settled in this community?

		Frequency	Percent	Cumulative Percent
Valid	Yes	464	68.7	68.7
	No	211	31.3	100.0
	Total	675	100.0	

When asked whether they felt settled in their communities, 68.7% of the households responded that there were settled and 31.3% indicated that there were not.

Will you move in the next five years?

		Frequency	Percent	Cumulative Percent
Valid	Yes	207	30.7	30.7
	No	468	69.3	100.0
	Total	675	100.0	

69.3% of the households stated that they would not move from where there were in the next 5 years, while the other 30.7% said they will move elsewhere.

Where are you likely to move to?

		Frequency	Percent	Cumulative Percent
Valid	Bigger city	32	4.7	4.7
	Elsewhere in East London	305	45.2	49.9
	Another informal settlement in BCMM	6	.9	50.8
	Another big city outside the Eastern Cape	12	1.8	52.6
	Another rural area in BCMM	29	4.3	56.9
	A farm	1	.1	57.0
	Not Applicable	290	43.0	100.0
	Total	675	100.0	

45.2% of the households said they will move elsewhere in East London, 4.7% to a bigger city, and 4.3% will move to another rural area in BCMM.

Prefer to own or rent

		Frequency	Percent	Cumulative Percent
Valid	Rent	3	0.4	0.4
	Own	672	99.6	100.0
	Total	675	100.0	

Most households (99.6%) preferred to own houses rather than rent (0.4%).

Prepared to live in a block of flats or high rise if the owner

		Frequency	Percent	Cumulative Percent
Valid	Yes	242	35.9	35.9
	No	433	64.1	100.0
	Total	675	100.0	

64.1% were **not** prepared to move to a block of flats or high-rise even if they were to be the owners. Only 35.9% said they were prepared to move.

Which would you prefer?

		Frequency	Percent	Cumulative Percent
Valid	Upgrade me where I am	513	76.0	76.0
	Move me to another piece of land and then upgrade me there	162	24.0	100.0
	Total	675	100.0	

Most households preferred to be upgraded where they were (76%) rather than being moved to another place and be upgraded there (24%).

Anyone in the household on BCMM housing waiting list

		Frequency	Percent	Cumulative Percent
Valid	Yes	486	72.0	72.0
	No	189	28.0	100.0
	Total	675	100.0	

72% of the households had members who were on the BCMM housing waiting list, while the other 28% indicated that no member was in the housing waiting list.

CONCLUSION

The conclusion that can be drawn from this profile is that the majority of informal settlements in BCM are residentially stable communities with a long history of co-residence and a sense of community. They were generally happy with their location and were receptive to the idea of in situ upgrading, indicating that they would like to be owner occupiers on their own sites. In most communities we found relative easy access to basic services, except electricity, which was highest on the list of demands by community members. There was concern that educational facilities needed to improve in these communities and more jobs and employment opportunities were needed to make them more sustainable as communities. The majority of settlements also seemed relatively close to shopping and other service centres which can be accessed within half an hour for the majority of households. The conclusion that can be drawn from this survey is that BCM informal settlements are generally well positioned for settlement upgrade and would be highly receptive to such interventions.