



Life in Buffalo City

Quality of Life Study
2007

Easy Reader

Acknowledgements

The second Buffalo City Quality of Life (QoL) Study was carried out on behalf of Buffalo City Municipality by the Fort Hare Institute of Social and Economic Research (www.fhiser.org.za), in association with Development Research Africa (www.dra.co.za).

The final report was prepared by Leslie Bank (FHISER), Ellen Kamman (FHISER), Lizette Meyer (Development Research Africa) and Langa Makubalo (FHISER).

The Buffalo City Municipality project team comprised Director: Executive Support Services Vuyo Zambodla and General Manager: IDP Quinton Williams, in collaboration with Simpiwe Seti, Peter King and special advisor Tor Eriksson.

Published by the Fort Hare Institute of Social and Economic Research (FHISER). Every attempt has been made to ensure that the information published here is accurate. However, no responsibility is accepted for any loss or damage that may arise out of any reliance of any person upon any of the information in this book.

Text and Tables: Tanya Jonker-Bryce, Barbara Manning (Headline Media Solutions) and Ellen Kamman (FHISER)



Table of contents

Acknowledgements	2
Introduction	4
Message from the Executive Mayor	5
1. The people of Buffalo City	6
2. Income, spending and savings	8
3. Employment	11
4. Housing	13
5. Household services	15
6. Community services	18
7. Education	20
8. Transport	22
9. Crime and safety	23
10. HIV and Aids	25
11. Leisure and recreation	28
12. Life satisfaction and sense of belonging	31
13. Daily concerns	35
14. Perceptions of Buffalo City	36
15. Summary of key findings	40

Introduction

The first Buffalo City Quality of Life (QoL) survey, undertaken in August 2001, was an important and groundbreaking initiative. By surveying 2 477 households in all 45 wards of the municipality, field workers were able to gather relevant, up-to-date data on more than 10 000 people. From this study, a detailed analysis could be made of Buffalo City residents' social and economic conditions, specifically their access to basic services such as water and sanitation, housing and electricity.

Equally importantly, it allowed the city to glean important insights into residents' perceptions and attitudes about their lives, their levels of contentment and, ultimately, their overall quality of life. Collectively, this information has provided a solid basis from which to launch planning and policy development geared to meeting the needs of the people of the city, as articulated by residents themselves.

The second Buffalo City Quality of Life Study, conducted throughout February 2007, represents a crucial second step in this process. Apart from updating the findings of the first survey - in itself an important process for a highly dynamic municipality like Buffalo City - the second QoL allows researchers to begin to identify and analyse important social and economic trends. For example, as a result of this process, we now know that income levels have increased, but that there are more poor households in the city in 2007 than there were in 2001, most likely due to a steady influx of unemployed or low-income workers into the city.

We also know - in what is certainly one of the most significant findings of the second QoL Study - that the average Buffalo City household is getting smaller and, consequently, that the number of households in the city is increasing. This will have far-reaching implications for the city, not only insofar as housing planning is concerned, but also with regard to the provision of new services and, crucially, the eradication of the municipality's service delivery backlogs. The effects of this trend are already visible in the findings presented here: While the city is on track with its service delivery targets, the fragmentation of households in the city, coupled with the rapid increase in the demand for services, has resulted in the city being unable over the past six years to significantly lower the services backlog.

By identifying these trends, and beginning to incorporate appropriate responses into overall development planning, Buffalo City Municipality is on a much stronger footing to meet what is its single most important mandate: improving the living conditions of its citizens.

This Easy Reader is a summary of the findings of the second Buffalo City QoL Study, presented in an abridged, illustrated and easy-to-digest format. While the full context and nuance of the research is best captured in the full report, this nonetheless offers an overview of some of the most important findings, as well as the most notable social, economic and attitudinal trends.



Message from the Executive Mayor



Buffalo City is proud to be one of a handful of South African municipalities that have since 2000 conducted thorough and independent surveys of the perceptions of their citizens.

These surveys have sought to reveal the views of the people concerning both the quality of their lives and their level of satisfaction with the variety of services performed by their local authority.

The second of these surveys in Buffalo City has now been completed and its main findings are summarised herein in an easily accessible format.

The survey provides food for thought for all who may be playing a role in the reconstruction and development of our society as we continue, both as government and as civil society, to strive within our means to build a better life for all who live in our broader city.

The perceptions presented in this booklet are those of a representative cross-section of all households who participated in the comprehensive 2007 Quality of Life Survey that included all wards of the municipality.

These views provide a valuable source of information that, together with information from a number of other sources, enables the municipality to plan and prioritise its activities in a better-informed manner.

Buffalo City's vision is to be a people-centred place of opportunity where the basic needs of all are met in a safe, healthy and sustainable environment. This is the inspirational guiding star for the whole municipal community. We are however always mindful that our people will only appreciate the practical relevance of our vision as they begin to benefit in tangible ways from economic growth and development.

The imperative to provide real gains for real people must therefore always inform our strategies and programmes aimed at socio-economic upliftment and the development of integrated and sustainable human settlements throughout Buffalo City.

It is my pleasure as the Executive Mayor to present this information booklet that records the results of the 2007 Quality of Life Survey. Let us all take this information to heart as we continue to work tirelessly to improve the lives of all our people.

NC Peter
Executive Mayor



The people of Buffalo City

This section looks at the demographic composition of the people of Buffalo City, as well as the demographic composition of the group of people who were surveyed during the second Quality of Life Study.

Buffalo City has a population of approximately 760 000* people spread across 2 528 square kilometres. Its geographical area encompasses the urban centres of East London, King William's Town and Bhisho, as well as sizeable tracts of adjacent rural areas.

Race

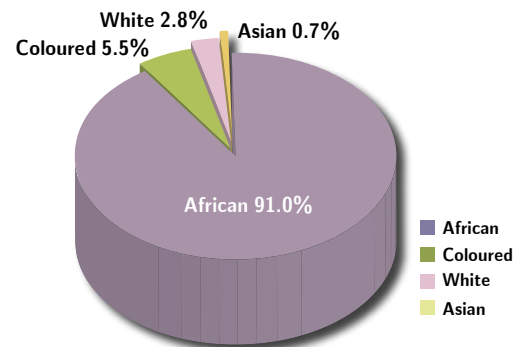
Africans constitute about 80% of the population, with white and coloured residents making up about 17%, and Asian residents approximately 3%.

African residents were slightly over-represented in the Second Quality of Life sampling process, with 90% of respondents being surveyed falling into that category. This may result in some statistics being different for the sample group than for the Buffalo City population as a whole.

Age

The average age of the population is 31.5 years. This has not changed much since 2001, when the average age was 31.4.

* According to Statistics South Africa, the total population of Buffalo City was 701 890 in 2001. Since the 2001 census, no new official population statistics have been produced at a municipal level. The SA Cities Network, in the State of the Cities Report 2006, highlight a number of estimates developed by different organisations, but suggest that the estimates produced by the HSRC are the most defensible as these are based on Statistics SA's mid-year provincial estimates for 2005. According to these estimates Buffalo City's population was 765 343 in mid-2005.

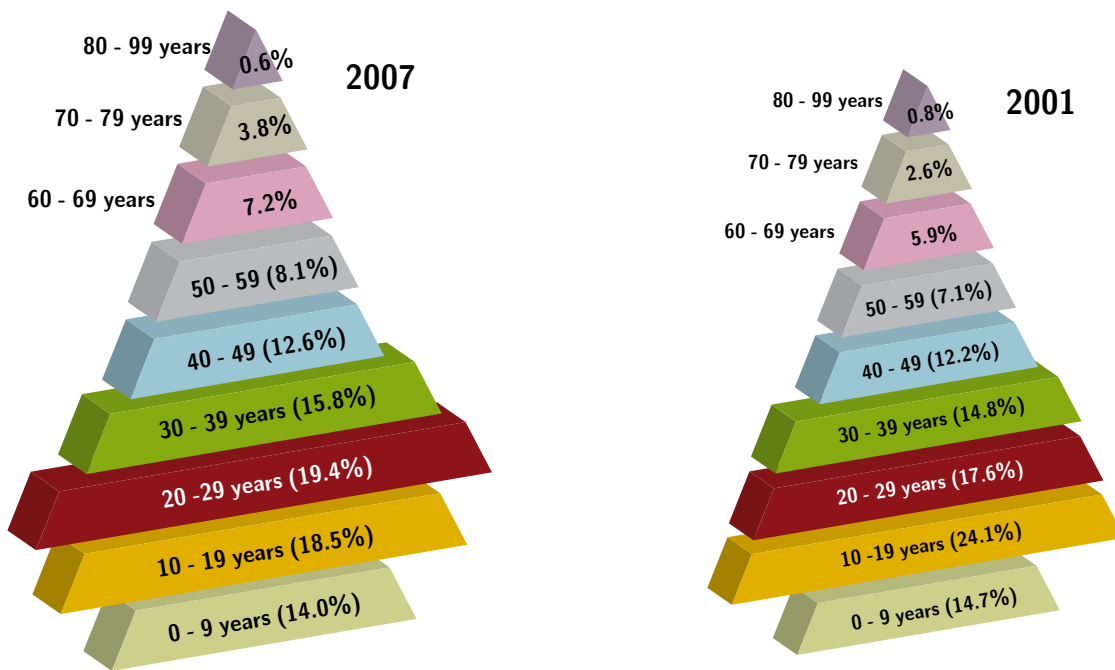


QoL SAMPLE COMPOSITION



Age distribution

Buffalo City has a relatively young population, with almost a third of all residents under the age of 20. Slightly more than half (56%) of the city's people are between 20 and 59 years.



AGE DISTRIBUTION

Demographic trends

The average Buffalo City household is getting smaller, having decreased from 4 people per household in 2001 to 3.7 people in 2007. This trend, combined with a general increase in population, could have serious implications for housing delivery, as it suggests the number of households is growing faster than the number of residents.

The percentage of pre-teens and teenagers (10 to 19 years) has decreased over the past six years, from 24.1% in 2001 to 18.5% in 2007. At the other end of the spectrum, the percentage of people 60 and older increased from 9.3% of the population in 2001 to 11.6% in 2007.



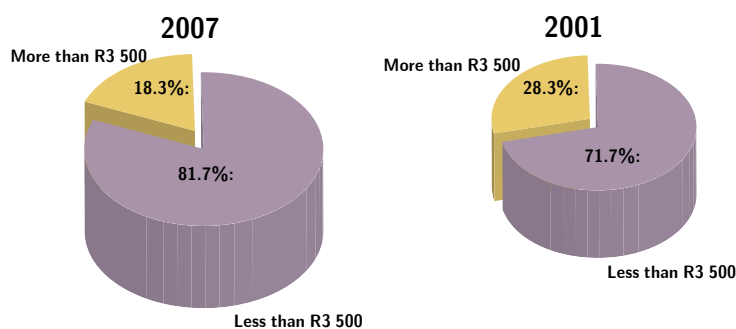
Income, spending and savings

This section looks at average Buffalo City household income, what residents most commonly spend their money on and how much they are able to save, as well as how much of their earnings go towards debt servicing.

Income

Average household income increased slightly from R2 655 in 2001 to R2 676 in 2007.

This increase was most pronounced among African and coloured families, which make up the bulk of the city's low-income earners. In 2001, the typical African household had an income of R1 493 per month. This has increased by almost 50% to R2 200 in 2007. Average monthly income for Asian, coloured and white households also increased, by R1 248, R1 887 and R2 614 respectively*. However, there are still huge disparities in income between the various population groups, with African households still earning markedly less than other population groups, on average. [According to the 2007 QoL Study, the average monthly household income for whites is R13 160. This figure, along with the figure for average Asian household income, should be read with extreme caution as whites (2.8%) and Asians (0.7%) constituted very small portions of the survey sample.]



TOTAL MONTHLY HOUSEHOLD INCOME AFTER DEDUCTIONS SUCH AS TAX, MEDICAL AID AND PENSION, BUT INCLUDING INCOME FROM GRANTS AND OTHER SOURCES

* The average overall increase in monthly household income is smaller than the average increases within the various population groups due to the difference in sample proportions between 2001 and 2007. In 2001, African households made up 60% of the sample, while in 2007 they made up 80% of the sample. Because they have mostly lower incomes, the average for 2007 is "weighed down" by African household income; they have more influence on the average because they make up a higher proportion of the sample. By contrast, the white group, which increased the overall average in 2001, has much less influence on the average in 2007.



While average income has increased, there are about 10% more poor households in the city today than there were six years ago. In 2001, 72% of surveyed households earned less than R3 500 per month. In 2007, this figure has increased to 82%. This suggests an influx of low-level earners and/or unemployed people into the city over the past six years, a phenomenon which should impact on almost all levels of development planning.

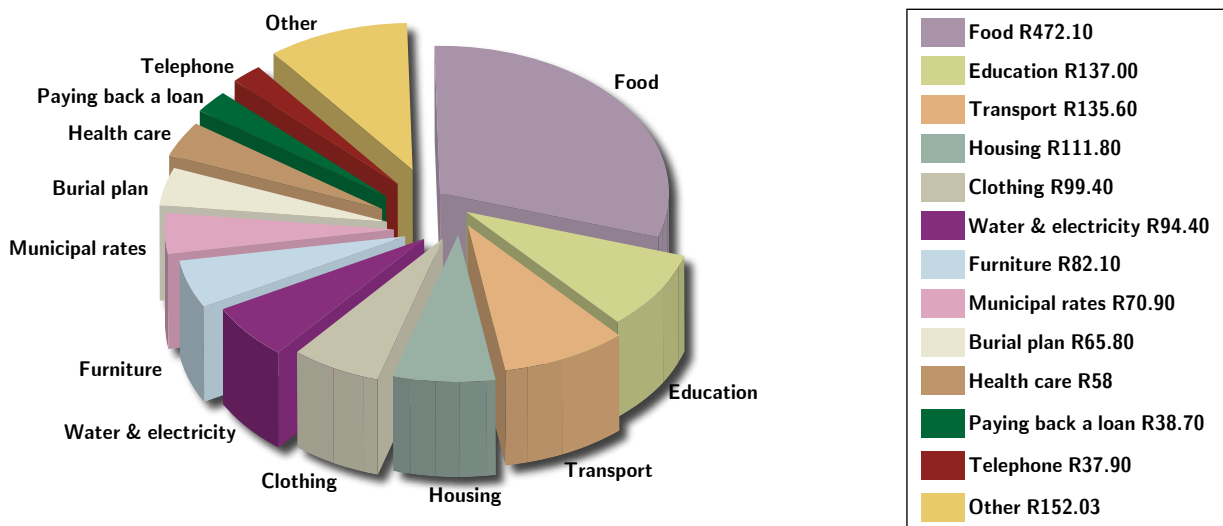
Poverty levels are highest among households living in informal settlements and rural and tribal* or farm areas. The vast majority of people living in informal settlements and in rural or tribal* areas have an average household income of less than R3 500 per month. These areas also have the highest percentages of households with one or more members who are unemployed. Not surprisingly, 88% of people living in informal settlements and 87.1% of people living in rural or tribal* areas are dissatisfied or very dissatisfied with their income.

Spending

The average Buffalo City household spends R1 555.73 per month. How they spend this money varies significantly across the various population groups, which may be explained largely by disparate income levels. For example, the average white household spends more than the average African household on housing, water and electricity and municipal rates, due largely to the fact that many African households still live in informal settlements.

Similarly, white and Asian households, who constitute the bulk of the city’s higher-income earners, tend to outspend African and coloured households when it comes to food and entertainment.

Overall, food is the biggest individual expense, followed by education, transport, housing and clothing.



AVERAGE MONTHLY HOUSEHOLD EXPENDITURE

* Tribal areas are defined as areas falling under the domain of a tribal authority, most commonly a local chief. These areas typically consist of clusters of sparsely populated rural villages characterised by subsistence farming activities.



Savings

Having seen an overall boost in average income since 2001, Buffalo City households are increasingly able to save. While the same percentage (17.4%) of people now as in 2001 are able to put money away, the amount they are able to save has increased significantly. So, for example, the average monthly savings per household increased from R271 in 2001 to R626 in 2007. The biggest jump occurred among African households, where monthly savings increased almost threefold, from less than R190 per month to R521.70 per month. Overall, households with the highest income are able to save the most. So, for example, people earning R25 000 or more per month are able to save R1 288.90, on average, while those earning less than R3 500 are only able to put away R351.30. Most people surveyed said they were saving for “emergencies”, education and for investment purposes.

Personal loans

Roughly one in 12 people in Buffalo City uses some portion of their monthly income to pay back one or more personal loans. Interestingly, the more people earn, the more likely they are to be servicing a loan. So, for example, 40% of people who earn R25 000 or more per month are paying back a personal loan, compared to 14.2% of earners in the R7 001 to R12 000-per-month bracket, and only 5.6% in the R3 500-or-less-per-month bracket. This could be explained by the fact that higher-income earners are more likely to qualify for, and therefore be able to obtain, loans. In terms of the types of loans being serviced, low-income earners are more likely to borrow money privately or from micro-lenders, while higher-income households are more likely to borrow from banks.



Employment

This section looks at employment trends and statistics in Buffalo City. Specifically, what percentage of the adult population is formally employed, what percentage constitutes jobseekers and what are the most common strategies of these jobseekers in trying to find formal employment.

Less than 1 in 3 Buffalo City residents between the ages of 15 and 65 are formally employed. However, this does not represent actual unemployment, as many over-15s are still attending school or have moved on to tertiary institutions. Similarly, many people voluntarily leave the job market before the age of 65.

Among those not working, roughly 32% identified themselves as unemployed jobseekers, ie people between the ages of 15 and 65 who were not currently in school or studying and who were actively seeking formal employment.

Unemployment was highest among African and coloured respondents, while women (56%) constituted a higher percentage of unemployed jobseekers than men (44.7%).

Among those who are employed, roughly 1 in 4 said they were either dissatisfied or very dissatisfied with their jobs.

Table 1: Household member is currently employed by population group (age 15-65 only)

	African	Asian	Coloured	White	Total
	%	%	%	%	%
No	79.0	56.5	71.1	39.5	77.5
Yes	21.0	43.5	28.9	60.5	22.5
Total	100	100	100	100	100

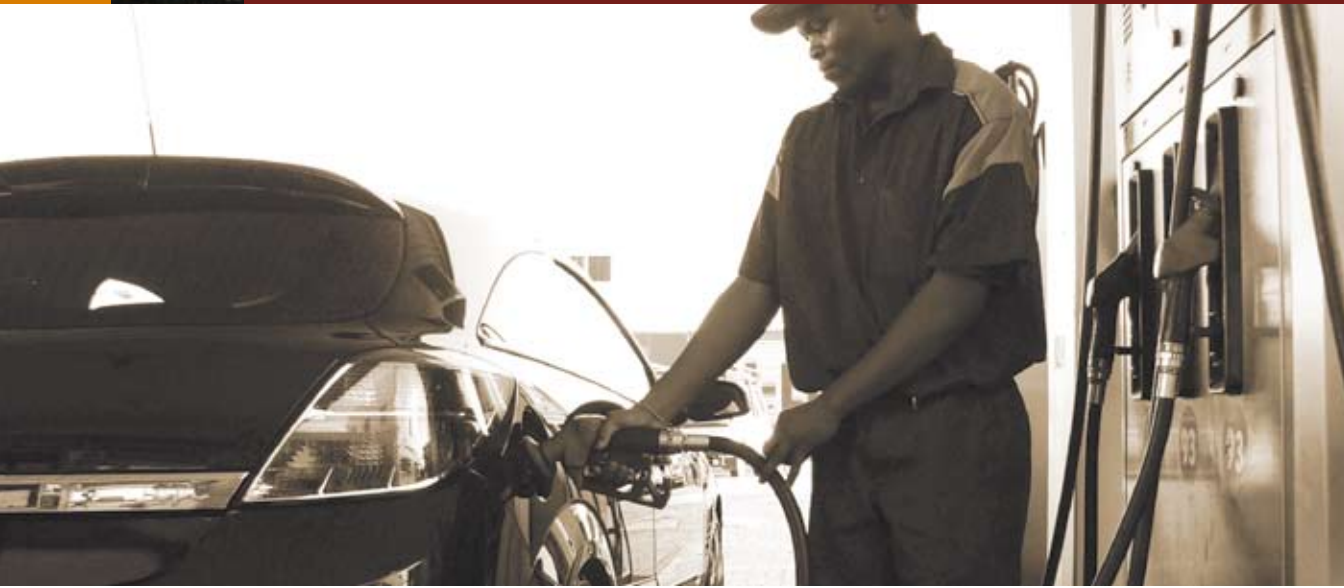


Table 2: Reason for not currently working (age 15-65 only)

	Valid Percent
Retired person or pensioner	5.2
Disabled	4.5
School pupil or full-time student	26.3
Housewife or homemaker	3.2
Not wishing to work	2.5
Unemployed, not looking for work but would accept it	8.9
Unemployed, looking for work	46.9
None of the above	2.5
Total	100

Jobseekers

Most active jobseekers look to newspaper advertisements and referrals from family or friends as their primary strategies to find work. Among those who are unemployed, the average length of time of being without a job is 9 years. The majority (54.4%) of people who were unemployed ascribed this to there not being enough jobs available in the city. Other employment blockages listed include not having the necessary skills or experience and lacking the proper resources to respond to job opportunities.

The majority (61.9%) of people believe that men and women have equal work opportunities in Buffalo City. However, those who disagree with this statement are most likely to be at the two extreme ends of the income scale: earning less than R3 500 per month, and more than R25 000 per month.

Men were also more likely than women to think that both sexes had equal work opportunities in the city.



Housing

Like most urban centres in South Africa and elsewhere, Buffalo City is experiencing a huge housing demand as the migration from rural to urban areas continues. While accelerating housing delivery remains one of the municipality's top priorities, the second Buffalo City Quality of Life Study suggests that the city has not yet managed to make significant inroads into its housing backlog. In addition, general satisfaction levels with regard to housing have not improved since 2001.

Type of dwelling

Three different types of dwellings are identified to describe the types of homes in which Buffalo City's residents live: formal structures, informal structures and traditional dwellings.**

Formal houses are permanent structures made of solid materials such as bricks and mortar and are located in formally established and planned housing areas. Informal housing structures are not permanent structures, even though they may have been inhabited for a considerable length of time. This type of housing most commonly refers to shacks in new or existing shack settlements.

Currently, more than 16% of the city's households - roughly 1 in 6 - live in informal housing structures, mainly in the city's urban areas. In addition, 1 in 5 households still live in traditional structures, either on farms or in tribal* areas.

Formal housing is restricted to about 64% of all Buffalo City households.

- * Tribal areas are defined as areas falling under the domain of a tribal authority, most commonly a local chief. These areas typically consist of clusters of sparsely populated rural villages characterised by subsistence farming activities.
- ** Traditional dwellings are classified by Statistics SA as any traditional hut or structure made of traditional materials. These dwellings typically consist of thatched roofs and walls constructed of mud or timber.



Not surprisingly, the vast majority of people living in informal housing are low-income earners (R3 500 or less). The city thus faces - and will continue to face, going forward - a significant demand for low-cost housing.

Satisfaction

Buffalo City residents' attitudes about their housing situation are largely shaped by the type of dwelling they live in (formal vs informal housing): People who live in formal houses are generally more satisfied than those who live in informal houses.

In addition, people who have either bought or are in the process of buying the dwelling in which they live are generally more satisfied than tenants or those who live rent-free. A notable exception to this trend involves RDP housing, with almost 60% of respondents who had benefited from free RDP houses saying they felt their houses were too small.

Satisfaction levels are also closely linked to income levels: High-income households tend to say their houses are "just right", while more than half of all low-income households say their houses are too small.

Overall, levels of satisfaction have decreased slightly over the past 6 years. In 2001, the first Quality of Life Survey found that 47% of respondents were either satisfied or very satisfied with their homes. In 2007, this figure has dipped to 41%. The main reason for dissatisfaction was size: More than 60% of respondents said their homes were too small.

Subsidies

There has been a huge increase over the past 6 years in the number of people who have benefited from government housing subsidies. In 2001, only 13% of households had benefited; in 2007, this figure stands at more than 30%.

Despite this increase, the majority of households (65%) with an average income below R3 500 per month has not received a housing subsidy. This points to a significant backlog in the delivery of low-cost housing in the city.

Home improvements

Roughly 1 in 3 respondents said they had extended or improved their homes. This figure was highest (42%) among people living in formal dwellings and lowest (15%) among those in informal structures. The most common improvements to formal housing structures were basic finishes like painting, while people living in informal structures most typically added roofs and living or sleeping quarters.

Looking to the future, the biggest priority for the majority of residents in formal, informal and traditional structures was to add living or sleeping quarters. This is consistent with an earlier finding that almost half (49%) of all respondents - and 60% in RDP houses - felt that their homes were too small.

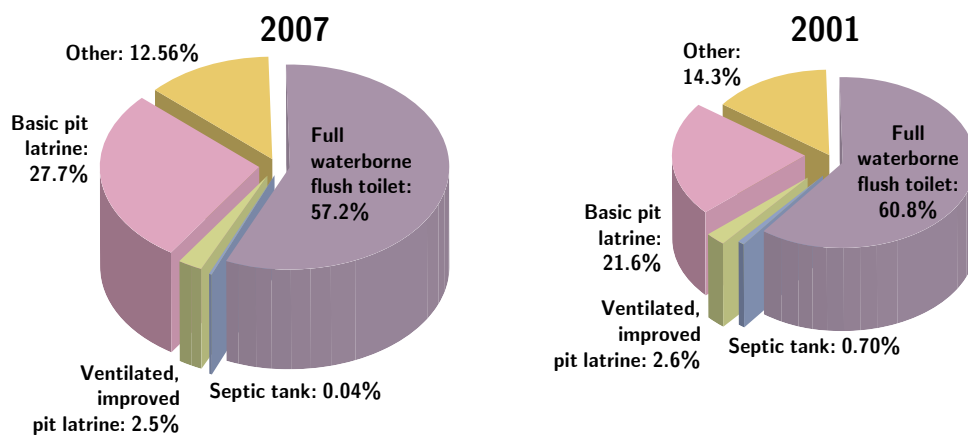


Household services

Access to basic household services such as clean water and sanitation, and, to a lesser extent, electricity and refuse removal, are important predictors of quality of life. The absence of basic household services also poses significant health risks. For example, it has been established that households which do not have flush toilets or clean drinking water have an increased child mortality rate. Thus there is a strong correlation between service delivery and how satisfied people feel with their lives.

Sanitation

Flush toilets, with or without septic tanks, are clearly the most desirable type of toilet facility and Buffalo City has committed itself to the process of rolling out basic sanitation services to all. While BCM has substantially increased its rate of delivery in this regard, steady urban in-migration is slowing the rate at which the municipality is able to eradicate its sanitation backlog.



TOILET FACILITIES

The Second Buffalo City Quality of Life Study shows that only 57% of households have a full waterborne flush toilet, compared to 61% in 2001. In addition, more people are using pit latrines today than was the case six years ago. This is further evidence that the city's informal settlement populations are increasing due to urban migration.

Water

While Buffalo City Municipality has not managed to significantly improve sanitation service delivery, the city has made meaningful inroads in terms of water provision. More than 60% of households currently have access to purified water, compared to 57% in 2001. Consequently, there are also fewer households in the city who have to rely on untreated water from natural sources such as dams, rivers, streams or springs. People who have access to purified water are naturally the most satisfied with their water supply, while people who have to rely on natural water sources are generally the most dissatisfied.

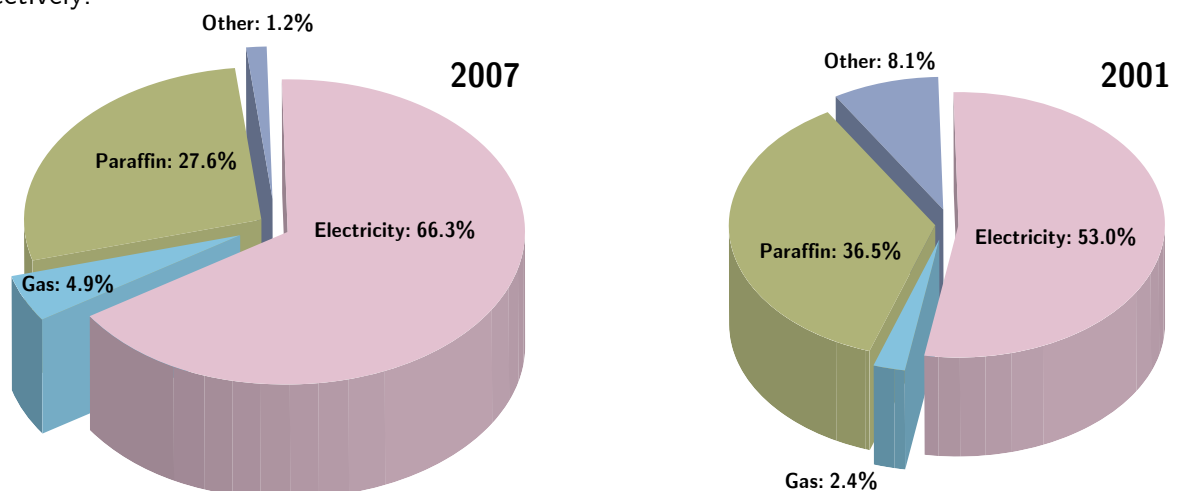
Refuse removal

Only 63% of Buffalo City households say that their refuse is collected from their homes by the municipality. This represents a significant decrease since 2001, when 70% of households had their refuse removed. One possible explanation for this is the continuing growth of the city's informal settlements, where the majority of residents do not have access to basic household services. In addition, the second Buffalo City Quality of Life study reveals an overall decrease in the average household size. This effectively means that there are more households in 2007 who need to be serviced than was the case in 2001, which, coupled with immigration, has significant implications for service delivery in the city.

Refuse removal is most common in urban areas and virtually non-existent in farm or tribal* areas, where the vast majority (91%) of households dispose of their refuse by burning it.

Electricity

Access to electricity has increased significantly over the past six years and now constitutes the most common source of energy in the city. More than 85% of households use electricity as a source of lighting, and 60% of households use electricity for cooking. Six years ago, these figures were 75% and 53% respectively.



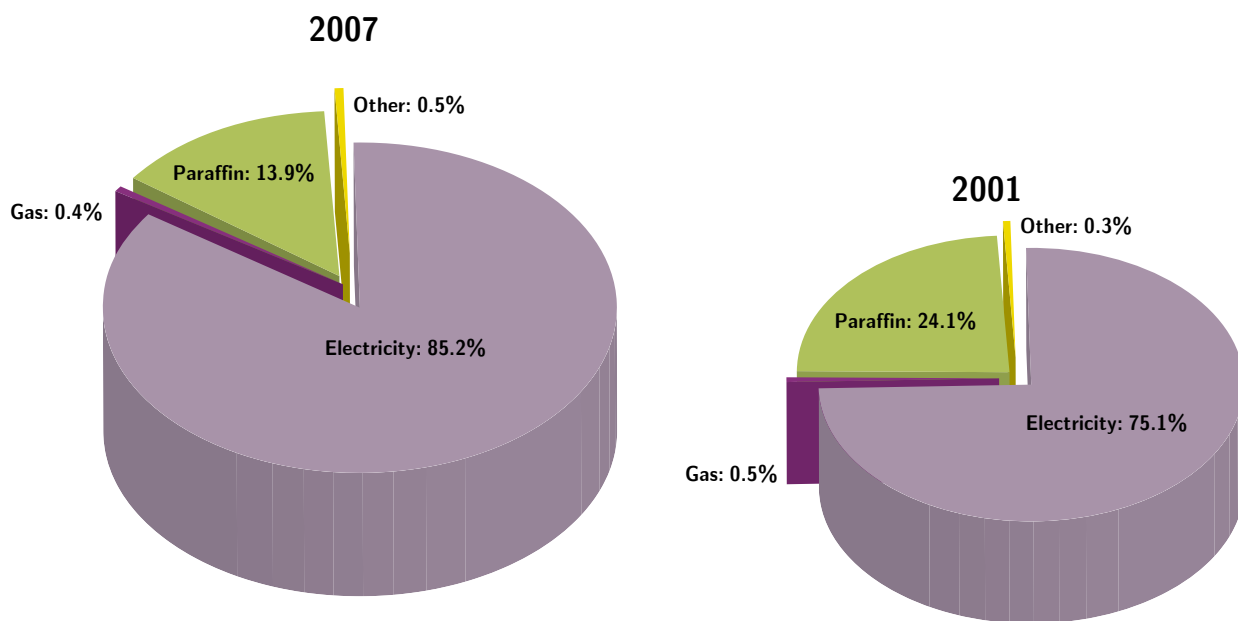
ENERGY SOURCE MOST USED FOR COOKING

* Tribal areas are defined as areas falling under the domain of a tribal authority, most commonly a local chief. These areas typically consist of clusters of sparsely populated rural villages characterised by subsistence farming activities.



The obvious exception to this trend occurs in informal urban areas, where more than half of all households still rely on paraffin for cooking and lighting purposes - a phenomenon which contributes to the high instance of shack fires in the city's informal areas.

The majority (76%) of households with access to electricity use prepaid meters, with the percentage of households who use conventional meters having fallen by almost 10% over the past six years. Overall, only 13% of households said they had no access to electricity, compared to 23% in 2001.



ENERGY SOURCE MOST USED FOR LIGHTING

Satisfaction levels

Satisfaction levels vary significantly, depending on the type and level of services to which households had access.

People living in formal urban areas, where household service delivery is generally good, were much more satisfied than people living in informal or rural areas, where services were generally poorer or less extensive.

The most common service complaint revolved around toilet facilities.



Community services

Community services refer to public amenities such as parks and sports and recreational facilities, as well as a broad range of public services rendered by district and provincial government, including police and emergency services, libraries, schools and health services.

Satisfaction with community features

Buffalo City residents rate the aesthetic qualities of their neighbourhoods, as well as the overall cleanliness of the areas in which they live, as among the community features with which they are most satisfied.

However, satisfaction levels were generally lower than those recorded in 2001, with employment opportunities, safety from crime and available parks and recreation amenities the biggest sources of dissatisfaction. It is important to note that these are also the areas which residents rated as being most important to them.

Table 3: Level of satisfaction with community/suburb

	Urban formal	Urban informal	Tribal* or farm	Total
	%	%	%	%
Very satisfied	4.2	-	-	2.4
Satisfied	28.4	3.7	22.8	24.0
Neither satisfied nor dissatisfied	20.9	7.3	22.3	19.8
Dissatisfied	34.0	34.8	45.0	37.6
Very dissatisfied	12.4	54.2	9.9	16.2
Total				

* Tribal areas are defined as areas falling under the domain of a tribal authority, most commonly a local chief. These areas typically consist of clusters of sparse-populated rural villages characterised by subsistence farming activities.



Most important community/suburb features

There are several predictable discrepancies between what people who live in formal housing and those who live in informal structures identify as important community features. For example, people in informal housing rate community pride much lower than those in formal housing, while those in formal areas are more concerned about getting value for money when paying for rates and services. However, safety from crime and access to employment opportunities were universally identified by residents in formal, informal and traditional dwellings as the single most important community features.

Access to community services

Buffalo City residents' access to health services, crèches, community halls and sports centres has improved since 2001. However, access to many other important services, including pension payout points, education facilities and police services, has shown a decrease over the same period. Libraries are by far the most inaccessible: Fewer than 1 in 5 people in Buffalo City say they have access to a public library.

Which services are the most important to you?

Buffalo City residents overwhelmingly identify basic household services - a local municipal function - as well as police services, public health care and education facilities - provincial or district municipal functions - as the most important community services. Basic services and police services also scored highly in 2001, but significantly more people identified health as a priority in 2007 than was the case in 2001. This indicates a greater demand for health-care services, which may be linked to the impact of HIV and Aids and diseases such as TB.

The majority of Buffalo City residents in both urban and rural areas feel community services have neither improved nor deteriorated.

Table 4: Respondent has seen improvement or deterioration in community/suburb by area type

	Urban formal	Urban informal	Tribal* or farm	Total
	%	%	%	%
Improvement	12.4	4.0	4.6	9.1
Deterioration	4.6	12.0	6.6	6.1
No change	82.9	83.9	88.8	84.9
Total				

* Tribal areas are defined as areas falling under the domain of a tribal authority, most commonly a local chief. These areas typically consist of clusters of sparse-populated rural villages characterised by subsistence farming activities.



Education

This section examines respondents' education levels, their access to education facilities and their perceptions around quality of education in the city.

Only 1 in 3 residents over the age of 18 having completed matric and fewer than 1 in 50 having obtained a post-graduate qualification. Overall, 8% of residents reported having had no education at all. This is higher than in 2001, when 6,7% said they had not had any schooling.

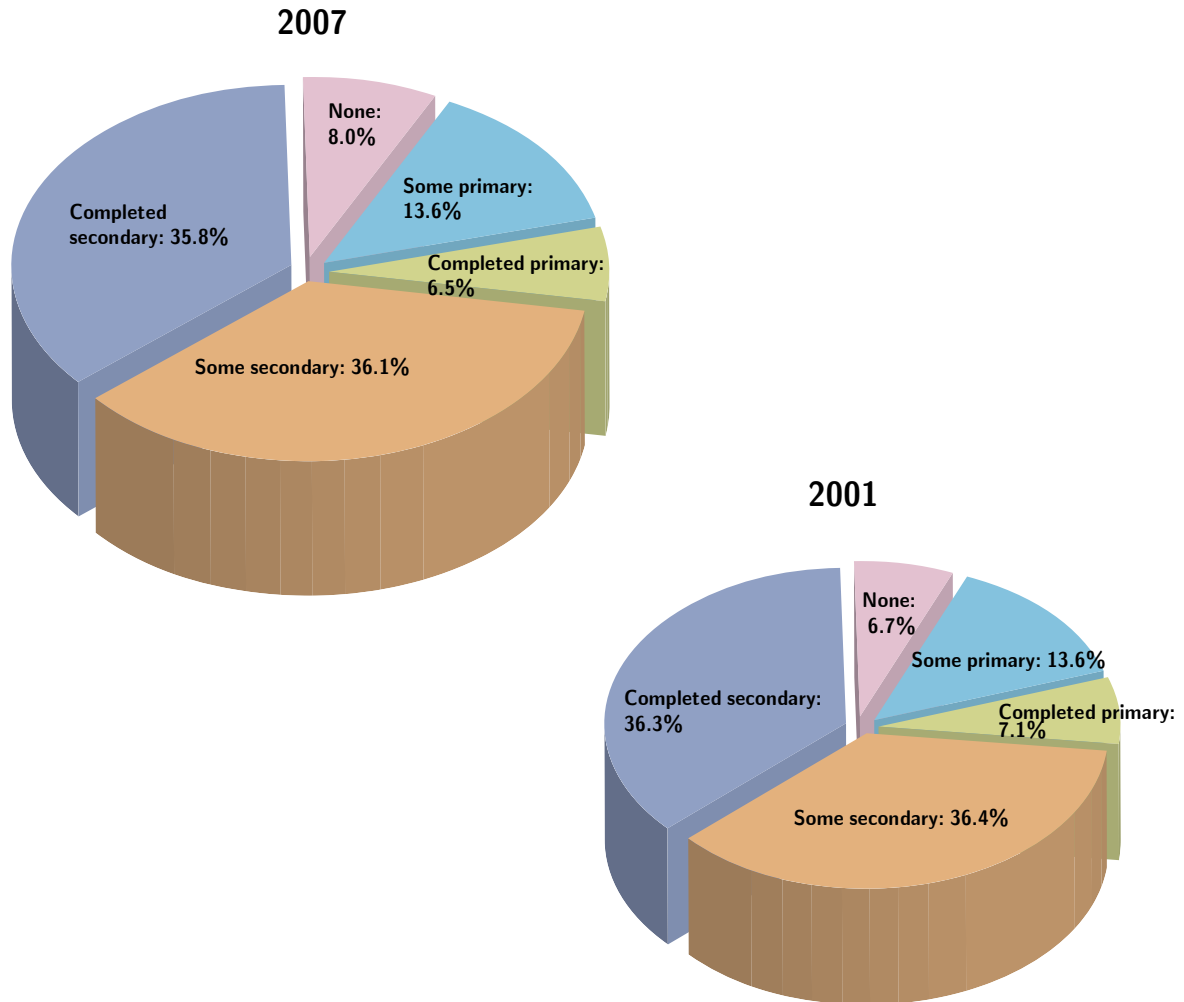
Education levels are largely influenced by income. Put differently, the higher the average Buffalo City resident's earnings, the more likely they are to have completed high school. So, for example, more than 95% of people in households with average monthly earnings of R12 000 or higher have matric, compared to only 28% of people in households with earnings of R3 500 or less.

Table 5: Education level by income group (18 and older only)

	0 - 3500	3501 - 7000	7001 - 12000	12001 - 25000	>25000	Total
	%	%	%	%	%	%
None	9.4	3.1	1.0	0.6	-	8.0
Some primary	15.8	5.7	1.0	-	-	13.6
Completed primary	7.6	2.4	1.4	-	-	6.5
Some secondary	39.4	29.0	17.2	4.8	3.0	36.1
Completed secondary	27.8	59.8	79.4	94.5	97.0	35.8
Total	100	100				



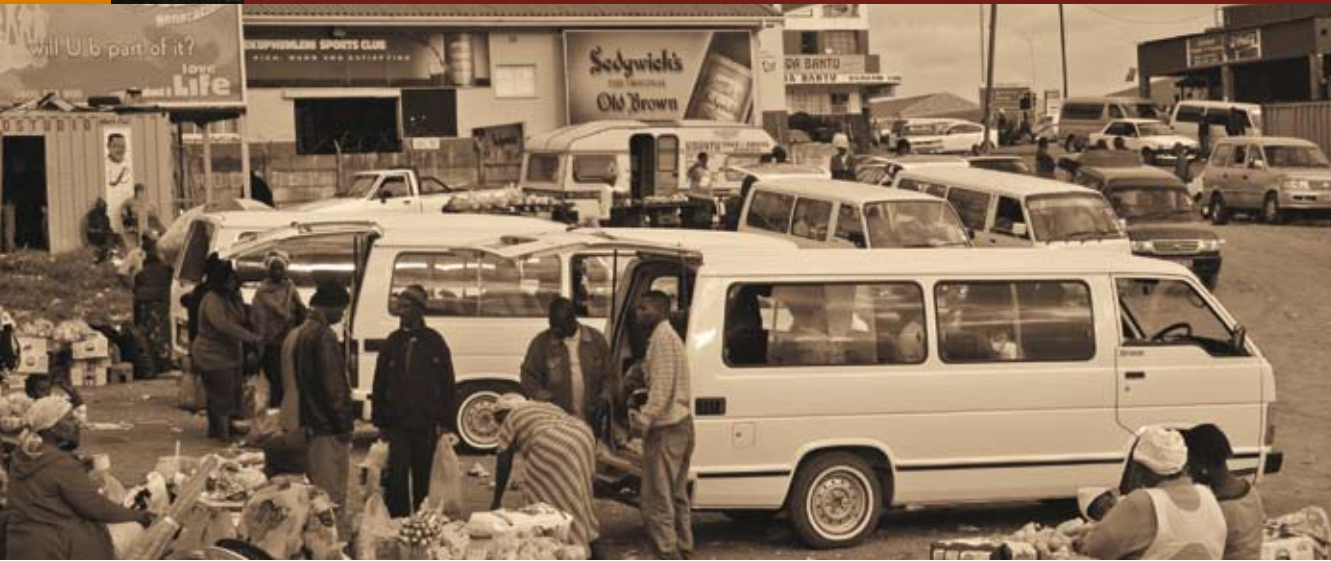
Where people live also has a significant effect on their level of education, with those living in urban areas much more likely to finish high school than those in rural or tribal* areas.



EDUCATION (18 YEARS AND OLDER)

Overall, most people (75%) feel that the education and training offered in Buffalo City are well suited to the demands of the job market. Most respondents feel the quality of both public schools and commercial colleges in the area are either good or average, with less than 10% of respondents rating these institutions poorly. Technikons and universities had similar good ratings: 62% of respondents rated the city’s universities as good, while 56% felt the same way about the city’s technikons.

* Tribal areas are defined as areas falling under the domain of a tribal authority, most commonly a local chief. These areas typically consist of clusters of sparsely populated rural villages characterised by subsistence farming activities.



Transport

This section looks at Buffalo City residents' daily travel habits.

What types of transport do Buffalo City residents use?

The majority (72%) of Buffalo City residents make use of public transport. This percentage is slightly higher in tribal* areas and lowest in urban areas. Among those who do use public transport, an overwhelming majority - more than 9 out of 10 residents - use minibus taxis. Less than 4% of the population use buses and less than 2% travel by train.

How long do they travel to their place of work or study?

Most people using public transport spend between 15 minutes and an hour commuting. Those for whom an average trip lasts longer than an hour are more likely to live in tribal* or farm areas, while those who typically travel for less than 15 minutes are most likely to live in formal urban areas.

How much do they spend on public transport?

Buffalo City residents who make use of public transport spend on average R82 per month on transport. This figure is slightly higher for people living in urban formal areas and about R20 less for people living in urban informal and rural and tribal* areas.

* Tribal areas are defined as areas falling under the domain of a tribal authority, most commonly a local chief. These areas typically consist of clusters of sparse-populated rural villages characterised by subsistence farming activities.

Table 6: Amount paid for public transport per month

	Average
Urban formal areas	R 95.9
Urban informal areas	R 65.7
Tribal* or farm areas	R 65.1
Total	

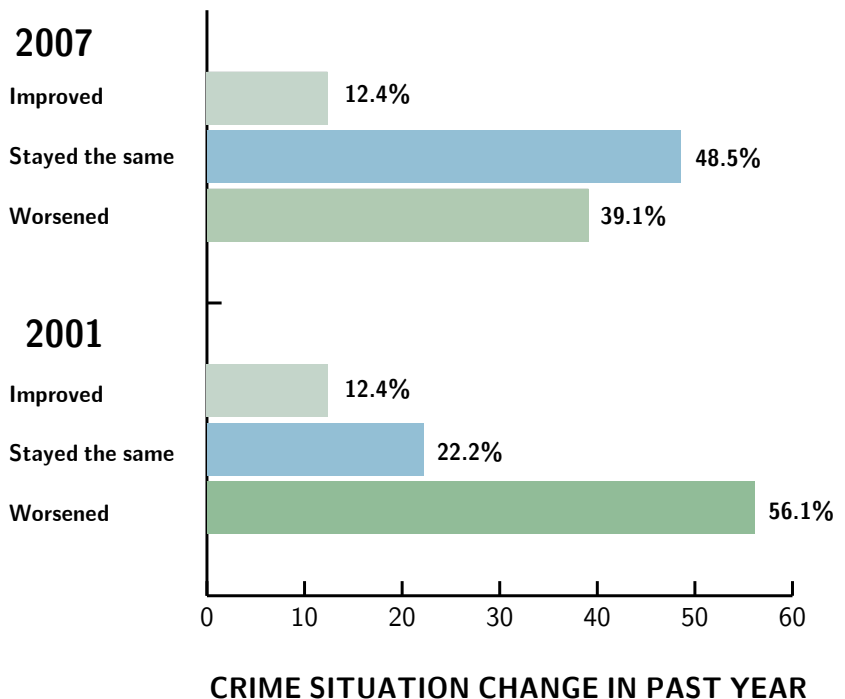


Crime and safety

This section looks at people's perceptions around crime and their general sense of security: How safe - or vulnerable - do Buffalo City residents feel in and outside of their homes?

Crime

High crime levels are a major constraint to economic growth and social development, and are routinely identified as one of the major problems facing South Africa. There is general disagreement, however, about whether the crime situation in the country is worsening or whether it has begun to stabilise or even improve. This divergence of opinion extends to Buffalo City, where residents have conflicting views on crime levels in the area. While about 49% felt the crime situation had stayed the same, 40% said they thought it had worsened.





People in informal settlements, however, are much more likely than those living in other areas to believe that crime has worsened. Overall, though, fewer people in the city believe the situation is worsening than was the case during the first Buffalo City Quality of Life Survey in 2001.

The most prevalent crimes recorded in the city were robbery and attempted robbery, as well as burglary. One in 10 people said they had been robbed or were victims of attempted robbery during this period, while 1 in 12 said they had suffered burglaries.

Slightly more men than women were victims of robberies or attempted robberies, probably because men are generally more mobile. Four percent of women said they had been raped or were victims of attempted rape.

One in 3 people said a close friend or relative had been a victim of crime during the past year. People living in informal settlements were more likely to fall into this category than those living in other areas.

Safety

Despite the fact that most Buffalo City residents felt the crime situation in the city had not got any worse since 2001, the majority of people felt more vulnerable walking in their areas today than they did six years ago, both during the day and after dark.

People living in informal settlements feel the most vulnerable after dark, while those living in rural or tribal* areas feel the most secure. Predictably, women on average feel more vulnerable than men, both during the day and after dark.

Despite feeling increasingly vulnerable outside their homes, the majority (70%) of people in the city feel safe in their homes. Again, people living in formal settlements are much less likely to feel safer than those in other areas.

* Tribal areas are defined as areas falling under the domain of a tribal authority, most commonly a local chief. These areas typically consist of clusters of sparsely populated rural villages characterised by subsistence farming activities.



HIV and Aids

This section looks at the prevalence of HIV and Aids in the city, as well as people's attitudes and perceptions around the pandemic.

According to the South African Department of Health, 29% of pregnant women in the Eastern Cape are infected with HIV. This is based on HIV prevalence among women attending antenatal clinics in the province. Among the general population, the infection rate is believed to be about 9%.

This high rate of infection clearly has the potential to significantly impact many residents' general quality of life. And indeed, the Second Buffalo City Quality of Life Study confirms that more than 80% of residents are concerned about either being infected themselves, or knowing someone who is infected.

This represents a slight increase from 2001, when 74% said they were concerned. Correspondingly, the number of people who said they were not concerned at all has decreased from 26% to just over 18%, an indication that more people have begun to appreciate the disease's reach and its lack of discrimination.



Men and women are generally equally concerned, but among the different population groups, Africans are significantly more concerned than other groups. Geographically, people living in rural or tribal* areas are more likely to be concerned than those in urban areas.

What should be done to stop the spread of HIV?

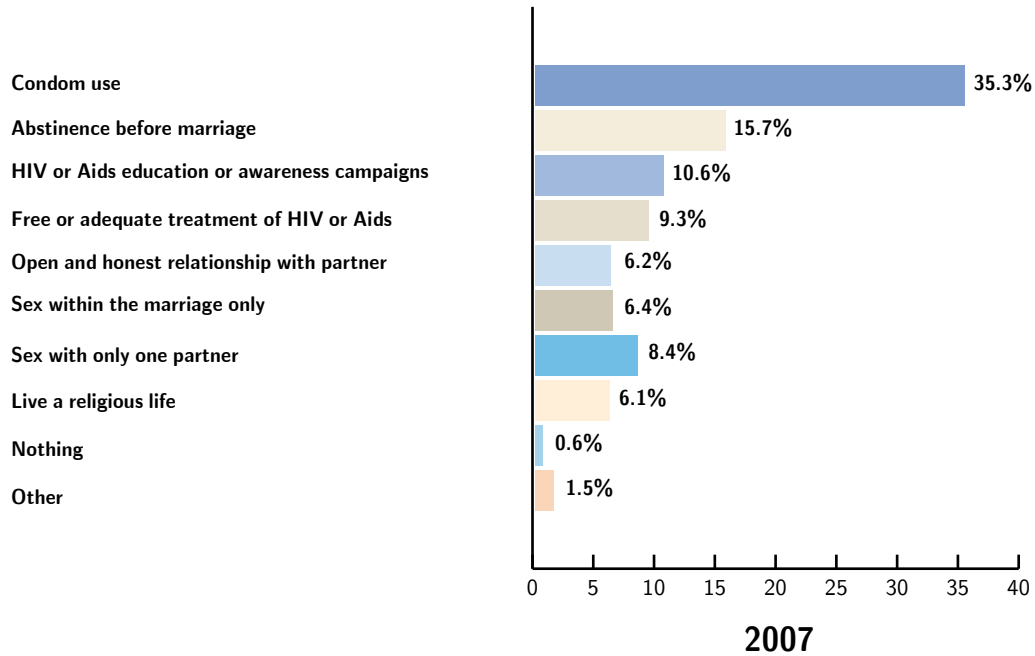
By far, the biggest percentage (35%) of people felt that condoms were the most important way to stop the spread of HIV. This represents a slight increase from 2001, when 32% of respondents felt this way.

One in 6 people advocated abstinence before marriage, while 1 in 10 favoured HIV and Aids education and awareness campaigns. This marks a significant departure from 2001, when considerably more people supported awareness and education over abstinence.

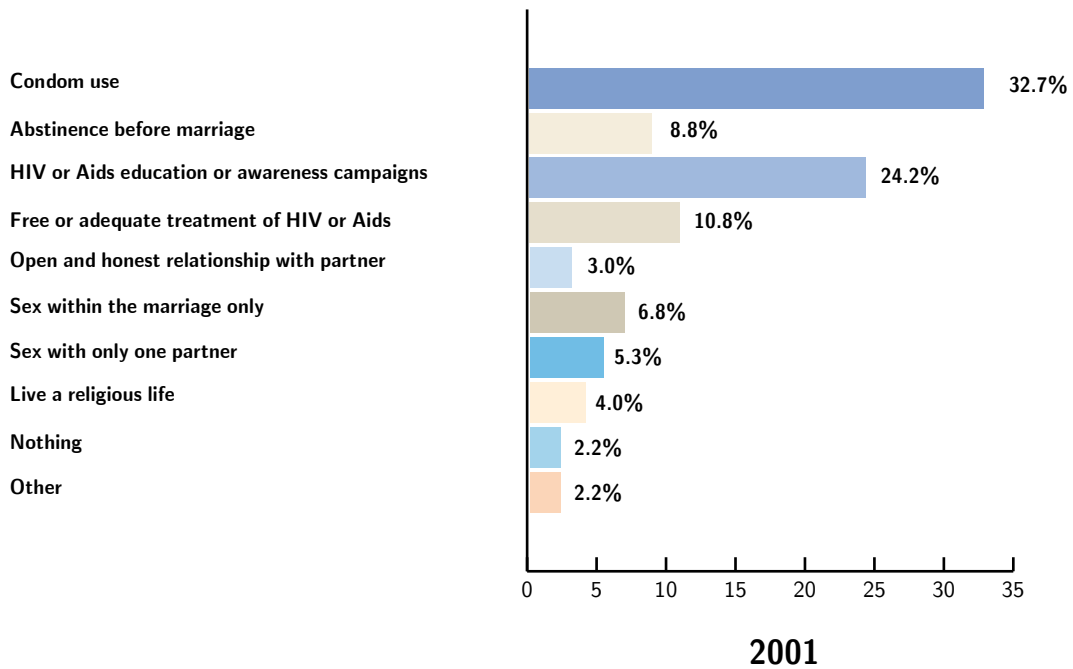
This could suggest that people are beginning to feel that they have sufficient information about the pandemic, and that other, more pro-active measures are now required.

Interestingly, however, when people were asked their opinion on whether health authorities were doing enough to educate people about HIV and Aids, more than half said that more should be done.

* Tribal areas are defined as areas falling under the domain of a tribal authority, most commonly a local chief. These areas typically consist of clusters of sparsely populated rural villages characterised by subsistence farming activities.



MOST IMPORTANT WAYS TO STOP THE SPREAD OF HIV



MOST IMPORTANT WAYS TO STOP THE SPREAD OF HIV



Leisure and recreation

This section looks at the way in which people spend their spare time: What are their favourite leisure activities, to which clubs do they belong and which public amenities do they frequent?

Clubs, organisations and churches

The people of Buffalo City are increasingly active participants in community life, most notably with regard to organised religious activities and community and gender organisations. More than half of all respondents say they belong to a church, religious club or choir, and roughly 1 in 3 are members of a burial society. This is a growing trend: Membership in all the instances mentioned above has increased significantly over the past six years.

The notable exception to this phenomenon relates to membership of a political party. In 2001, more than 33% of respondents identified themselves as belonging to a political party. Over the past six years this figure has dropped to only 17%.

Membership of burial societies was high across all income groups, but especially so among those earning between R3 500 and R7 000 per month. Overall, membership of these societies has more than doubled since 2001, a trend which may be ascribed to the devastating impact of HIV and Aids.

Sports clubs are well supported, but mainly by men, while women tend to be more active in women's clubs and gender-based organisations.



Public amenities

Buffalo City residents value their public amenities highly, with none of the amenities listed, including museums, art galleries, shopping centres and cultural events such as live music and theatre, receiving a scoring of less than 70%.

However, there appears to be a relatively weak correlation between how much residents value these amenities, and how often they support them. So, for instance, 84% of respondents rated museums as an important facility, fewer than 15% said they had visited one of the city's museums during the previous 12 months. Interestingly, this apparently weak support is not borne out by official visitor statistics from amenities such as the museum and the city's zoo, which show an increase in visitors during the past year. This would suggest that while casual visits are relatively low, these amenities are well supported by schools and special interest groups, which are increasingly benefiting from regular exposure to these attractions.

Similarly, 92% of respondents rated large shopping centres as important, but only 1 in 3 said they made use of these facilities.

Table 7: The use of public amenities in terms of importance and usage

Public Amenities	2007 Importance ranking	2007 % Visiting
Museums	84.4	13.5
Beachfront amenities	81.0	38.6
Sports events	87.2	18.6
Sports facilities	90.0	14.0
Cultural events (live music and theatre)	90.3	18.7
Town centre with good shopping and recreation amenities	88.7	67.1
Casinos	70.7	10.0
Sports stadiums	83.5	15.5
Nature walks and trails	76.9	6.7
Large shopping centres	91.9	32.9
Zoo	75.3	11.3
Restaurants and night clubs	78.2	21.2
Art Galleries	82.8	6.5

As can be expected, use of the city's public amenities is influenced significantly by income levels. This is particularly true for amenities which levy an entrance fee. So, for example, fewer than 10% of respondents with household income of less than R3 500 per month said they had visited the city's museums or the zoo. Only 1 in 20 said they visited art galleries or the casino.

Spare-time activities

Television continues to have broad appeal across almost all sections of Buffalo City's population, and is listed as the favourite leisure activity by both men and women, as well as by high- and middle-income groups. The second most popular activity, visiting with family and friends, is also enjoyed equally among men and women, and across all income groups. Reading is listed as the third most popular activity, but people living in urban areas are much more likely to enjoy this activity than people in rural and tribal* areas, who prefer listening to music or the radio.

Interestingly, people in the higher-income group (monthly household income of R25 000 or more) appear to watch a lot less television than those in the lesser-income groups.

While the leisure activities of low- and middle-income groups are largely similar, higher-income groups have slightly different preferences. They rank reading, socialising and playing sport or working out as their favourite activities, with TV coming in a distant fourth.

Favourite spare-time activities have remained largely static over the past six years, with only two significant observable changes in leisure habits. Considerably more people now rate socialising with friends and family as a favourite pastime, while there has been a 10% drop in the number of people who list doing housework as among their favourite activities.

Table 8: Top ten favourite spare time activities by area type and gender, including 2001 survey findings

	Urban formal	Urban informal	Tribal* or farm	Male	Female	Total 2007	Total 2001
	%	%	%	%	%	%	%
Watch TV	35.1	30.3	34.3	33.8	34.7	34.3	31.5
Spend time with friends or family	25.5	31.4	34.4	29.4	28.8	28.9	15.8
Reading	30.2	31.8	14.2	23.4	26.4	25.4	25.8
Listen to radio or music	23.4	21.9	25.7	26.8	22.5	23.9	18.9
Housework	18.3	17.9	20.8	10.1	23.8	19.1	28.3
Baking or cooking food	18.6	11.3	19.8	7.4	24.0	18.2	19.5
Sleep, rest in bed or relax	16.0	27.0	18.4	15.3	19.3	17.9	16.4
Go to church	10.7	5.8	18.3	10.1	13.9	12.6	13.7
Gardening or cleaning yard	9.9	14.2	11.7	16.0	8.1	10.9	16.7
Play sports or work out	13.3	7.3	7.5	21.0	5.4	10.8	9.2

* Tribal areas are defined as areas falling under the domain of a tribal authority, most commonly a local chief. These areas typically consist of clusters of sparse-populated rural villages characterised by subsistence farming activities.

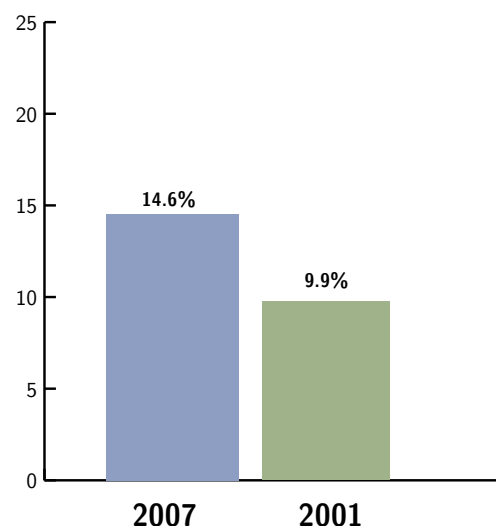


Life satisfaction and sense of belonging

This section looks at people's general sense of wellbeing and life satisfaction: How happy or satisfied are the residents of Buffalo City with their personal lives and with their social and economic situations?

Money

The overwhelming majority of people interviewed (76.7%) said they were either dissatisfied or very dissatisfied with the amount of money they have available personally. However, the people of Buffalo City are generally more satisfied today with the personal amount of money they have available than was the case six years ago. This is congruent with the fact that the average household has seen a significant increase in income since 2001 (see Chapter 2). Not surprisingly, people with higher household incomes are generally more satisfied than those in lower-income households. Thus, the percentage of people who say they are very satisfied with the amount of money they have available increases steadily as household income increases. For example, fewer than 1 in 100 people with household income below R3 500 said they were very satisfied, compared to about 1 in 6 with household income of R25 000 per month or more. This correlation extends to geographical area: People in urban formal areas tend to earn more than those in rural or tribal* areas, consequently rural households are generally more dissatisfied with the amount of money available to them.



SATISFIED OR VERY SATISFIED
WITH PERSONAL AMOUNT
OF MONEY AVAILABLE

* Tribal areas are defined as areas falling under the domain of a tribal authority, most commonly a local chief. These areas typically consist of clusters of sparsely populated rural villages characterised by subsistence farming activities.



Free time

The majority of Buffalo City residents are satisfied with the amount of free time they have. However, the percentage of people who said they were dissatisfied or very dissatisfied was slightly higher than in 2001. It appears that people in middle-income groups are generally happier with their free time than those in either high- or low-income groups. For example, 75% of people with household income of between R7 000 and R12 000 per month said they were satisfied or very satisfied, compared to only 45% of people with an average monthly household income exceeding R25 000.

Personal relationships

About two thirds of all respondents said they were in a relationship. Of these, the majority (56%) said they were either satisfied or very satisfied with this relationship. People are also generally satisfied with their family lives. The highest levels of dissatisfaction with family life were recorded among people who lived in urban informal settlements, and among people with total household income of less than R7 000 per month.

Most Buffalo City residents are also satisfied with their friendships. Once again, people in high-income households tended to be the most satisfied. Very few people in this group were indifferent to their friends, and no one said they were either dissatisfied or very dissatisfied with their friendships.

Standard of living**

More than half of all Buffalo City residents are unhappy with their general standard of living.

As can be expected, people at the lower end of the income scale are generally much more likely to be dissatisfied than those in higher-income households. So, for example, almost 60% of people with a monthly household income of less than R3 500 said they were dissatisfied or very dissatisfied. By contrast, not one respondent from a household with monthly income above R25 000 said they were dissatisfied. People living in urban formal areas are three times more likely than those in informal or tribal* and farming areas to be satisfied with their standard of living.

Table 9 : Level of satisfaction with family life by household income group

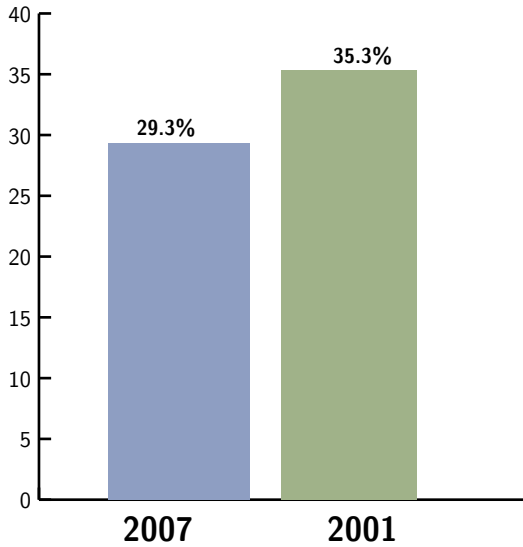
	0 - 3500	3501 - 7000	7001 - 12000	12001 - 25000	>25000	Total
	%	%	%	%	%	%
Very satisfied	8.7	22.7	22.3	23.5	20.0	11.3
Satisfied	67.7	60.2	64.3	60.3	65.0	66.6
Neither satisfied nor dissatisfied	12.7	6.3	7.1	13.2	10.0	11.8
Dissatisfied	8.1	8.2	5.4	1.5	5.0	7.8
Very dissatisfied	2.7	2.7	0.9	1.5	-	2.6
Total	100	100	100	100	100	100

* Tribal areas are defined as areas falling under the domain of a tribal authority, most commonly a local chief. These areas typically consist of clusters of sparsely populated rural villages characterised by subsistence farming activities.

** Standard of living is an internationally-recognised social research indicator which is supported by a variety of expressions of satisfaction. It is designed specifically to measure respondents' perceptions around their material well-being. The International Society for Quality of Life Studies defines standard of living as a measurement of the quantity and quality of goods and services available to them.



Life satisfaction*

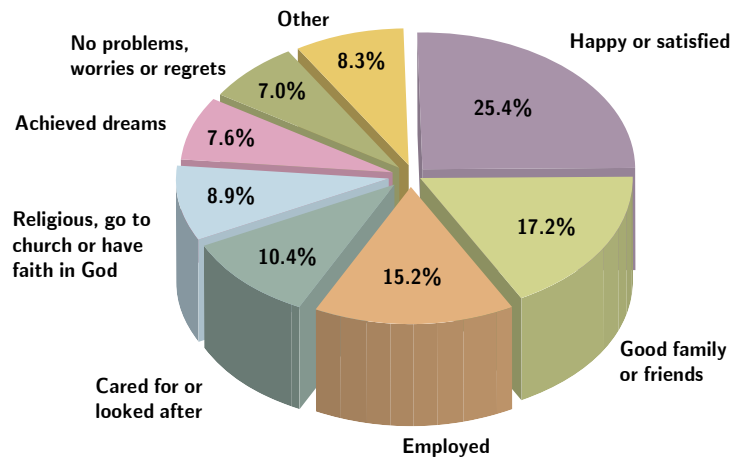
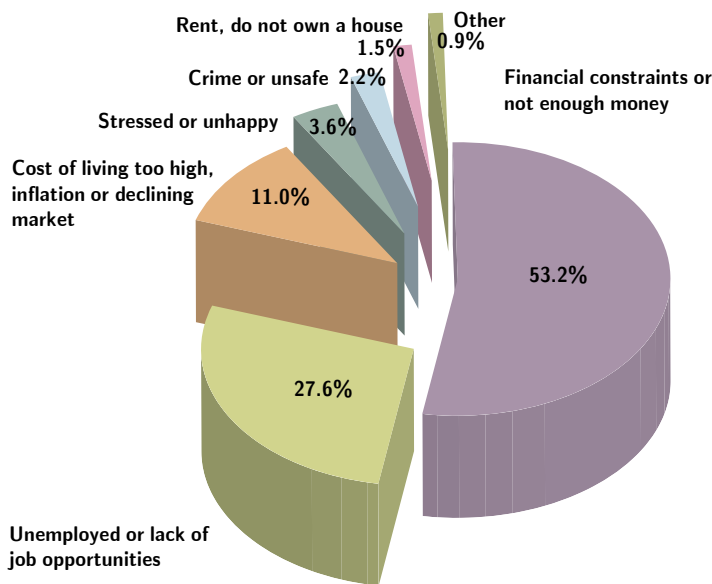


SATISFIED WITH LIFE AS A WHOLE

More than half of all Buffalo City residents are either dissatisfied or very dissatisfied with their life as a whole. This is directly linked to not having enough money, being unemployed and living in informal housing. Consequently, people in lower-income households and those living in informal settlements are the least satisfied with their life.

Africans - who make up the biggest percentages of low-income households, as well as the biggest percentage of households without formal housing - are markedly less satisfied than other population groups.

MAIN REASONS FOR BEING DISSATISFIED WITH LIFE AS A WHOLE



MAIN REASONS FOR BEING SATISFIED WITH LIFE AS A WHOLE

* Life satisfaction is a subjective assessment of the quality of one's life. Essentially, it can be described as the difference between what one wants, and what one has, ie a comparison between reality and the ideal.



Sense of belonging

A major determinant of quality of life is a general sense of belonging. This can be measured on different levels, such as a person's sense of belonging with family and friends, people in their neighbourhoods, places of worship, work and with organisations or groups.

Overall, most Buffalo City residents felt a sense of belonging in terms of their family (95.4%), friends (89.6%), neighbours (90%), place of worship (70.5%) and local community (66.8%). However, there was a much lower sense of belonging in 2007 than in 2001.

Surprisingly, people in informal settlements have a much higher sense of belonging to their local communities than do people who live either in formal urban areas or in rural or tribal* areas.

In terms of gender, women felt a greater sense of belonging to their church or place of worship, while men felt a greater sense of belonging with their work colleagues.

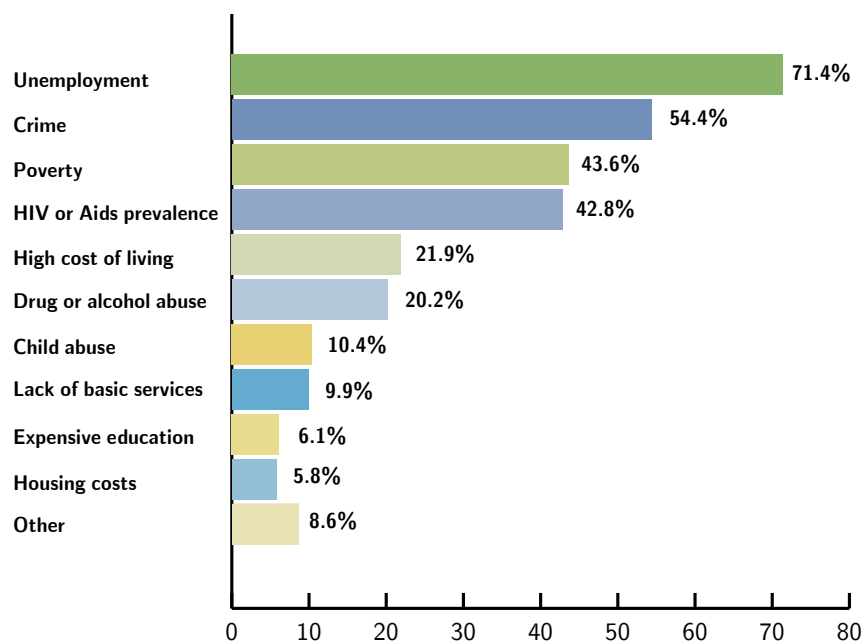
* Tribal areas are defined as areas falling under the domain of a tribal authority, most commonly a local chief. These areas typically consist of clusters of sparsely populated rural villages characterised by subsistence farming activities.



Daily concerns

This section looks at what people in the city perceive to be their most pressing day-to-day problems.

The vast majority of people - almost 3 in 4 - identified unemployment as the most serious problem facing residents of the city. This was followed by crime, poverty, HIV and Aids and the high cost of living. One in 10 people listed child abuse as among the most serious problems in the city.



MOST SERIOUS DAY-TO-DAY PROBLEMS WITH LIVING IN BUFFALO CITY



Perceptions of Buffalo City

This section looks at how much people know about their city, and about the developments and growth initiatives taking place in the area. It also examines people's perceptions about how they stand to benefit from these initiatives.

Integrated Development Plan (IDP)

Every municipality in the country is required, under the Municipal Systems Act of 2000, to draw up an Integrated Development Plan (IDP) to guide and inform strategic planning and development. This strategy, which is reviewed annually, contains detailed plans and budgets for the city's various departments and agencies, all of which must dovetail with the city's overall development and planning philosophy. It also highlights and describes the challenges the city faces, and its strategies to overcome these challenges.

Buffalo City adopted its first IDP in 2002. This is thus a relatively new local government initiative which, despite an extensive consultation and participation strategy, is not yet widely or fully understood. This is echoed by the findings of the Second Buffalo City Quality of Life Study, in which only a quarter of residents felt the IDP process improved their lives. Among those who felt the IDP did improve citizens' lives, the majority were from the city's formal urban areas and rural or tribal* areas. Very few people in informal settlements as yet see the benefit of the IDP. Low-income earners are also much less likely to think the IDP is beneficial to them.

* Tribal areas are defined as areas falling under the domain of a tribal authority, most commonly a local chief. These areas typically consist of clusters of sparsely populated rural villages characterised by subsistence farming activities.



95% of respondents said neither they nor a member of their family had participated in the IDP process. This is incongruent with Buffalo City’s official IDP participation statistics, which may indicate that people attending IDP-related meetings and information sessions do not recognise these meetings as specifically related to the city’s IDP process.

Geographically, the majority of respondents who said they did participate in the IDP were from the city’s formal urban areas.

Ward councillors

People are generally well informed about their ward councillor, with almost three quarters of people saying they know their councillor by name.

Interestingly, people in informal settlements are much more likely than those in formal urban areas to know who in the council represents them.

Municipal efficiency

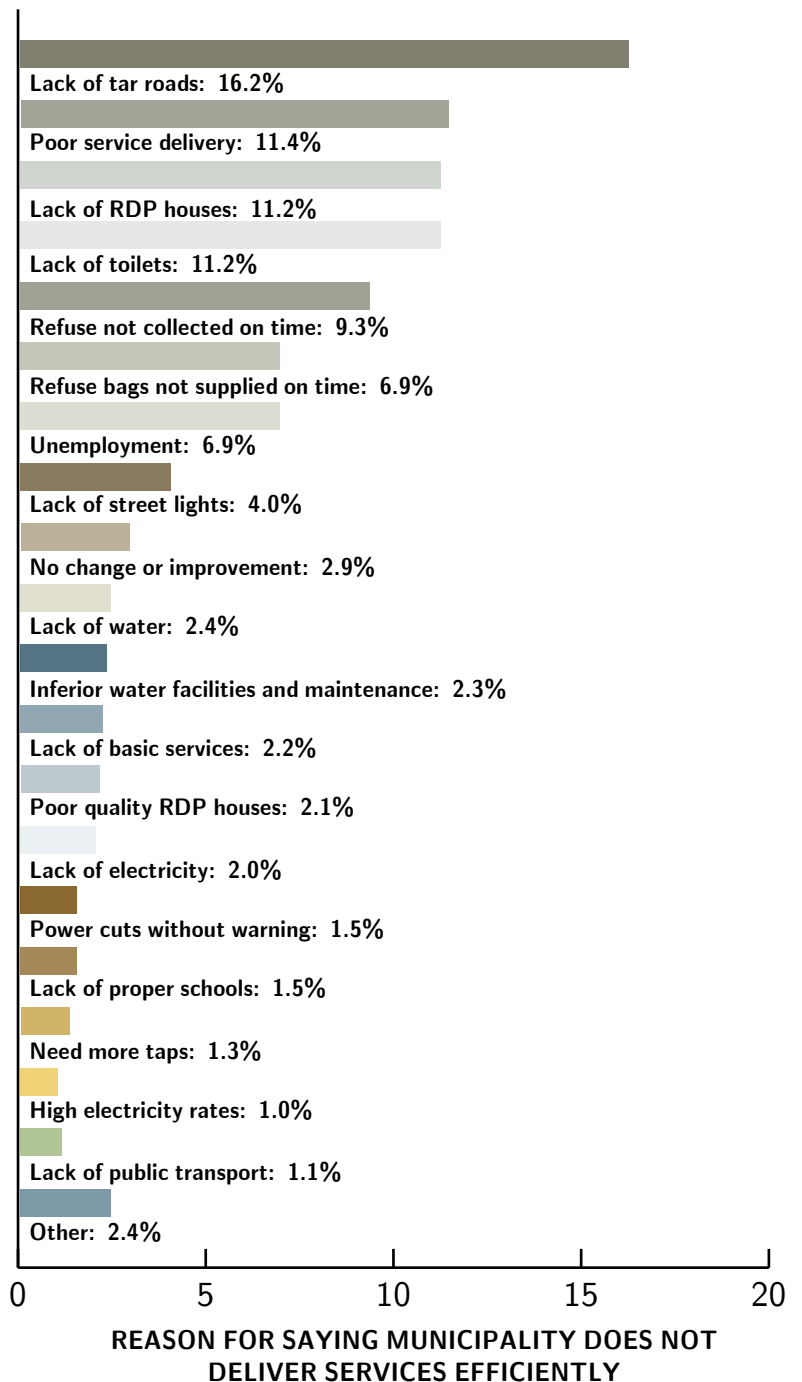
Most people in Buffalo City do not believe the municipality delivers its services efficiently.

Predictably, those living in informal settlements and in rural and tribal* areas, where service backlogs remain highest, were the most negative in this regard.

Low-income earners, who are more likely to live in under-serviced areas, were also more negative than higher-income earners.

Overall, only 20% of people rated the city’s service delivery as efficient.

Those who said services were efficient were largely satisfied because they received all basic services, and because they had no complaints about these services.

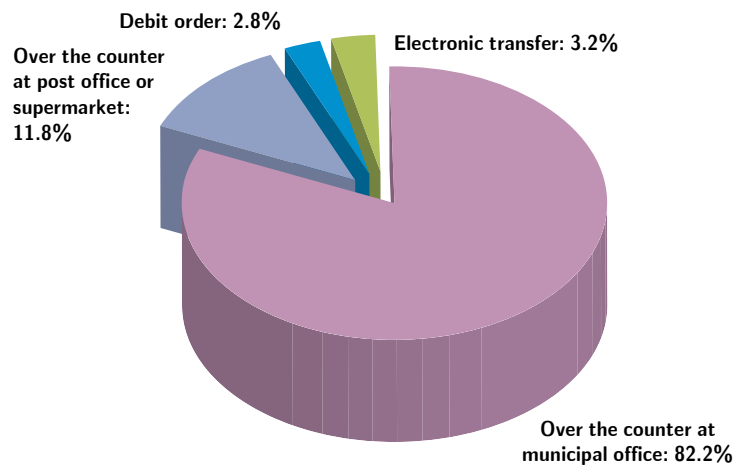




Accounts

On average, only half of all Buffalo City residents receive a municipal account. This is to be expected, given the fact that only 64% of the city's total population live in formal housing. What is surprising, however, is that a quarter of all people who live in formal housing also do not receive a municipal account.

Among those who do receive an account, almost everyone (99%) said they received it monthly, and the vast majority said this account was easy to understand. Only a third of account holders reported having experienced some problem with their account in the past.



METHOD OF PAYMENT USED BY AREA TYPE

When asked what method of payment people used, the majority, 82.2%, indicated that they pay over the counter at the municipal office. One tenth (11.8%) indicated that they pay over the counter at the post office or supermarket, while only 3% make use of debit orders or electronic transfers respectively.

People who pay their accounts over the counter at a municipal office rated the level of service they get here very highly. Nine out of 10 people said the office hours were convenient and the staff friendly and helpful. However, only about 60% of residents believe that when it comes to services, they get value for money.

Table 10 : Satisfaction with various service aspects at municipal office by area type (only those who pay accounts at the municipal offices)

Service aspect	Urban formal	Urban informal	Tribal* or farm	Total
	%	%	%	%
Convenience of office hours	92.0	88.5	85.7	91.6
Friendliness and willingness of staff	92.5	92.0	77.1	92.0
Received value for money	63.7	44.9	31.4	61.7
Total	100	100	100	100

* Tribal areas are defined as areas falling under the domain of a tribal authority, most commonly a local chief. These areas typically consist of clusters of sparse-populated rural villages characterised by subsistence farming activities.



Perceptions of Buffalo City

As part of the Second Buffalo City Quality of Life Study, residents were asked a number of questions to establish their perceptions about the city, and how they feel about living in the city.

Some of the salient perceptions include:

- About 2 in 5 residents in informal housing believe they will benefit from living in Buffalo City. This is on a par with the 2001 survey.
- People who believe they will benefit from living in the city most commonly ascribe this to improved employment opportunities.
- Most people get news about developments in the city from the radio. About 40% also said they get information from television and newspapers. Compared to 2001, television has shown the biggest growth as a source of information. Newspapers are most commonly used by people in higher-income households.
- Only 1 in 5 residents said they had heard of Buffalo City's beachfront development initiative. Those who did know were most commonly in higher-income households. People generally felt very positive about this development, with more than 65% saying they believed they would benefit from it.
- Slightly more people - about 1 in 4 - had heard of the Buffalo City Industrial Development Zone (IDZ). There was, however, a significant racial discrepancy in the level of awareness, with more than 83% of Africans saying they had not heard of the IDZ, compared to only 20% of white residents. Surprisingly, fewer than half of all people thought this development initiative would benefit them directly.
- Only 3 in 10 people have heard about the city's new shopping centres, with people living in informal settlements the least likely to have heard of these developments. Most people (64%) believe they will directly benefit from additional retail centres in the city.
- The vast majority of Buffalo City residents - about 9 out of 10 - have heard about the 2010 World Cup. Surprisingly, though, less than two thirds believe they will benefit from the Cup coming to South Africa for the first time.



Summary of key findings

This section presents a snapshot summary of the Easy Reader, highlighting key findings in each individual section.

Demographics

- Buffalo City has a relatively young population, but the number of people under the age of 20 is decreasing. This suggests that overall fertility rates will decline and that the population of the city will stabilise and even begin to shrink over the next 20 years.
- Average household size is decreasing, which is resulting in a related growth in the number of households in the city. This has significant implications for current and future service delivery in the city, and may have a negative impact on the municipality's efforts to address services backlogs.
- There has been a slight increase since 2001 in the percentage of people in their 20s. This is linked to urbanisation, one of the consequences of which is that the people migrating into the city are generally un- or under-employed, lacking in skills and experience, and often end up swelling the city's large and under-serviced informal settlements.
- The percentage of elderly people (60 to 69 years) is growing. This suggests more older people, especially Africans, are staying in the city rather than returning to their rural homes.



Income, spending and savings

- Average household income has increased significantly since 2001. This is despite the loss of thousands of industrial jobs, especially in the textile industry. This suggests economic growth in areas outside the industrial economy, including the retail and service sectors and state-sector employment.
- Consumer spending has grown, and households are twice as likely to save. While expenditure patterns are varied, and largely influenced by income, most households' spending is firmly focused on basics such as food and housing.

Employment

- More than a third of the city's labour force is unemployed. This clearly poses significant challenges for development in the city, and suggests that, while average household income is getting bigger, a large portion of the city's population continues to struggle on the margins of the economy.

Housing

- 1 in 6 Buffalo City families live in informal settlements. The vast majority (95%) of these residents have total household income of less than R3 500 per month, indicative of a large demand for low-cost housing. This obviously points to a huge demand for housing subsidies, as well as the need for Buffalo City Municipality to accelerate the provision of low-cost housing.
- More than half of all people in RDP houses are dissatisfied with their new homes. The most common complaint is that these houses are too small.
- Among those in formal housing, a third are spending money on improving their dwellings.
- The most common type of improvement is an extra bedroom or additional living space.

Community services

- The majority of Buffalo City residents feel the city is not maintaining and servicing its public amenities adequately. People are also on average less satisfied than six years ago on issues such as aesthetics, cleanliness and community pride.

Education

- There has been a small increase in the number of adults with no education, as well as a small decrease in the number of adults with matric. This is most probably also a consequence of urbanisation, and the fact that older people stay in the city longer, rather than return to ancestral or rural homes.



- Overall, education levels have shown a slight deterioration since 2001. This is a matter of considerable concern, as it suggests the city will struggle to become competitive in a post-industrial, technology-based economy.
- Overall, most people (75%) feel that the education and training offered in Buffalo City are well suited to the demands of the job market. Most respondents feel the quality of both public schools and commercial colleges in the area are either good or average, with less than 10% of respondents rating these institutions poorly.

Social networks, sense of belonging and security

- While the people of Buffalo City are very family-orientated, social networks appear to have weakened over the past six years. The only societies that seem to have grown rapidly between 2001 and 2007 are burial societies, which increased by 20% over this period.
- Fewer people are going to sports stadiums than in the past, and the city's zoo and museums are attracting fewer casual visitors. There appears to be an urgent need for the city to develop new public spaces for interaction and recreation which allow people in the city to interact outside of their narrow social circles.
- Buffalo City residents do not on average feel that the crime situation in the city is worsening.
- However, 1 in 10 people have been victims of robbery in the past year.
- Most residents are concerned about HIV and Aids. The majority feel health authorities should be doing more to curb the spread of the pandemic.

Overall satisfaction and quality of life

- General levels of satisfaction dropped by 6% from 2001. The most common reasons given for this were the high crime rate, high levels of unemployment, HIV and Aids and people's inability to meet rising expectations for a better life.
- Most people were satisfied with their leisure time and how this time was spent.

