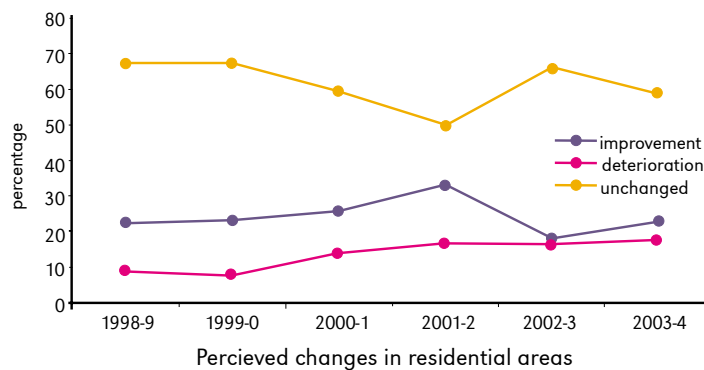


COMMUNITY SERVICES

The way that people feel about their suburb or community is very important. 48.6% of eThekweni residents are satisfied with their community or suburb.

In 2004 21.6% of the population believed that their community or suburb had improved in the last year, which is a 3% increase from 2003.



The main reasons given by those who had experienced an improvement in their environment were:

- 1 Upgraded roads
- 2 Improved primary health care
- 3 Houses built
- 4 Access to shopping centre
- 5 Community consultations

Also cited as reasons for satisfaction were the increased provision of electricity and water.

At the other end of the spectrum 18.9 % of residents complained that their communities or suburbs had deteriorated in 2004.

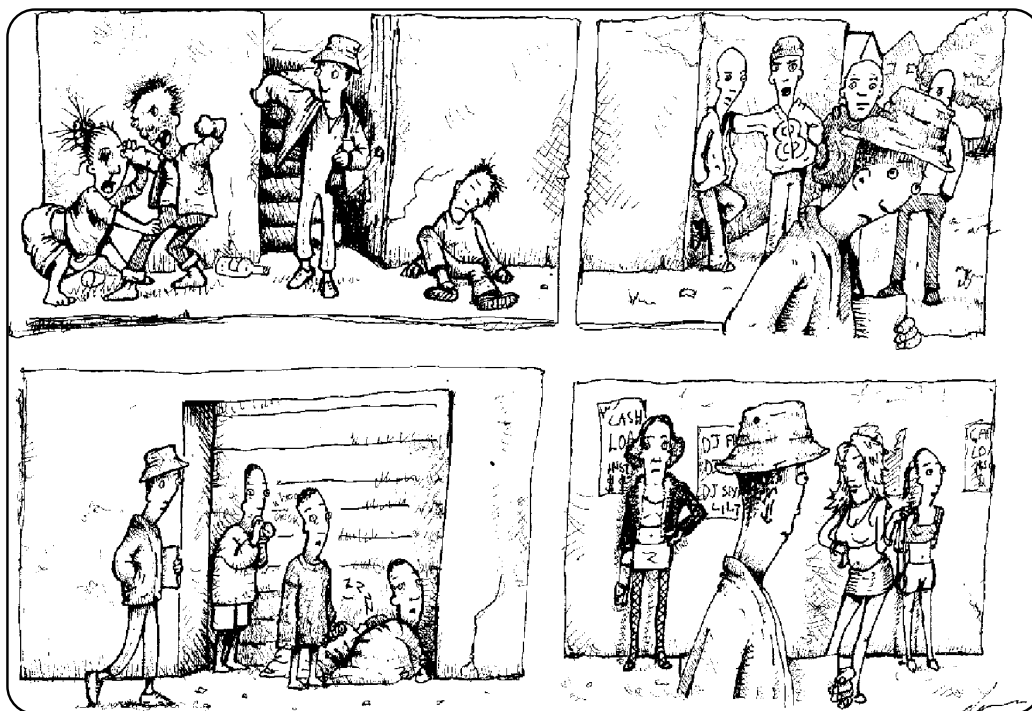
In 2003 16.2 % of the residents felt that their environment had deteriorated, an increase of 2.7%.

Most of the people said that the increase of criminal activity was the main reason for the deterioration. In order of importance the reasons given were:

- 1 Increased crime
- 2 Roads in disrepair
- 3 Inadequate education facilities
- 4 Alcohol and drug abuse
- 5 Unemployment

Also cited as reasons for dissatisfaction were the encroachment of informal settlements and the deteriorated water supply as well as increased litter, unhygienic public toilets and overcrowding.

"I am not happy with my quality of life. There's a complex across the road from my house which is run as part accommodation and part brothel. So we've got a lot traffic outside our house and all and sundry hanging around. I don't feel safe in my neighbourhood any more." (Resident living near the city centre)



Access to and satisfaction with Public amenities

Another contributing factor to quality of life is access to services and opportunities provided by the government that make life better. These include

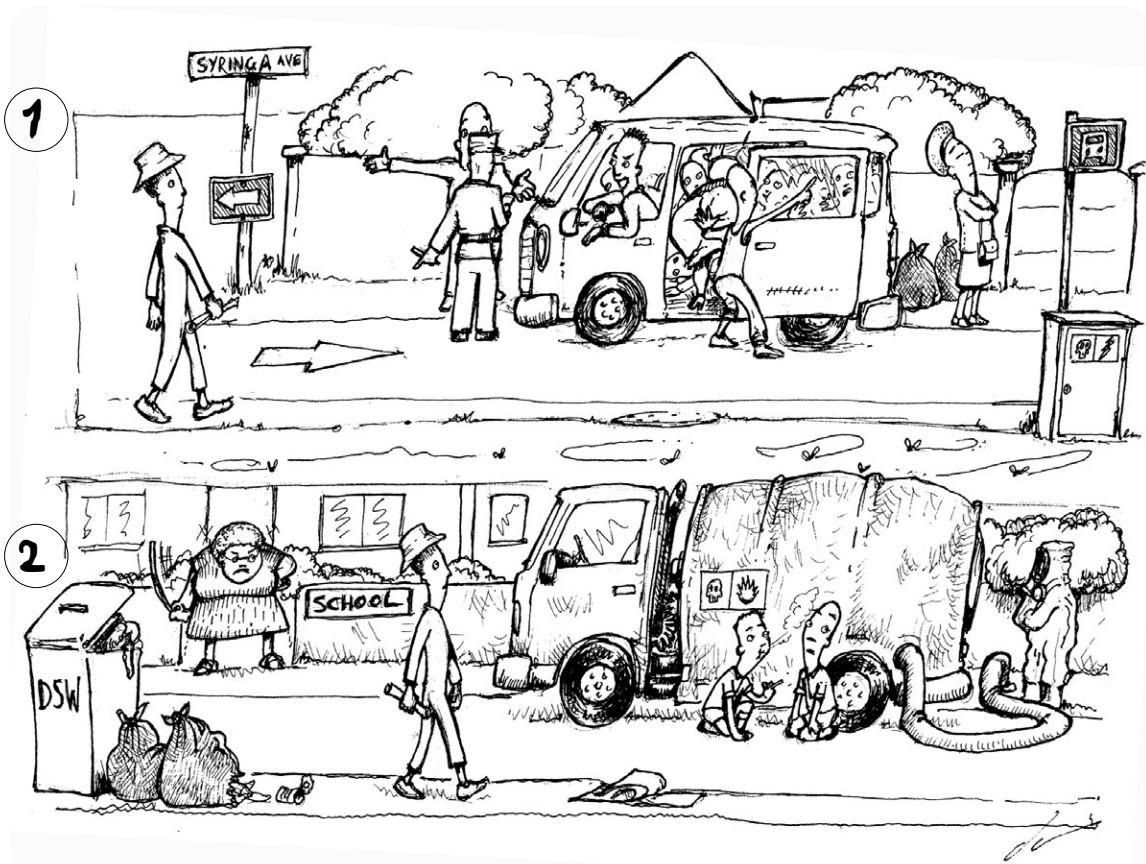
- Community halls,
- Crèches,
- Clinics,
- Libraries,
- Parks,
- Police services,
- Postal services,
- Public telephones,
- Sports facilities
- Public transport.

People were asked how accessible these amenities were. The most difficult amenities for the residents to have access to are:

- Recreation spaces.
- Pension pay out points
- Libraries

The most accessible amenities were:

- Public transport including the mini-bus taxis
- Public telephones
- Education facilities



The five most important amenities listed by those answering the questionnaire were:

- 1) Police Service
- 2) Education Facilities
- 3) Health Services
- 4) Community Halls
- 5) Public Transport

So we can see that residents are most concerned for their safety and their health. Being able to provide a roof over their heads and educating their families is also of fundamental importance.

As such a high percentage of people in Durban depend on public transport to get to and from work, access to this essential amenity is also high on the list. When considering raising the standard of living in those in disadvantaged areas, especial care should be taken by the authorities to ensure that there is adequate and effective police protection, access to education and good health care services.



"The municipality does not look after the people. There is only one police station and one clinic and the hospital is too far. The library is also very far. There are no parks where children can play. Our children are not safe."
Inanda resident



"We have a lovely library where there are activities for the children over the holidays, and there is also a day clinic there. The Police Station is on the main road. We have lots of parks in the area, some with swings and jungle gyms. There is a big shopping centre where there are public telephones." Malvern resident

