

eQUALITY OF LIFE

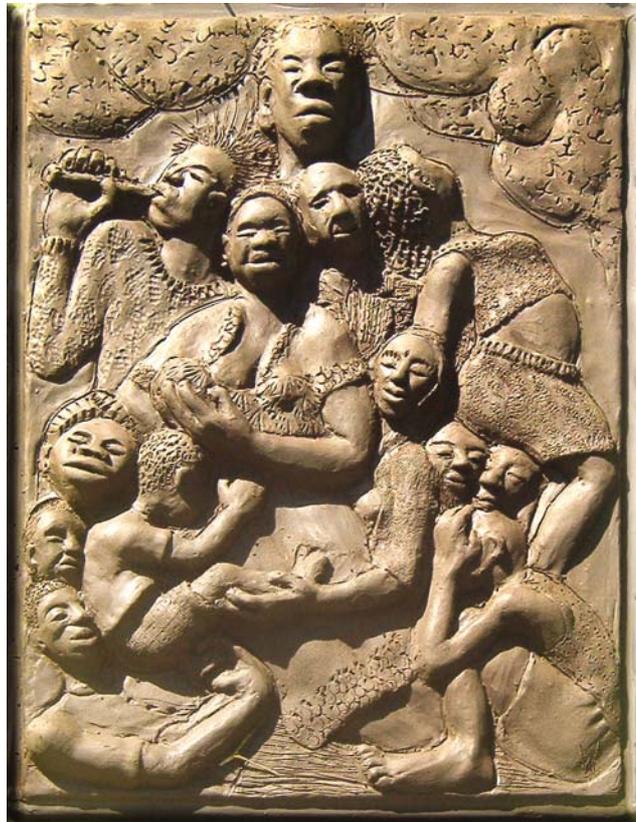


DURBAN 2005



eThekweni Municipality

eQUALITY OF LIFE



WHAT IS QUALITY OF LIFE?

For a person to be satisfied with life they must be in good health, have a reasonable standard of living, have good relationships with family, colleagues and with members of organisations that they belong to, and have access to basic services and community amenities.

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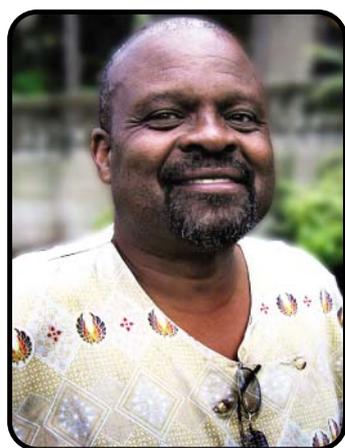
PREFACE

The eThekweni Municipality is committed to improving peoples quality of life and has been undertaking research since 1998 in order to understand what a good quality life means to the residents of the Durban Metropolitan Area.

In this time 14000 households in traditional dwellings, townships, informal settlements and in suburbs have been visited. During these visits we have been able to learn a lot about the demographics of households, their standard of living and how they make a living; about their dwellings and the basic household services that they receive, about how satisfied they are with the areas that they live in and with the community facilities there; about how they travel around the city; about their personal well-being; and about how they perceive the municipality and the city.

This book is organized to reflect what the residents of eThekweni consider to be the most important factors that contribute to a good quality of life. The book is written in an attractive plain language style so that the findings can reach as a wide a readership as possible. We have also been able to combine the talents of artists and social scientists so that the book will be visually appealing and easy to read. Clay panel sculptures and line illustrations are used to compliment the findings. Each chapter has its own specific page outline that represents different styles of doorframes found in Durban.

This easy reader is not only intended to popularise the results of the research but also to enable decision makers to respond to the voices of the people.



A handwritten signature in black ink, appearing to be 'Obed Mlaba', written over a white background.

Cllr Obed Mlaba
Honourable Mayor:
eThekweni Municipality



A handwritten signature in black ink, appearing to be 'Michael', written over a white background.

Dr. Michael Sutcliffe
City Manager
eThekweni Municipality

INTRODUCTION

“Durban must be exceptional, not just average. It must be the best city in Africa in which to live.” Mayor Obed Mlaba

DURBAN IS UNIQUE!

Set beside the warm waters of the Indian Ocean and surrounded by a thousand hills, Durban’s unusual landscape is as varied as our unique city. Durban is the home of many different kinds of people. Some of these people have easy lifestyles with all the things that they want and need, many have almost nothing and lots of others fall between the two extremes.

The eThekweni Metropolitan Council wants to make changes which will bring a better quality of life for those people living in Durban who have had very little in the past. Before it can decide on what to do and how to do it, it needs clear information. It is important to know who lives where, and how. It is also helpful to know how people feel about their lives in the city.

Members of the Corporate Policy Unit worked out which were the most important questions to ask and then field workers went out to lots of different people living in Durban and talked to them. Facts and figures were also gathered. The information they found is in this book and you are invited to come on in and find out what our city is all about!

How the quality of life survey works.

The eThekweni Municipality began conducting quality of life research in 1998 on an annual basis. The research aim is to improve quality of life of residents through influencing development planning by drawing decision maker’s attention to:

- Household demographics and socio-economic status
- Dwelling and basic services satisfaction
- Residential area and community facility satisfaction
- Prioritisation of basic and community services
- Standard of living, relationships, leisure, health
- Social cohesion, safety, problems
- Transport
- Perceptions of the city

At the beginning of this research a Research Advisory Committee was established in partnership with academics from the University of KwaZulu-Natal. This partnership conceptualized and designed the project so that it complied with research standards and norms. The recommended methodology had three parts and used focus group interviews, in-depth interviews and structured questionnaires. Following the work of the Research Advisory Committee a Municipal Technical Task Team ensured that the proposed research tools were applicable to services provided by this municipality.

Care has been taken over the years of this research to ensure that the information gathered is reliable. When conducting questionnaire interviews at households we have ensured that the results are very accurate by keeping the sampling error low. The sample error has ranged from 1% to 3% at most. We have visited 14 000 households across the Municipality who live in traditional dwellings, squatter settlements, townships, and suburbs.