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.
## CONTENTS

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preface</td>
<td>2</td>
</tr>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Get the picture</td>
<td>4</td>
</tr>
<tr>
<td>Standard of living</td>
<td>12</td>
</tr>
<tr>
<td>Household services</td>
<td>20</td>
</tr>
<tr>
<td>Community Services</td>
<td>24</td>
</tr>
<tr>
<td>Social well-being</td>
<td>28</td>
</tr>
<tr>
<td>Health</td>
<td>36</td>
</tr>
<tr>
<td>Perceptions of the City</td>
<td>42</td>
</tr>
<tr>
<td>Summary of findings</td>
<td>48</td>
</tr>
</tbody>
</table>
The eThekwini Municipality is committed to improving people's 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 eThekwini 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 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.
INTRODUCTION

“How 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 eThekwini 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 eThekwini 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.
SNAPSHOT 1 DEMOGRAPHICS

More than three million people live in Durban. Because there are so many different kinds of people living in so many different ways it is hard to describe a ‘typical’ household. The differences in the standard of living are extreme and while some people are very satisfied with the quality of their lives, many are not.

People living in Durban come from four main race groups:

More than half the people are females!
Female 53.1%
Male 46.9%

There are more males aged between 0 to 17 years
There are more females aged between 18 to 65 years
**I live in Newlands East in a small two bed roomed flat with my mother, my two children by a previous marriage, and my present husband. I am five months pregnant. We don't have a car and I work long hours at a hotel in town...Daily life is quite a struggle for us...but I prefer to stay here...I was brought up here and I know most of the people...**

**I am 43 years old and I am a free-lance domestic worker. I live in Inanda with my husband, who is a builder. I leave home at 5 am in the morning and get home at 5 pm every afternoon. I am not happy in eThekwini because of the skellums. I wish I could live in Umhlanga...**

**I am 35 years old, married with three young children. I work part-time as a cashier in a local café and my husband works for a second-hand car dealer. I live with my extended family in a semi-detached house in Chatsworth. We all contribute to the running expenses...I don't think any one of us could make it on our own...**

**"I am a free-lance teacher and artist, 55 years old, living in an old wood-and-iron house in Escombe, a suburb that has changed a lot over twenty years...for the better. It is great to see people from all race groups living together in my suburb."**
SNAPSHOT 2 EMPLOYMENT

Most people want to work so that they can earn money and buy the necessities of life. When people work it makes them feel good about themselves and their ability to look after their families. It also means that they can afford to improve their standard of living, which makes them happy.

Now that there are more people in Durban, it is necessary to have more work opportunities so that satisfaction with life may improve. As you can see in the chart below workforce employment dropped 60% in 1998, to 53% in 2001-2, it then climbed to 64% in 2002-3, falling to 58% in 2003-4. This means that in 2004 42% the people who are able to work (old enough, strong enough and with some skills) are unemployed.
SNAPSHOT 3 HOUSING TYPES

If you make your way around Durban you will see many different styles of housing from very grand houses on large properties in well-kept suburbs to tiny home-made shacks close to land-fill sites or rivers. The eThekwini Municipality is in the process of creating better houses for those who have been living in poor conditions.

Of the 823 000 households in Durban 384 930 are brick structures on a separate stand or yard.
123 000 households are informal dwellings that are not in back yard
99 058 households live in flats in a block of flats
60 204 live in a traditional dwelling made of traditional materials
48 907 live in duplexes or simplexes
“My house is the biggest problem for me. My house is no good. The old wood in the roof is being eaten by big red ants and there are cracks in the walls. I’m not happy when it is windy and raining and the floor is wet.”

Resident of Klaarwater

It is interesting to note that 46% of households own their dwellings 20% are still paying for dwellings that they own 15% households are renting 18% occupy dwellings but do not pay rent
SNAPSHOT 4 BASIC SERVICES

Access to basic household services is an essential factor when defining the quality of people’s lives. Those who live in clean, well-kept surroundings and who enjoy the benefits of the basic services of water, electricity, sanitation and regular refuse removal are more satisfied with the quality of their lives than those who do not.

WATER

Water is essential for daily living. In 2001 82% of households had access to safe drinking water. The minimum standard for ‘safe drinking water’ is access to a communal standpipe within 200 m from a dwelling.

ELECTRICITY

By 2001 the number of households that had electrical connections rose by 5% to 79%. Apart from connections to dwellings for domestic use of electrical power, street lights have been erected to ensure a safer environment.
REFUSE REMOVAL
Regular refuse removal is important for a healthy living environment. In 2001 85% of households had weekly solid waste collection by the municipality.

SANITATION
Safe sanitation is first on the list when citizens talk about their needs for basic services. Good sanitation is essential for healthy living. Safe and adequate sanitation is defined as flush toilets, chemical toilets and VIPs and by 2001 76% of households had access to safe sanitation.

SNAPSHOT 5 SATISFACTION WITH QUALITY OF LIFE
The most important factors that contribute to satisfaction with life include:
- Health
- Standard of living
- Social Well-Being
- Access to Services
It makes sense that those people living in clean and hygienic conditions who are gainfully employed with regular incomes have a higher level of satisfaction with their lives than those who do not.

Whilst financial wealth does not necessarily bring satisfaction, poverty certainly creates many problems. Other factors include a sense of belonging to the community and feeling safe within that community.

Basic household services and community facilities including good health care and good education facilities are also important.

Satisfaction with life declined from 43% in 1998 to 35% in 2001 and then rose to 41% in 2002. When we last visited people in 2004 life satisfaction was at 39% and those who were not satisfied were 35%.

This local satisfaction level is higher than the South African average of 33%, according to international research conducted in 44 countries during 2002.

Of the ten African countries where the research was done, only Nigerians at 36% were more satisfied with life.

Since then the life satisfaction level in eThekwini has risen above the Nigerian average.

According to the research there are many other countries in Europe, Asia and South America that do not enjoy the same level of life satisfaction.

Much is being done by the eThekwini Municipality to improve the quality of life for all the residents and to ensure that the needs of the poorer citizens are addressed.
STANDARD OF LIVING

EMPLOYMENT

Being employed and able to earn a living is essential for people to experience satisfaction with their quality of life. The survey showed that unemployment is a matter of great concern for the citizens of Durban, as 42% of the workforce were unable to find work in 2004. The way that unemployment impacts on the society as a whole can be seen throughout this report.

EDUCATION: EVERYBODY NEEDS IT

In order to get jobs, especially well-paid professional jobs, people need to be well educated. 3.3% of the population has a University degree 28.2% of the population has a Matric Certificate 17.9% of the population has a Grade 10 or Grade 11 education. This means that very few people have the education to be employed in well-paid skilled jobs.

WHY ARE SO MANY PEOPLE UNEMPLOYED? THIS IS WHAT PEOPLE THINK:

- Many people are coming into the city from the rural areas looking for work.
- People say that the big problem is that there are not that many jobs available.
- Unskilled and semi-skilled labourers as well as higher skilled persons can’t get work because big bosses are cutting costs.
- The rate of economic growth with job creation is not fast enough.
- People have not had the training and experience necessary to be able to offer themselves in the workplace with confidence.
- Many unemployed people do not have easy access to telephones, facsimiles and transport.
- Household duties take up time so that there is no time to look for work.
GENDER ISSUES IN THE WORK PLACE

When looking at job equity a high percentage of eThekwini residents do not believe that men and women have the equal work opportunities.

In 2003 53.4% felt that women and men do not have the same work opportunities. In 2004 66.8% felt that women and men do not have the same work opportunities. This shows that there is still gender prejudice in the field of employment in eThekwini. It was interesting to note that men and women responded to the issue differently. 70.6% of women believe that women and men do not have equal work opportunities. 60.6% of men agree.

“I wait on the side of the road and hope that someone will pick me up and give me work, even if it is just for today. I don’t mind doing anything...gardening, mixing concrete, carrying furniture, anything. Then I can buy food for my family...”

“I haven’t worked for more than five years. I keep on looking for jobs. I ask my family and friends to tell me if they hear of anything. I also look in the newspapers...”

“Not many people come to the Department of Labour when they are looking for jobs. They rely on their communities to help them. We need to make more people aware that we are here to help them find jobs...”
**ARE YOU HAPPY AT WORK?**

<table>
<thead>
<tr>
<th></th>
<th>White</th>
<th>Asian</th>
<th>Coloured</th>
<th>African</th>
</tr>
</thead>
<tbody>
<tr>
<td>92%</td>
<td>80.2%</td>
<td>50.5%</td>
<td>41.5%</td>
<td></td>
</tr>
</tbody>
</table>

This chart shows a strong relationship between life satisfaction and employment levels. As more people work so are more people satisfied with life and if unemployment increases there will be more people who are not satisfied with life.

**INCOME**

**HOUSEHOLD INCOME**

Having a job and enough money to support their families makes a big difference to the way people feel about the quality of their lives. As Durban residents have indicated that their family life is of vital importance to their happiness, we can safely say that it causes a great deal of distress when residents are unable to provide for the people they love and for whom they are responsible.

"Yah my bru! Some things don’t change! The rich gets rich and the poor... stays poor"
1) “A family of four needs at least R1 500 a month to survive. Although there are less people receiving no income at all and there has been a slight increase in people getting between R1 500 and R6 000, there has been no change in the number of households that are really poor or which live below the poverty line...”

2) “The income gap between the poorest and the richest households is still very wide. Most households do not enjoy a high level of quality of life as far as finances go...”

3) “60.7% of the population lives on less than R427 each per month. So we have a lot of very poor people in eThekwini...”
HOUSING

Safety and affordability are the two most important factors when considering satisfaction with housing. Ownership of a dwelling makes people feel secure and brings a sense of pride to the home.

- People who are satisfied with their homes say that they feel comfortable and safe and that they are able to afford the homes they live in.
- Those who are dissatisfied with their homes feel that they are too small for the number of people living in them; their houses require renovation or were badly built in the first place and are in constant need of repair.

HOUSEHOLD SIZE

QUESTION: What makes a household?
 eThekwini Quality of Life Survey defines a household as:
“A household is made up of all those people who have their home at a certain dwelling. They contribute to and share what they have and eat together when they are at home.”

eThekwini is made up of 53.1 % females and 46.9 % males.

We can see that those households that have many people and very little money are struggling to make ends meet. These kinds of households are generally found in the informal housing settlements. 98% of those living in such conditions are black.

Most households are made up of less than 6 members
The average household is made up of 4.5 members
- 59% of households have 4 or less members
- 34.1 of households have between 5 and 8 members.
- 6.9 of households have more than 9 members.

“There are sometimes 15 people in two rooms. We sleep on mattresses or mats on the floor. When family or clan members come from the farm looking for work they come to us to help them find a place to stay. We are used to it....”
— Cato Manor resident
HOUSING SATISFACTION

If we look at the difference in satisfaction as far as housing is concerned we can see that more households are happy with their homes now than two years ago. Households that are satisfied give the following reasons:

- Home ownership
- Comfort
- Safety and security
- Affordability

However, these days there are far more people living in informal settlements than before and these households are not at all satisfied. When people come from the rural areas to the city to look for work, they find it hard to find work and they need somewhere to stay while they are searching. They move in with friends or relatives living in informal dwellings, which are small and crowded. It is mainly black people who live in the informal settlements.

ACCESS TO HOUSEHOLD ASSETS
WHO’S GOT WHAT?

<table>
<thead>
<tr>
<th>Asset</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>TV</td>
<td>77.1%</td>
</tr>
<tr>
<td>radio</td>
<td>73.7%</td>
</tr>
<tr>
<td>fridge</td>
<td>73.5%</td>
</tr>
<tr>
<td>stove</td>
<td>65.8%</td>
</tr>
<tr>
<td>phone</td>
<td>63.8%</td>
</tr>
<tr>
<td>piped hot water</td>
<td>53.8%</td>
</tr>
<tr>
<td>washing machine</td>
<td>50.2%</td>
</tr>
<tr>
<td>telephone (land-line)</td>
<td>49.1%</td>
</tr>
<tr>
<td>computer</td>
<td>41.1%</td>
</tr>
<tr>
<td>car</td>
<td>36.6%</td>
</tr>
</tbody>
</table>

Not all households have these assets. Just looking at the TV and the car let us see which race groups have the highest ownership.

<table>
<thead>
<tr>
<th>Asset</th>
<th>Black</th>
<th>Car</th>
</tr>
</thead>
<tbody>
<tr>
<td>TV</td>
<td>66%</td>
<td>13%</td>
</tr>
<tr>
<td>Asian</td>
<td>92%</td>
<td>57%</td>
</tr>
<tr>
<td>Coloured</td>
<td>74%</td>
<td>37%</td>
</tr>
<tr>
<td>White</td>
<td>94%</td>
<td>82%</td>
</tr>
</tbody>
</table>
TRANSPORT
ON THE ROAD

Residents were asked to state their satisfaction with the roads nearest to their houses. The aspects of roads that were looked at included:
- Tarred roads
- Storm water drains
- Pavements
- Street lights
- Signposts
- Grass verges

Residents were also questioned on the condition of these aspects. The following graph gives the results:

Generally residents said that roads were or average to good condition. More than 60% of the roads are tarred although 22% of them need maintenance. 65% of the roads had street lights with a third of that requiring attention. Only 41% of the roads have pavements. Grass verges were a matter of concern as not only do only 42.05% of road have grass verges but, according to the survey 42.05% of verges are in need of attention!
Most of the people who rely on public transport travel by mini bus taxi because they are convenient and go to almost all the places in the eThekwini area. 77.5% of the people who use public transport travel by mini-bus taxi with 56.6% of the users feeling satisfied. The downside is that Mini bus taxis are often in bad condition and some are driven at great speed. There is a 50% satisfaction with Metro and private buses.

The fastest means of public transport with respect to time taken to get to work appears to be by train. However, only 15.3% of public transport users are making use of the train services. There is a reasonably high level of satisfaction, with 66.1% satisfied.

Those using trains are likely to be people who live close to the railway stations and who get off at stations not too far from their place of work. For most people trains are not viable due to the stations being out of the way and the infrequency of the trains.
HOUSEHOLD SERVICES

VISION STATEMENT 2003

“By 2020, eThewkini municipality will enjoy the reputation of being Africa’s most caring and livable city, where all citizens live in harmony. This vision will be acheived by growing its economy and meeting peoples needs so that all citizens can enjoy a high quality of life with equal opportunities in a city that they are truly proud of.”

Basic services such as sanitation, water, electricity and refuse removal are very important for everybody. All households should have these services as they make householders much happier with their lives, as well as making lives a lot easier. Those that did not have them in the past but have them now say that it makes a big difference to the quality of their lives.

LIFE IS EASIER WITH BASIC SERVICES

“I have my own taps at home now so I don’t have to go and collect water from a communal tap anymore. It used to take a lot of time and was very inconvenient. Carrying water is very hard…”

“My home is healthier with a flush toilet and hot water…”

“I like having electricity in the house because we can watch TV together. It keeps the younger members of the family at home rather than running all over the streets…”

“Studying at night is much easier for me now that we have electricity...it is also safer than using candles or paraffin lamps”
During apartheid all the basic services were available to the advantaged groups, while the disadvantaged had only a few services or no services at all. While the Municipality is working hard to provide services for all the people, this is not that easy. The boundary of the municipality was expanded in 2000 and now includes many traditional dwellings, all of which need access to basic services. Let us see what the municipality is doing about this:

**SANITATION**

In 1996 only 65% had access to safe and adequate sanitation. In 2001 this had risen to 76%.

“We have a hole in the ground for a toilet, and when the septic tank is full, we must go to Isipingo and pay R150. Maybe two months later they come to empty it....”

Folweni Resident

“I can’t imagine life without a flush toilet!”

Berea Resident

In 2003 69% were satisfied with sanitation and this dropped by 6% in 2004
WATER

In 2001 82% of households had access to safe drinking water and between 1994 and 2001 98,933 new water connections were made. In 2004 92.3% of households receiving piped, full pressure water were happy with these services.

There are many types of water services and there has been an overall increase in satisfaction levels from 75% in 2003 to 79% in 2004.

“Water services are better now.
There is always water now. They came and laid pipes for the water and the toilet, but they only went so far. We are waiting for them to come and finish the job they started...” Chesterville resident

ELECTRICITY

The most common energy source used for cooking and lighting by eThekwini households is electricity.

There was a 5% increase in the number of households with electricity between 1996 and 2001 when 79% of households in eThekwini had access to electricity.

Satisfaction levels with this service have dropped from 82.2% in 2003 to a still high satisfaction level of 77.3 in 2004. The percentage of those households satisfied with conventional electricity supply has only dropped by 1%, but satisfaction with the prepaid card system has dropped by 22%
"The municipality contracts work out to different people. The work is done on an electric light pole, but then the contractors leave the rubble lying around so we have to chase after them to finish the job properly...There is no supervision or follow-up on the work that they (the Municipality) have contracted out..." Glenwood resident

“I am very satisfied with the basic services in my area. The power supply to my house went out twice, and the municipality came out very quickly to fix it.” Bluff resident.

WASTE AND REFUSE REMOVAL

The number of households that have their refuse removed regularly has increased from 70% in 1996 to 85% in 2001. Although by 2003 90% of households have their refuse removed, the Quality of Life Survey shows a 9% decline in satisfaction with refuse removal from 77% to 68% in 2004.

“We used to have our refuse removed twice a week, but now the truck only comes once a week...” Queensburgh resident

“We used to have our refuse removed twice a week, but now the truck only comes once a week...” Queensburgh resident

“Rubbish is taken away once a week but only from the main road. I am lucky. My house is not far from the main road so I don’t have to carry it very far...” Dassenhoek resident

To sum up

Basic household services have been extended to many more households. However, while satisfaction levels with water supply have increased, satisfaction levels with the other basic services of electricity, waste and refuse removal have decreased. As availability of basic services affects the health of the residents, which is an important factor, it is essential that all households have access to good quality services.

The lowest level of satisfaction with basic household services is 63% and the highest is 79%
COMMUNITY SERVICES

The way that people feel about their suburb or community is very important. 48.6% of eThekwini 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,
- Libraries,
- Postal services,
- Public transport,
- Crèches,
- Parks,
- Public telephones,
- Clinics,
- Police services,
- Sports facilities

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
- Education facilities
- Public telephones
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.

“Inanda resident

“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.”

Malvern 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.”
A SENSE OF BELONGING

A sense of belonging is very important for most people, with good relationships with family and friends as well as people in the neighbourhood being top of the list for the majority of people. Places of Worship and the people who go to them were also very important. Of least importance, but still quite high, was association with work colleagues and organizations.

<table>
<thead>
<tr>
<th>SENSE OF BELONGING WITH</th>
<th>% POPULATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family</td>
<td>90.1</td>
</tr>
<tr>
<td>Friends</td>
<td>83.7</td>
</tr>
<tr>
<td>People in Neighbourhood</td>
<td>74.0</td>
</tr>
<tr>
<td>Place of Worship</td>
<td>67.6</td>
</tr>
<tr>
<td>Cultural Community</td>
<td>49.2</td>
</tr>
<tr>
<td>Work colleagues</td>
<td>45.2</td>
</tr>
<tr>
<td>Organisations/groups</td>
<td>42.4</td>
</tr>
</tbody>
</table>

“We are one big family with all that that entails. Sometimes that can be a problem but mostly it’s good. We help each other, we borrow from each other and we take care of each other’s children. Our community is very close knit. It’s how we survive.” Wentworth resident
"Your business is my business. We know everything about each other. It has its good side and bad side. We become victims of gossip, even if we keep quiet."
Umlazi resident

"Our community likes to pull together. We unite in our religious practices and attend each others family ceremonies. You can't have a small wedding in my community. You must feed everybody!"
Chatsworth resident
"I have lived next to the same people for twenty years and I don’t even know their names. In my suburb we don’t get involved with our neighbours - unless it’s to complain about their dogs or their messy trees or the noise they make when they have parties…"

Escombe resident

TAKING IT EASY

As far as leisure activities are concerned people listed the following activities as their favorite spare time activities in order of importance:

1) Home hobbies
2) Home entertainment
3) Reading
4) Religious activities
5) Staying at home

Why do people prefer to spend so much time at home?

Whilst one could say that most residents are satisfied with their homes and enjoy doing things at home there are other aspects to be taken into consideration. There are poor people who do not have much spare time and who are dependent on public transport and so would not be able to enjoy much in the way of entertainment outside their homes. There are also those who have said that they are afraid to leave their homes at night because of the high rate of crime.

When residents have gone out to visit public amenities they have mostly been very satisfied with them as seen in the table below.

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DURBAN IS A GREAT PLACE TO ENJOY LIFE!

“In spite of our problems, Durban can be an ideal place to live! We have beautiful weather! Durban is warm for most of the year with very mild winters. There are lots of places to enjoy recreational activities like swimming and hiking. The beaches are generally well-kept and clean and easy to access. On public holidays huge crowds throng to the beaches and the people enjoy themselves.” Glenwood resident

MUSIC IS POPULAR!

Durban has a thriving art community in all the fields and disciplines of art. Music is especially popular, with gospel and amaskanda bands enjoying general appreciation from the majority of the population. Live music of all kinds from traditional to contemporary to philharmonic music are played and enjoyed in Durban, Our city is one of the few to have their own Symphony Orchestra.

ART & CRAFTS ARE A GOOD WAY TO EARN A LIVING!

Visual arts and crafts have become a popular way for talented people to make a living. The Zulu crafts which include exquisite beading, basket weaving, wire weaving and carving are attractive to locals as well as to visitors to our city. The Durban Art gallery, which is central and free of charge hosts exciting exhibitions and encourages new talent.

DANCE FROM ALL CULTURAL TRADITIONS

Apart from the many contemporary dance companies who train youngsters as well as creating new works on a regular basis, Durban has many informal dance groups that practice ngoma or traditional dancing and enter competitions. The standard is extremely high and the competition is fierce. There is great pride in the cultural traditions of the many people of Durban and all the cultural groups express themselves through the expressive arts.

THEATRE

With the Playhouse Company conveniently situated in the centre of Durban, theatre productions of all kinds are available to the public. Plays are commissioned to deal with issues that are important to the people and some of them are sponsored by the municipality. There are also educational theatre companies that tour the schools bringing live theatre to the learners.

“There is a great love of the arts here and many talented artists. The infrastructures required to support artists is growing and many peoples lives are changing as they realize that they can make a living out of their God given talents…” Arts Administrator Bat Centre
THE DOWN SIDE

If we look at the five top serious day-to-day problems we find the following:
1) Poverty 2) Crime 3) Traffic congestion
4) Disease 5) Inadequate Housing

Crime will be discussed here only because poverty, traffic congestion, health and housing are discussed in elsewhere in this book.

Crime, domestic violence, substance abuse, alcoholism, prostitution and child abuse are serious problems in eThekwini

CRIME AND THE eTHEKWINI RESIDENT

Crime in Durban is a major concern. When the crime rate is high residents become fearful and are unable to enjoy their lives. People would love to be able to walk freely in their city knowing that they and their possessions are safe. However crime in Durban is a big problem, impacting negatively on the quality of life of its residents.

When looking at this chart we can see that fewer people each year consider the crime rate to have got worse.

Of people thought that crime was worse than the year before and in 2004 37% of people thought that crime was worse than before. Percentage of people who thought that crime was the same as before increased from 23% in 1998 to 43% in 2004. Those who think that the crime situation has improved remain at about 20%.

“We have to lock ourselves in prison. High walls, security gates, razor wire fencing, spikes, alarm systems and armed security guards are part and parcel of how we live these days. We worry about our houses, our cars and our possessions all the time.”
Glenashly resident

“It is true that Durban has a very high crime rate. But we can’t stop living a full and interesting life just because of that. People need to be careful and keep their eyes open. They should not take any unnecessary risks. But they should also feel free to enjoy themselves in our beautiful city…”
Hillary resident

“We think the crime rate is one of the biggest stumbling blocks to racial harmony in Durban. It perpetuates the prejudices and makes us fearful of those who do not belong to our own race group.”
Manor Gardens resident
Victims of crime experience impaired quality of life. It is very traumatic for the victim and the family members. To understand the situation better we can look at what kinds of crimes are being committed and who is being targeted.

The 3 crimes most often committed are theft, burglary, and robbery/mugging.

<table>
<thead>
<tr>
<th>Race</th>
<th>Theft</th>
<th>Burglary</th>
<th>Robbery/Mugging</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>32.1%</td>
<td>43.4%</td>
<td>11.8%</td>
</tr>
<tr>
<td>White</td>
<td>13.4%</td>
<td>28.8%</td>
<td>23.8%</td>
</tr>
<tr>
<td>Asian</td>
<td>23.4%</td>
<td>31.2%</td>
<td>34.7%</td>
</tr>
<tr>
<td>Coloured</td>
<td>12.3%</td>
<td>41.8%</td>
<td>53.3%</td>
</tr>
</tbody>
</table>

SAFE, MY MATE?
A sense of safety in the suburbs is also related to quality of life. Naturally residents are more relaxed if they do not have to worry about crime. When residents were asked about their sense of safety, most of the people said that they felt safe walking in their area during the day and most felt safe once they were in their homes. However, they did not feel safe at night.

DO YOU FEEL SAFE?
70.6 % feel safe during the day
67.3 % feel safe at home
65.9 % do not feel safe at night

HAVE YOU BEEN A VICTIM OF CRIME?
The crime victimization rate is dropping. 25% of residents reported that they had been victims of crime in 2004 and this was down from 35% in 2003 and 34% in 2002.
When we look at the victims of crime for each race group between 2003 and 2004 we see that for most groups there are fewer victims. The white, black and Asian groups all reported less victims of crime than in 2003. However, there were more victims in the coloured community.

There is a direct connection between these findings and the quality of life enjoyed by the various racial groups.

**Link between unemployment and crime**
Most people believe that there is a link between unemployment and the crime rate. Some people who lack a formal education and so are unable to get skilled employment turn to crime as an easy way of making a soft living.

**Link between unemployment and domestic violence**
There is also a link between unemployment and poverty and the occurrence of domestic violence. Unemployed people who are frustrated or ashamed are more likely to take their frustrations out on their families, especially their wives or girlfriends.

**Link between unemployment and alcoholism**
Alcoholism and drug abuse are also connected to unemployment, as well as being a common problem for those who cannot accept their circumstances and look for easy ways to forget their problems. Money that should be used for education and food is used for alcohol, drugs, gambling and prostitution. These issues have been identified as common problems in communities where people have lost their sense of pride in themselves and their environment.
Street kids
Children who have been abandoned by their families or who have lost their parents through violence or disease gang together and live on the streets, begging and scratching for food and money. Most are addicted to sniffing glue and nicotine to help them deal with the hardships of their lives. This is a serious problem in our city as ‘street kids’ often resist assistance and rehabilitation.

Prostitution
Many young women turn to prostitution as a means of earning a living; sadly, this is sometime encouraged or even initiated by family members. In certain communities older men prey on the desires that young girls have for clothes or cell phones and persuade then to exchange sexual favours for material goods. This is also contributing to the spread of HIV AIDS.

These social ills are of deep concern. For those who are living in the thick of it, their quality of life is seriously impaired.
Good health is necessary for everybody to enjoy life.

- The eThekwini Quality of Life Survey found that when considering life satisfaction, health is of the greatest importance.
- Residents were concerned about the access to free health advice and support and the availability of health care clinics.
- The survey focused on what eThekwini residents felt about HIV AIDS as this was identified as a major problem in our city.

SATISFACTION WITH HEALTH
In 2003 60% of residents said that they were satisfied with their health.
In the same year 26% were dissatisfied with their health.
In 2004 66% of residents said that they were satisfied with their health.
In the same year 20.9% were dissatisfied with their health.

HEALTH CARE & CLINICS
Residents reported that 66.7% could access health services in the areas in which they live.
64.7% were satisfied with these services.

Those living on or below the bread line are unable to access private health care services and are reliant on health care services provided by the municipality and government. Municipal clinics are available to tend to such health issues as family planning, assistance in pre and post natal care, HIV testing and treatment and dispensing of basic pharmaceutical drug supplies as well as referrals to hospitals where required.

Clinics also deal with Tuberculosis, testing patients for this prevalent infectious lung disease and providing the necessary treatment.
DEVELOPMENTS IN THE DEPARTMENT OF HEALTH SINCE 1996

- Primary Health Care facilities have been developed in areas like Umlazi, KwaMashu, Inanda and Umbumbulu.

- Multi Purpose Community Facilities which provide health services to rural communities are being established in previously disadvantaged areas.

- The eThekwinini Communicable Disease Centre was also launched to monitor and control communicable diseases. This gives easier access to safe water, sanitation and refuses removal in informal settlements such as Indwendwe and Zwelibumvu.

- There are feeding schemes and the creation of food gardens by patients suffering from tuberculosis and malnutrition.

- There are programmes for street traders giving them important information about food hygiene and personal health.

There is a scheme to address the impact of air pollution on people living in the South Industrial Basin of Durban
HIV/AIDS AND THE eTHEKWINI RESIDENT

HIV/AIDS is a very topical issue and of great concern in KwaZulu Natal. The infection rate for Durban in 2001 was 34.7%, higher than for the Province at 32%, which in turn was higher than the national average of 22.4%.

The HIV/AIDS virus is a fast spreading lethal virus. More and more people are being infected regardless of their age, gender or racial group. Most residents have either experienced the loss of a family member, friend or colleague to the virus, or are concerned that someone close to them will be infected.

HIV/AIDS is on most peoples’ minds and definitely impacts negatively on the general quality of life. This is especially true because at present there is no cure.

The proportion of the population who worry a lot about being infected has increased from 48% last year to 56% this year. We can see which members of our communities are most concerned about HIV/AIDS by looking at this graph:

[Graph showing concern about HIV infection by race]

Asian and white people are least worried, while coloured and black people are most concerned. Concern over HIV/AIDS has increased a lot since 2003, especially among the African population. Women have a greater chance of contracting HIV/AIDS and so naturally they are the most concerned.

The least concerned about the disease is the Asian man; the most concerned is the African woman.
HOW BEST TO PREVENT HIV AIDS

People think that the following are top five importance methods to stop the spread of HIV/AIDS

1 Condom use
2 Abstinence before marriage
3 HIV/AIDS education awareness campaigns
4 Open and honest relationship with partner
5 Free and adequate treatment of HIV/AIDS sufferers.

“In my community there are many people who believe that this disease is a kind of curse. They spend a lot of money on trying to break the curse, slaughtering goats to appease the ancestors….” Umlazi resident

“The big problem in the Coloured community is that our people do not think that they will get HIV AIDS and so they are very careless when it comes to unprotected sex. Especially the youth ….” Wentworth Social Worker

“Views on HIV AIDS have changed a lot since we first heard about it. In the beginning everybody thought that it was only gays that got AIDS, now the truth is staring us in the face – everybody who is having sex, regardless of their race, sexual persuasion, age or gender is vulnerable…” Morningside Academic

“We don’t believe in HIV AIDS in our community. Yet many are suffering from the symptoms. If people want to get well they will need to get tested and start taking medication. But there is a big resistance to getting tested….” Reservoir Hills resident
WHAT IS BEING DONE ABOUT HIV / AIDS?

It is important to any resident’s quality of life that they believe that the authorities are doing their best to keep them free from fatal illnesses. The bad news is that a staggering 66.1% of residents believe that the Health Authorities are not doing enough to educate citizens about HIV/AIDS.

“I am very very worried about HIV...I have lost family members...I don’t see any help for the people who have HIV...”
Inanda resident
Has eThekwini Health changed many lives for the better?

“The Department has made a big impact by helping to provide water and sanitation to informal cluster settlements.

We have helped the people from Brook Street and Durban Station informal settlement to move to Kwa-Mashu and Quarry Heights.

Our Community Health Workers Program has volunteers who provide vital information and services to their communities.

Community Health Workers in the northern areas of eThekwini municipality also provide home based care for the terminally ill, including participation in community gardening projects to enable the sick to generate an income through the sale of vegetables.

The rural KZN Craft and HIV/AIDS Awareness Program trained over 100 women in HIV/AIDS prevention, and broadened their design and business skills. The women sold their products to international tourists through the African Arts Centre”
LIFE SATISFACTION

Over the years the question “How satisfied have you been over the past year?” has been asked.

- In 2004 39% of residents were satisfied with their life and 35% of residents were dissatisfied.
- In 2003 the levels were much the same, except that there were slightly more citizens who were dissatisfied.

The following graph illustrates differences from 1998 to the present.

This graph shows that the percentage of residents who are dissatisfied is on the decrease. There appears to have been a decline in satisfaction levels between 1999 and 2001, however the picture seems to be changing quite significantly for the better.
The following trend chart which looks at life satisfaction by race shows that:

- A large majority of the white population experience satisfaction with their lives.
- A minority of the black population experiences life satisfaction.
- There are more than half the members of the Asian population experiencing satisfaction with their lives.
- A minority of members of the coloured population are experiencing satisfaction.

However, between 2003 and 2004 it is only the coloured and Asian populations that have a small increase in the proportion of satisfied people, all the other race groups experienced decline.

**WHY ARE WE DISSATISFIED?**
The top three reasons for being dissatisfied with life are:

- Financial problems
- Unemployment
- Illness

*Residents who were dissatisfied with life say that financial problems, unemployment and illness were the main reasons for unhappiness.*

**WHAT MAKES US SATISFIED?**
The top three reasons for being satisfied with life are:

- Good family life
- Good health
- Financial security

*Residents who were satisfied with life say that family life and personal health is of greater importance to the residents of eThekwini than money or family income.*

43
ECONOMIC OUTLOOK

Economics plays a very important role in the lives of the residents of eThekwini as we have seen.
17.5% felt that their economic situation had improved
53% felt that their economic situation had remained the same

38.2% were optimistic about their future economic situation
23.6% believed that their situation would get worse in the future

WHY WILL THINGS GET BETTER?
There will be more job opportunities
Durban will experience economic growth

WHY WILL THINGS GET WORSE?
Unemployment will continue to be a problem
The cost of living will go up more

HOW DURBAN RESIDENTS SEE THEIR CITY...

In the survey eThekwini residents were asked to rate certain aspects of Durban city that are part of the municipality’s vision for 2020

More residents were satisfied with aspects of the vision in 2004 than in 2003. The only exception was the rate of delivery on basic services.

Residents seem to be quite satisfied that:
- they can live in Durban easily
- their personal well-being is cared for in the city
- Durban is a city to be proud of
- there is a good level of harmony between residents

However, despite more people being satisfied now than before, they are mostly dissatisfied with:
- the rate of economic growth
- the lack of job opportunities
- the supply of their basic services
- the quality of life of Durban citizens
- the level of equal opportunities for all
There has been a drop in satisfaction with the rate of delivery of basic services that the municipality provides.

- In 2003 40.5% of the population were satisfied.
- In 2004 only 29.4% of the population were satisfied.

Satisfaction with PUBLIC AMENITIES
Durban residents are fortunate to have easy access to a number of interesting and relaxing places in the central business district.

**BEACHES**
Being an east-coast sea-side city, there are wonderful beaches, and swimming is possible all year round. The municipality ensures that the beaches are kept free of litter, life guards take care of the safety of swimmers, and there are lots of restaurants and kiosks. 83% of the people interviewed were satisfied with Durban’s beaches.

**ART GALLERY & MUSEUM**
The Durban Art Gallery and Museum are housed in the same building, a gracious Victorian building. Regular exhibitions are held as well as a resident exhibition of paintings and sculptures bought by the city for the cultural enhancement of the people. Popular multi-arts evenings under the title Red Eye have become a special feature of the Durban Art Gallery, attracting young people and ensuring the continuation of interest in the visual arts in the future. 77.6% were satisfied with Art Galleries and 72.3% were satisfied with Museums.

**OTHER AMENITIES**
- 86.9% satisfied with the library
- 71.7% satisfied with the parks,
- 70.0% satisfied with sports grounds
- 66.2% satisfied with swimming pools
CAN DURBAN BECOME A LEADING WORLD CITY?

Just over half of the population believe that Durban will become a leading world city.

The following graph shows how these perceptions have changed from 1998 to the present:

There has been little change in the number of eThekwini residents who are pessimistic about their city. This has always been the smallest group of people and in 2004 only 14% were pessimistic.

Optimism among residents has increased steadily between 1998 and 2000. After that it declined, but since then it has increased to 54% in 2004.

There were more people who felt neutral about the issue, but this seems to have changed in the last two years as people have become more optimistic.

REASONS FOR FEELING GOOD ABOUT OUR CITY!

- The 54% of residents who were optimistic about Durban felt that there was a steady growth and upgrade of the city. They mentioned ICC building, uShaka Marine World, Wilson’s Wharf, Gateway Shopping Complex as well the Sibaya and Suncoast Casinos which have opened leisure areas to residents and made them feel as though there is more to do in their city.

- Durban is seen as a beautiful place, with its lovely long beaches, lush vegetation, parks and gardens.

- Many national and international conventions of have taken place in Durban and the city is also hosting more cultural events for the people.

There has been a growth in the tourist industry which is helping Durban gain international recognition as a city to visit and enjoy.
REASON FOR CONCERN ABOUT OUR CITY

- For the 14% who were pessimistic the number one reason was the high crime rate.
- People were also concerned about the high number of unemployed residents and the social ills that attend lack of work and money.
- People would have liked to see that Durban was enjoying better economic growth.

According to residents the two most important aspects of the eThekwini Municipality’s vision are, firstly, that there will be job opportunities in Durban and, secondly, that the residents’ well being is cared for in Durban.

MOST PEOPLE CLAIMED THAT THE SURVEY HAD COVERED ALL OF THE MOST IMPORTANT ISSUES
SUMMARY OF FINDINGS

This is the last chapter of the book and here you can read a summary of what is most important to people.

People were asked how satisfied they were with their lives. From peoples’ answers we calculated that the following contribute most to a good life:

- Health
- Standard of living
- Social well-being
- Access to Services

Health

People were asked how satisfied they had been with their own health in the last year. Good health, according to the respondents, is the most important factor in life satisfaction,

More people were satisfied with their health in 2004 than in 2003. 67% were satisfied with their health in 2004, which was an increase of 6%. Some 21% were not satisfied with their health and 12 % were neither satisfied nor dissatisfied.

One of the major health concerns is HIV/AIDS. People were asked if they worried that they or someone close to them might be infected with the virus that causes HIV/AIDS. More people worry about this now than before. The percentage of the population who worry a lot about being infected has increased from 48% in 2003 to 56% in 2004.

The Municipality is extending its primary health care services so that public health can improve. 66.7% of residents say that they could access health services where they live and that 64.7% were satisfied with these services.
Standard of living

Following good health, standard of living has the second most important influence on satisfaction with life. People were asked how satisfied they were with their standard of living including housing, cars and furniture. The number of people who were satisfied with their standard of living increased by a small percentage in the last year, from 36.8% in 2003 to 38.5% in 2004. There are many who are not satisfied with their living standards and this percentage is as much as 50% in 2004. Your standard of living is dependant on employment and income.

In 2004 the percentage of the workforce that was employed was 57.6%. If the standard of living is to improve for all then there must be greater economic growth with increases in job creation.

When unemployment is high then many households will not have sufficient income. The average number of people living in a dwelling in eThekwini is approximately 4. The smallest amount of money that a household of 4 can spend to get the minimum required for food, clothing, fuel, light, washing, cleansing, transport and rent, is R1500-00. It is of great concern that 43% of households have an income of R1500-00 or less.

During the last year 15.8% of households did not always have enough money for food and 37% did not always have enough money for shelter. In 2001 the percentage of households that occupied informal dwellings was 19% and most of those living in informal dwellings were black. Reducing this housing backlog by improving housing conditions will increase satisfaction with dwellings and contribute to higher levels of satisfaction with life.

The assets that a household owns indicate their standard of living. The assets most owned by households are: Television - 74%, Radio - 70%, Fridge - 67%.

The assets owned least by households are: washing machines or vacuum cleaners - 41%, Computers - 35%, Cars - 29%.
Social well-being

Sense of belonging
A sense of belonging is very important for most people, with the most important being good relationships with family and friends as well as with people in the neighbourhood.

Leisure
As far as leisure activities are concerned people listed the following activities as their favorite spare time activities in order of importance:
- Home hobbies
- Home entertainment
- Reading
- Religious activities
- Staying at home

Most people find sufficient entertainment at home. However, when residents have visited the larger public amenities they have mostly been satisfied with them as seen in the table below.

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Problems
People say that their five top serious day-to-day problems are:

Poverty:
43% of households live on less than R1 500 per month

Crime:
25% of residents reported that they had been victims of crime in 2004 and this was down from 35% in 2003 and 34% in 2002.

Traffic congestion:
28% said that traffic congestion was a problem to them, which is an increase from 22% in 2003.

Disease:
Those that were dissatisfied with their own health decreased from 26.1% in 2003 to 20.9% in 2004. 56% of residents said that they worried about HIV/AIDS a lot.

Inadequate housing:
The 2001 census reported that 19% of households are living in informal settlements. 10 000 houses are being built per year in an attempt to address the housing backlog. The municipality aims to increase the rate of delivery to 16 000 per year.
Access to Services

Basic household services
Access to basic household services has increased and in 2004 the average level of satisfaction was a high 71%. This is slightly down from the 2003 satisfaction level of 76%.

Engineering services
Average satisfaction with roads, lights, drains, signs, pavements and verges increased from 68% in 2003 to 73% in 2004.

Public amenities
These services are more accessible to people. However, there has been a decline in satisfaction from 71% in 2003 to 65% in 2004. The most notable drop was related to local parks and sport facilities. However, it needs to be noted that about 70% of people were satisfied with the larger regional parks and sports amenities that serve the entire city.

Transport
Traffic congestion was a problem for 28% of commuters in 2004. Most residents said they traveled in kombi taxis and 57.6% were satisfied with them.
What’s a good quality of life?

The way in which people have answered the questions shows that:

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.

Government and Civil Society decision makers in the built, natural and social environments
can benefit society by ensuring that development programs deliver in ways that will have
the most impact on satisfaction with life.
ACKNOWLEDGEMENTS

To eThekwini Municipality for enabling and funding this research.

To the following members of the Corporate Policy Unit who ensured that the research was undertaken.

- Brian O’Leary – Project Leader.
- Hyacinthia Naidoo – comments on research design and report editing
- Siyabonga Manyanga – comments on research design and report editing
- Thomas Ferreira – desktop publishing and photography

Artists Contributions

- Cover and Ceramic Relief Sculpture Panels : Wendy Nell
- Cartoons and line illustrations: Dan Sheldon
- Line drawings: Sabelo Vilane
- Durban’s Doorways: Doung Jahangeer
- Selected photographs: Ben Haskins, Gisele Turner, Thomas Ferreira, Peter Benheim, Prakash Bhikha, iTrump.

- Puppet heads: Wendy Nell

From the African Art Centre

Thanks to curator Anthea Martin for the use of images taken from works displayed at the African Art Centre

- Painting: Joseph Manana
- Embo Craft (Botha’s Hill)
- Mapulo Embroidery Project:
  - Anne Makwana,
  - Elsie Maluleke
  - Irene Mathe

Plain language text

- Gisele Turner and Brian O’Leary