Appendix 18: Social Facilities Strategy

Importance of Social Facilities

Social facilities provide important services to communities and as such are an integral part of a quality living environment. Making social facilities convenient for communities to access is a priority to reduce the travel costs to such services, especially for poor households. When facilities are well located and utilised, it reduces the per capita costs of government service delivery. Provision should be made for all residential developments to cater for the social amenity needs of residents. By doing this, the facility backlogs will reduce over time rather than increasing as new development takes place.

Facility location planning

Since 2001, eThekwini municipality has utilised accessibility modelling as a tool for the planning of social facilities. This tool successfully identifies all social facility backlogs in a manner that is technically rigorous and that provides recommendations that contribute to greater equity in the spatial distribution of social facility investment. Backlogs have been established for the 2021 population demand and for the population growth from 2021-2050. This puts the municipality in a position to accurately plan for facility provision ahead of residential development taking place. This Social Infrastructure Integrated Master Plan is the plan against which all proposals for new social facility investment are evaluated.

Role of norms and standards

To promote equity of access, facilities must be provided according to a set of provision standards that indicate: a) the list of social facility types to be provided at different geographic scales, b) the maximum distance to be travelled by any citizen to reach each facility type and c) the appropriate threshold size to meet the population demand[1] (minimum demand required for viability at the distance indicated). The Social Infrastructure Integrated Master Plan uses the norms and standards of social facility departments at municipal, provincial and national levels. At the municipal level these adopted provision guidelines can be found in the document titled *"Summary Guidelines and Standards for the Planning of eThekwini Social Facilities and Open Spaces 2011".*

Clustering of facilities

Social facilities are provided by national, provincial and municipal spheres of government and when clustered together these facilities can create social service precincts that are one-stop destinations for communities to access a wide range of services. Such precincts can provide focal points to stimulate or focus public and private development and are integral to creating a structural frame for urban development and growth. In a reciprocal manner, social facilities are best located at or near development nodes as these areas are where economic activity takes place, where transport routes terminate, and private investment is mainly focused; and hence where large numbers of people are present.

To support the implementation of a structured and spatially rational development framework for social facility investment that can respond to city growth and development, a hierarchy of

[1] An example of the facility norms and standards – community halls should be provided at a maximum distance of 10km from where people live and at a ratio of approximately 1 hall per 30 000–60 000 people, depending on population density.

social service nodes has been developed for eThekwini in consultation with the municipal Strategic Spatial Planning Department.

Social facility node hierarchy

The notion of clustered facility provision at nodes has in recent years been more strongly advocated for and applied to social facility provision at the national, provincial and local level to improve the delivery of services and improve the spatial structure of settlements. In support of this, a hierarchy of social facility nodes has been developed for eThekwini (see Figure below) to guide the location of facilities at appropriately sized development nodes. eThekwini's Social Facility Node Hierarchy is thus an integral part of the development of an intervention strategy for the provision of social facilities as the nodes and their position in the hierarchy, in association with the facility provision guidelines, provide an indication of both where and what type of facilities should be provided.

Different facilities have different threshold levels (the minimum / typical number of people that are required to make viable a particular type or size of facility). Facilities also have different acceptable access distances. Both threshold and access distance increase with the level of specialisation of the service being provided. For example, to operate viably, facilities with large thresholds, such as hospitals and stadia, require a larger number of people within their service reach than a library or, even at a lower level, a primary school. Typically, facilities frequented on an almost daily basis have a lower threshold than those used less frequently and these should be grouped at all node levels. However, the more specialised a service or facility is, the fewer of those there may be and the further people should expect to travel to access that service. Such facilities should then only be distributed to the higher order nodes.

In the eThekwini Social Facility Hierarchy, the nodes are ranked from Level 1 (largest / most significant in the City) down to Level 5 (smallest / neighbourhood focus). Depending on the ranking of the nodes, they have larger or smaller service catchment areas. The large, specialized facilities are only located at the higher nodes while local facilities such as schools should be located at all nodes.

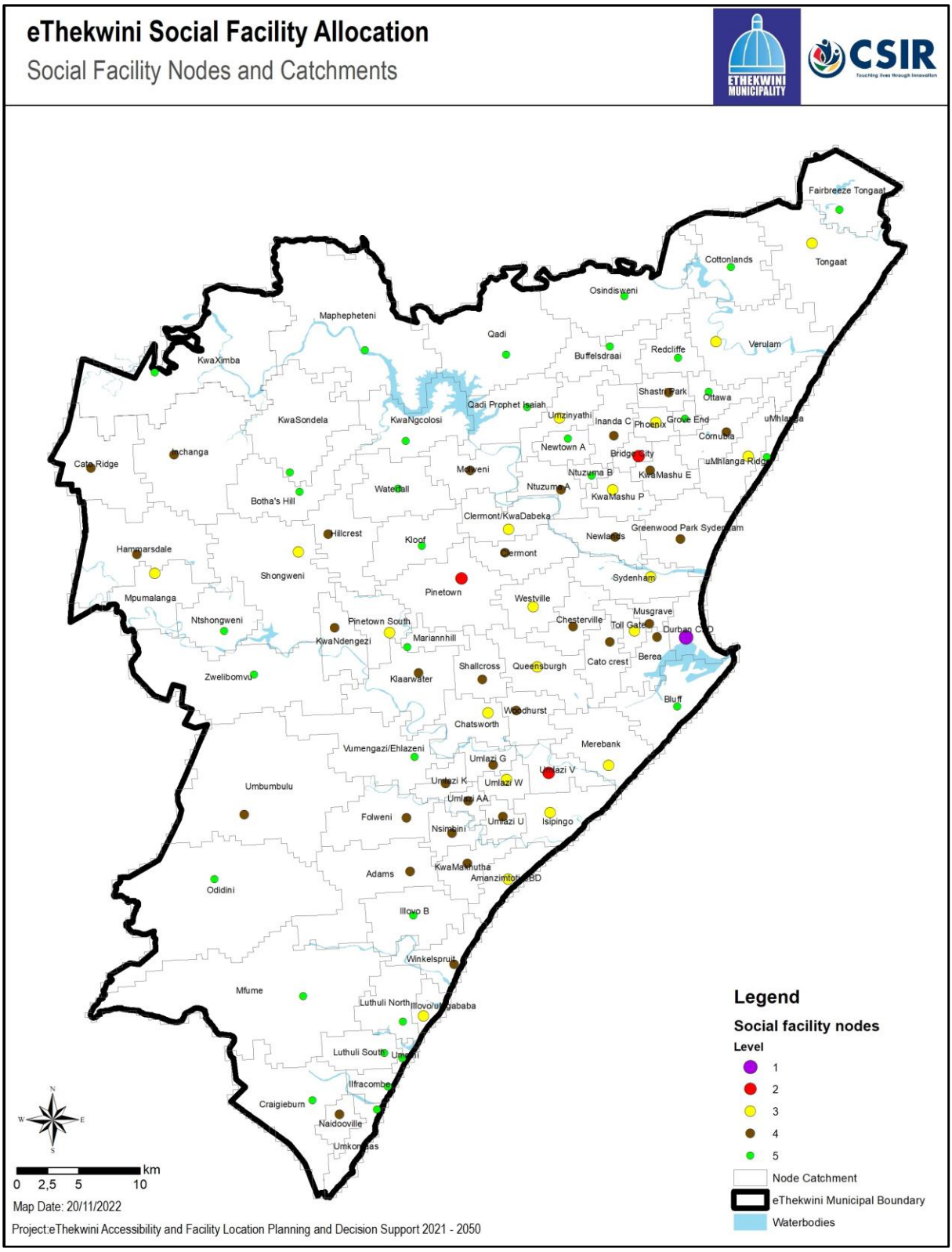


Figure 195: eThekwini Social Facility Node Hierarchy and municipal boundary
Source: CSIR Accessibility and Facility Location Planning and Decision Support 2021- 2050

Service coverage and backlogs in provision

The tables that follow provide a summary of the level of service provision & the percentage of City residents served for all facility types. Further, proposals are made on how to address the backlogs in the most optimal manner.

Lower order facilities summary:

Lower order facilities							
Facilities used almost daily with an access distance requirement of 5km or less. Generally require a community of at least 10 000 people to achieve viability and efficiency.							
	Current provision					Proposed measures for capacity increase	
Facility type	Supply of facilities and capacity	Distance standard	Average distance to facilities	Service level	Unserved (backlog)	Capacity increase recommendations at optimal locations	Likely % population served with implementation of recommendations
Local parks	911 Local parks 786.99ha 3 147 956 people	1.5km	3.5km	42.30% 1 954 966 people	57.70% 2 669 918 people	45 parks 4ha per park Capacity per park: 40 000	66.90%
Early Childhood Development Centres (ECDs) - offering Grade R	421 ECDs offering Grade R 13 044 children (5years)	1.5km	5.3km	21% 4 705 children	79% 17 532 children	94 Areas of intervention via expansion and/or new Capacity range: 12-200 children per point	60%
Early Childhood Development Centres (ECDs) - pre-Grade R	1 882 ECDs 70 902 children (0-4years)	1.5km	2.6km	32% 66 334 children	68% 140 028 children	152 Areas of intervention via expansions and/or new development Capacity range: 100-1000 children per point	56%
Education - Schools offering Grade R	657 Public schools offering Grade R 57 099 learners	5km	2.4km	72% 56 456 learners	28% 22 237 learners	40 Areas of intervention or 246 classrooms 30 learners per classroom	80%
Education - Primary schools	721 Public primary schools 414 709 learners	5km	2.3km	75% 409 764 learners	25% 136 604 learners	39 Areas of intervention or 665 classooms 40 learners per classroom	80%
Education - Secondary schools	335 Public secondary schools 265 103 learners	5km	3.3km	71.40% 256 963 learners	28.60% 102 717 learners	31 Areas of intervention or 768 classrooms 40 learners per classroom	80%

Middle order facilities summary:

Middle order facilities							
Facilities used 4 to 12 times a year by individual community members. Have access requirements of 10 to 15 km and require from 25 000 to 90 000 people for viability and efficiency.							
	Current provision					Proposed measures for capacity increase	
Facility type	Supply of facilities and capacity	Distance standard	Average distance to facilities	Service level	Unserved (backlog)	Capacity increase recommendations at optimal locations	Likely % population served with implementation of recommendations
Community halls	115 Community halls 3 215 000 people	High density areas: 8km Low density outlying areas: 15km	6km	67.70% 3 130 729 people	32.30% 1 494 155 people	Reopening of 52 inactive halls 8 new halls - 30 000 people per hall	82.10%
Libraries	94 Libraries 3 295 000 people	High density areas: 10km Low density outlying areas: 20km	3.1km	70.70% 3 268 255 people	29.30% 1 356 629 people	6 Expansions 3 New libraries - capacity range:60 000 - 100 000 people	80%
Swimming pools	55 Swimming pools 8 300 000 people	10km	6.1km	81.60% 3 774 102 people	18.40% 850 782 people	New facilities not needed but 8 new facilities can be considered for spatial equality across the City 60 000 people per pool	88.8%
Sports fields	316 Sports fields 550ha 2 749 710 people	10km	4.3km	59% 2 733 803 people	41% 1 891 081 people	97 New sports fields 2ha per sports field 10 000 people per sports field	79%
Indoor sports halls	5 Indoor sports halls 2 500 000 people	30km	12km	48.50% 2 242 678 people	51.50% 2 382 206 people	4 New indoor sports halls 500 000 people her facility	90%
Primary Health Care (PHC)	225 PHC facilities (clinics, CHCs, mobile clinics, health posts) - 6 841 408 visits 112 Clinics - 4 451 584 visits 13 CHCs - 1 777 323 visits	5km to clinics, mobile clinics and health posts 10km to CHCs	3.7km	55.60% 6 455 773 visits 37.40% 4 343 561 visits 15.20% 1 777 325 visits	44.40% 5 154 417 visits 63.60% 7 266 630 visits 84.80% 9 832 866 visits	10 Pressure points with backlogs of 50 000-150 000 visits (34 suburbs with high backlogs where intervention is needed)	
Homes for the aged	22 Homes for the aged	15km	8.9km	33.25% 2 390 people	66.75% 4 798 people	20 New Homes for the Aged 180 people per facility	75%
Childrens homes	23 Children's Homes	15km	10.96km	28.37% 1 569 people	71.63% 3 961 people	28 Recommendations for new facilities or expansion of existing facilities 120 people per recommendation	84.90%
Regional parks	79 Regional parks 7 983 839 people	15km	9.6km	86% 3 978 234 people	14% 646 650 people		

High Order facilities summary:

Higher order facilities							
Facilities used infrequently by community members. Have longer access requirements and require greater community demand than middle order facilities for efficiency and viability.							
	Current provision					Proposed measures for capacity increase	
Facility type	**Supply of facilities and capacity**	**Distance standard**	**Average distance to facilities**	**Service level**	**Unserved (backlog)**	**Capacity increase recommendations at optimal locations**	**Likely % population served with implementation of recommendations**
Sizakala centres	33 First Stop centres - 2 600 000 people	10km	5.6km	50.80% 2 348 023 people	49.20% 2 276 891 people	18 New First Stop centres capacity range: 20 000 - 100 000 people	88.10%
	13 One Stop centres - 6 500 000 people	25km	5.6km	98.70% 4 561 426 people	1.30% 63 458 people		
	3 Thusong centres - 1 500 000 people	25km	5.6km	30.10% 1 390 234 people	69.90% 3 234 650 people	8 New Thusong centres 500 000 people	81.40%
Department of Home Affairs (DHA)	10 Home Affairs offices	15km	15.5km	31% 1440 000 people	69% 3 184 884 people	7 New Home Affairs offices capacity range: 200 000 - 400 000 people	83%
Department of Labour (DoL)	4 Labour offices	15km	20.02km	37.84% 1 200 000 people	62.16% 1 971 012 people	9 New Labour offices Capacity 50 000 - 300 000 people	84.58%
Department of Justice (DoJ)	1 Higher order court	Unconstrained	42.81km	100% - 4 624 884 people	-		
	12 Lower order courts	15km	42.81km	91.29% - 4 221 946 people	8.71% - 402 938 people	2 Upgrades	
SASSA offices	13 SASSA facilities (10 offices, 3 service points	High density areas: 15km Low density outlying areas: 20km	7.8km	88.92% 956 073 people	11.08% 119 122 people	6 New SASSA offices 40 000 people	99%
Stadia	13 Stadia 2 800 000 people	20km	8.7km	60.70% 2 805 182 people	39.30% 1 819 702 people	6 New stadia capacity range: 140 000 - 160 000 people	80%
Fire stations	22 Fire stations	Response times differ according to risk category. See Section 14.		50.60% 2 037 374 people	49.40% 2 587 510 people	4 New fire stations	57.70%
South African Police Services (SAPS)	44 Police stations	8 km	8.14km	90.95% 4 206 120 people	9.05% 418 764 people		

Spatial recommendations for new facilities

The maps below show spatially where new facilities must be built to eradicate the backlog in the most optimal manner.

eThekwini Social Facility Allocation

Precincts for future facilities

North

Legend

Social facility nodes

Level

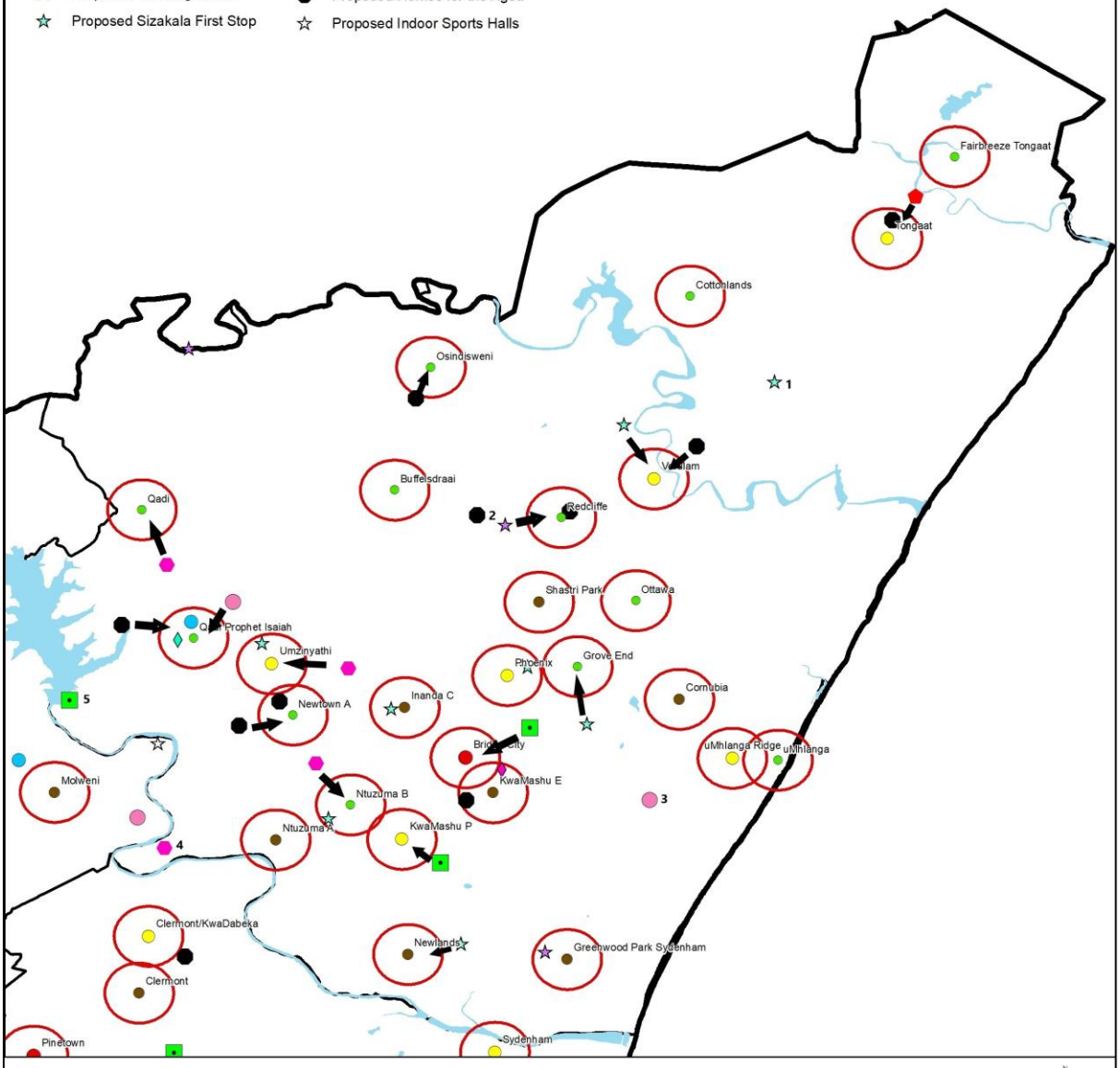
- 1
- 2
- 3
- 4
- 5
- Proposed SASSA office
- Proposed DHA office
- Proposed Thusong centre
- Proposed Sizakala First Stop

Proposed Labour office

Type

- DHA office
- Node
- Proposed Thusong
- Thusong
- Proposed Halls
- Proposed Libraries
- Proposed Pools
- Proposed Homes for the Aged
- Proposed Indoor Sports Halls

- 1km buffer from node
- Waterbodies
- Spatial Planning Region
- eThekwini Municipal Boundary



Map Date: 15/01/2023

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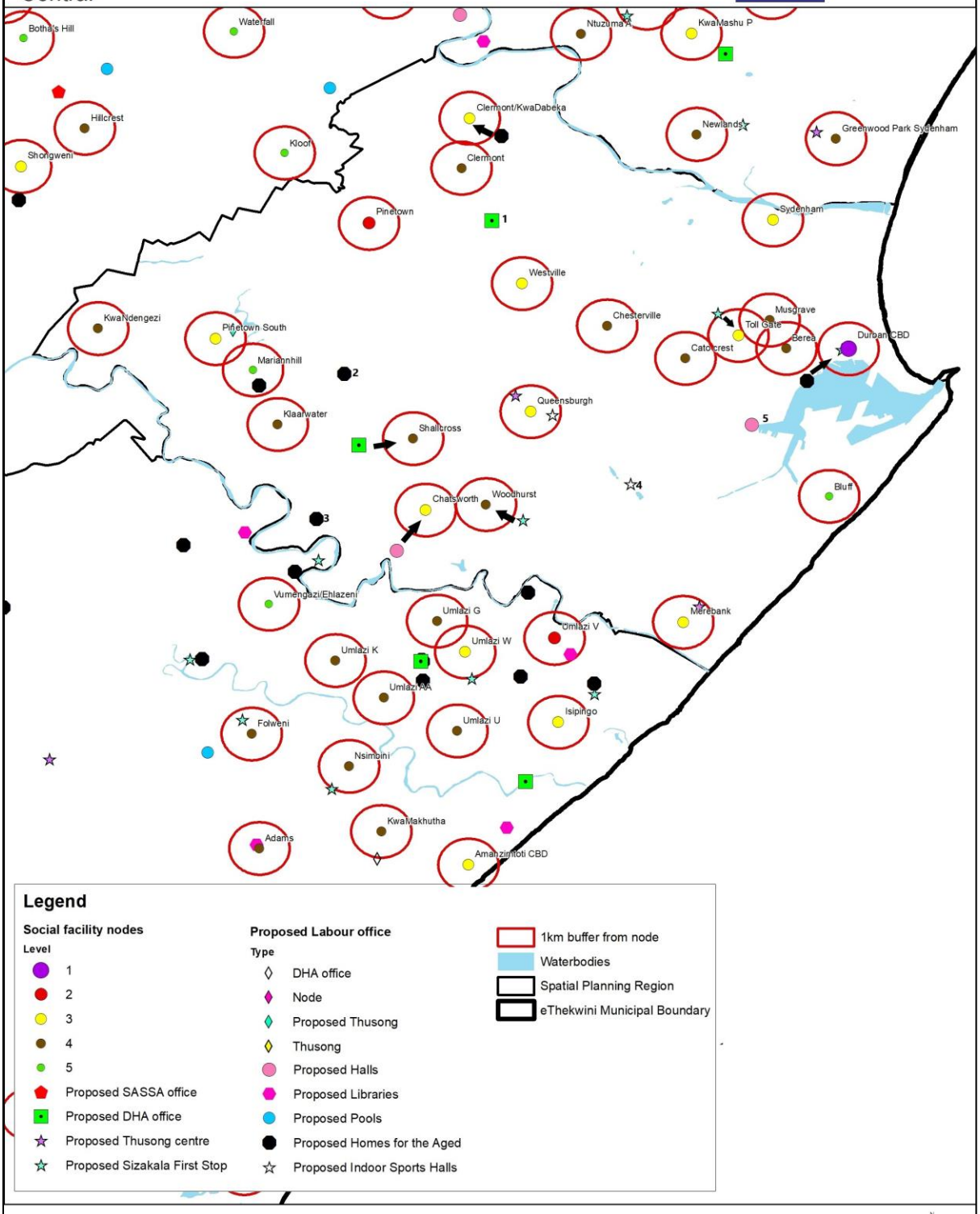
0 1.25 2.5 5 km

eThekwini Social Facility Allocation

Precincts for future facilities

Central



Legend

Social facility nodes

Level

- 1
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Proposed Labour office

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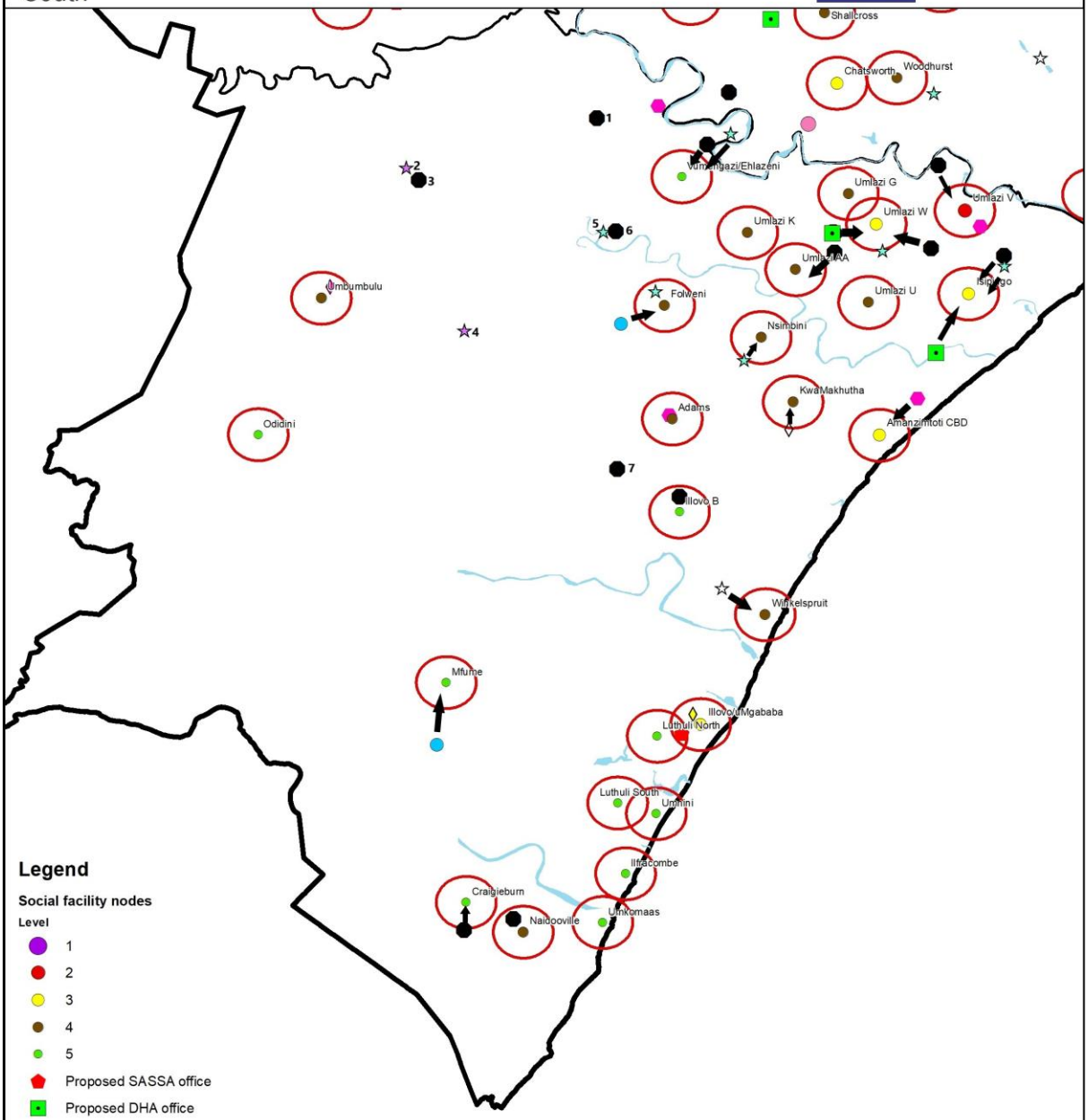
0 1.25 2.5 5 km

eThekwini Social Facility Allocation

Precincts for future facilities

South



Legend

Social facility nodes

Level

- 1
- 2
- 3
- 4
- 5

- Proposed SASSA office
- Proposed DHA office
- Proposed Thusong centre
- Proposed Sizakala First Stop

Proposed Labour office

Type

- DHA office
- Node
- Proposed Thusong
- Thusong

- Proposed Halls
- Proposed Libraries
- Proposed Pools
- Proposed Homes for the Aged
- Proposed Indoor Sports Halls

- 1km buffer from node
- Waterbodies
- Spatial Planning Region
- eThekwini Municipal Boundary

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0 1.25 2.5 5 km

eThekwini Social Facility Allocation

Precincts for future facilities

West

Legend

Social facility nodes

Level

- 1
- 2
- 3
- 4
- 5
- Proposed SASSA office
- Proposed DHA office
- Proposed Thusong centre
- Proposed Sizakala First Stop

Proposed Labour office

Type

- DHA office
- Node
- Proposed Thusong
- Thusong
- Proposed Halls
- Proposed Libraries
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- Proposed Homes for the Aged
- Proposed Indoor Sports Halls

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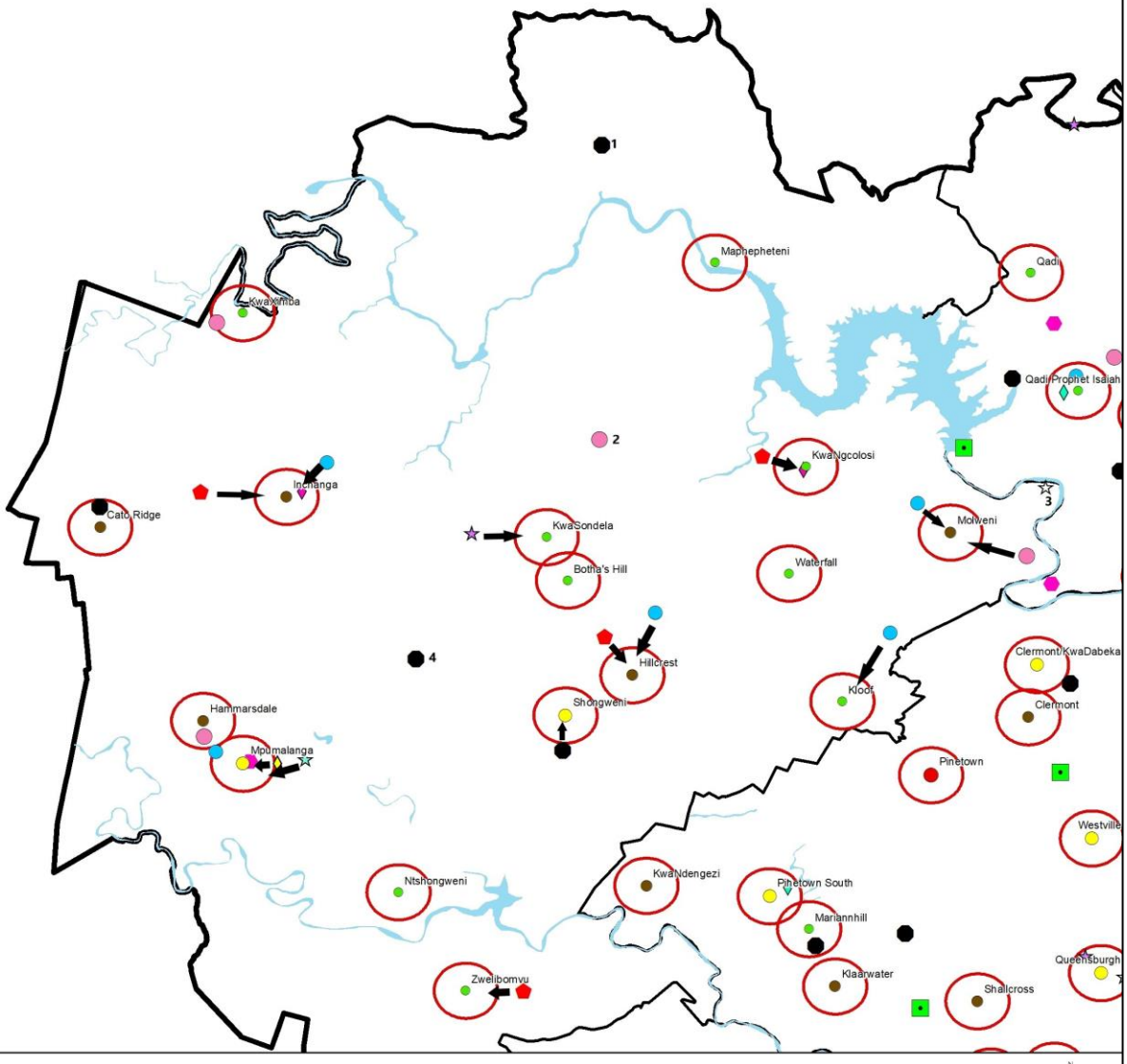

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