



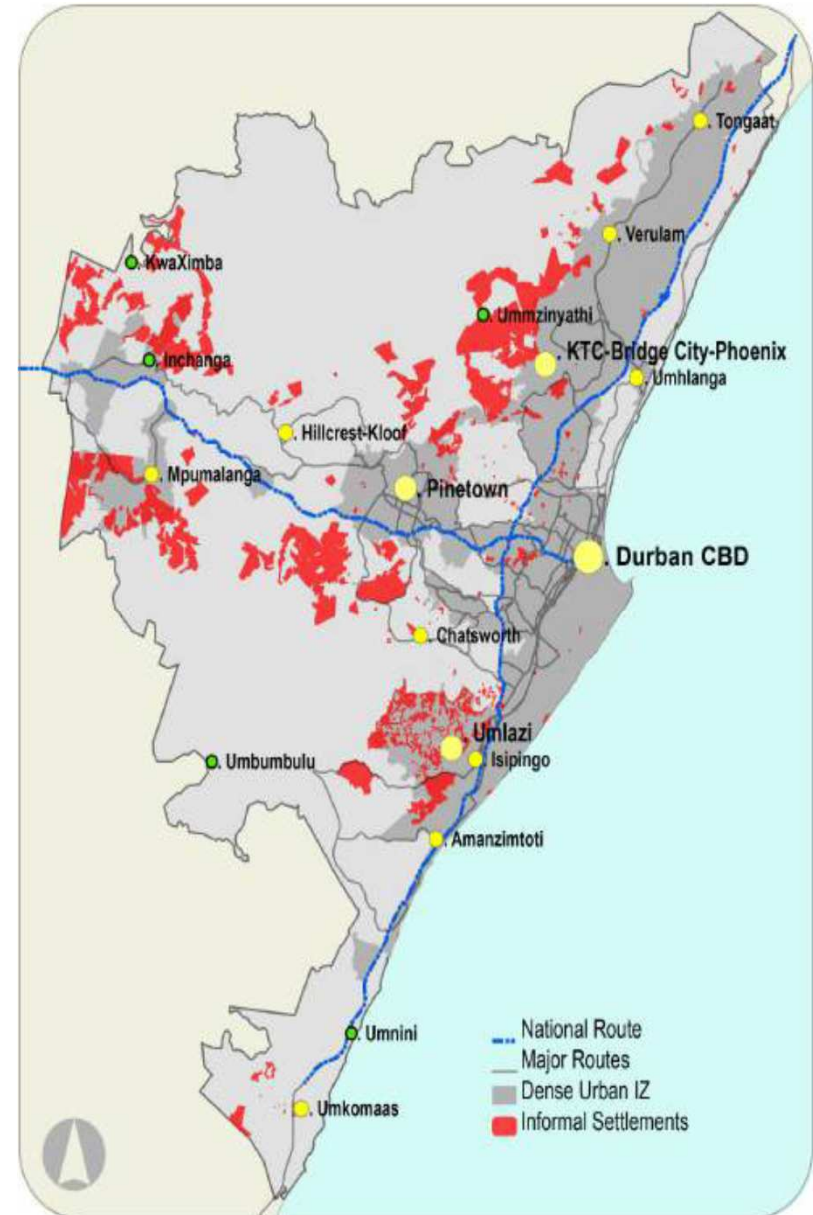
# INCREMENTAL SERVICES TO INFORMAL SETTLEMENTS PROGRAMME

Human Settlements Unit and Development  
Engineering Department



# 1. Starting Point

- 438 urban informal settlements comprising 246,000 households still to be addressed.
- Comprising a quarter of the City's population.
- Continued urbanization and a dwindling supply of well located land.
- Over 30 years to overcome just the informal settlement backlog.
- Need to identify a programme to address a range of basic health and safety issues and deliver rapidly to as many settlements as possible instead of providing high level of services including top structures to only a select few.





## 2. Institutional Setting

- Current Policy had to be adapted to suit local needs esp. on the land tenure issue.
- Identified local Ordinances to deal with private land owners from a health and safety perspective.
- Proactive and progressive Municipal Council that supported and approved the programme together with funding.
- Successful Communal Ablutions roll-out project by the City acted as precursor to this initiative.
- Consultation with affected ward councillors and communities during all stages of the pilot projects.
- Multi-disciplinary teams comprising key Municipal Units, a Programme Manager, Design Consultants and Contractors established to implement the pilots.
- Positive feedback from communities prior and post implementation.



# 3. Approach

- Informal Settlement Programme
- Housing Prioritisation Model
- New Response to Informal Settlements
- Comprise a combination of the following:
  - Water standpipes
  - Communal ablution/sanitation blocks
  - Solid waste removal and emergency access
  - Basic road access and footpaths with related storm water controls
  - Electricity on a pre-paid basis
- Although no formal security of tenure initially provided to residents, their right to stay on the occupied site is recognised. Resulting in collective safety from eviction and the right to benefit in the incremental upgrading process.





## 4. Outputs

- Ability to prioritise the rapid delivery of basic services to as many settlements as possible.
- Ability to potentially provide services to 12-20 households for each housing unit built.
- Acceptable engineering standards established in order to make effective use of the limited budget available.
- Road and footpath layouts will remain in place for final upgrade of settlement avoiding abortive costs.
- Opportunities for Emerging Contractors and alignment with the Expanded Public Works Programme providing employment.
- Caretakers employed from the local community for the Ablution Blocks.
- Livelihoods initiatives, LED and the provision of key social facilities are addressed through parallel programmes.



## 5. Lessons

- Determine definition, strategy and scope of initiative upfront.
- Co-operation and support essential from all stakeholders.
- Pilots need to be implemented with the objective of better understanding the social, technical and financial implications of the project as well as firming up on policy and principle issues.
- Pilots should not set precedent that cannot be replicated due to cost constraints.
- Meaningful community engagement is essential for success.
- Service delivery responses should be flexible and based on settlement need.
- Augment and complement upgrade and incremental services projects with participative, sustainable livelihoods processes.
- Aim to promote social equity and social inclusion by providing residents with access to basic engineering services within as short a period as possible.





## 6. Transfer

- Base data should be compiled coupled with reliable assessment and evaluation tools for identifying appropriate informal settlements interventions.
- Dedicated service units – good integration at cluster level.
- Funding sources identified and committed.
- Fundamental review of internal engineering servicing standards.
- Well capacitated and dedicated consulting team to implement project.
- Identify an effective communication strategy.
- Identify a key driver for the project.
- Resolve all potential legal constraints.

COMMUNAL  
ABLUTIONS

