



cogta

Department:
Cooperative Governance and Traditional Affairs
PROVINCE OF KWAZULU-NATAL

ANNEXURE A: DRAFT

Norms and Standards for Public Social Facilities for KwaZulu- Natal

Approved on : 7 January 2020

Prepared in terms of

Section 142 of the KwaZulu Natal Planning and Development Act, 2008 (Act No. 6 of 2008) read with Section 155(7) of the Constitution of the Republic of South Africa, 1996

CONTENTS

1	EXECUTIVE SUMMARY	4
1.1	Context	4
1.2	Purpose	4
1.3	Applicable Public Social Facilities	5
1.4	Framework of Norms and Standards	5
2	DEFINITIONS	6
3	NORMS	7
3.1	Spatial Equity and Justice	7
3.2	Population and Service Catchments	7
3.3	Hierarchy of Service Centres	7
3.4	Accessibility	13
3.5	Clustering of Facilities	14
3.6	Affordability	15
4	FACILITY CRITERIA AND STANDARDS	17

4.1	Health Facilities	17
4.3.1	Regional Hospital (L2)	17
4.3.2	District Hospitals (L1)	17
4.3.3	Community Health Centres	19
4.3.4	Primary Health Clinics.....	20
4.2	Safety and Security Facilities	23
4.3.1	Police Stations	23
4.3.2	Fire Stations	24
4.3.3	Prison & Places of Safety	26
4.3	Education Facilities	28
4.3.1	Libraries	28
4.3.2	Secondary Schools	31
4.3.3	Primary Schools	35
4.3.4	Early Childhood Development Centres/ Crèches	38
4.4	Government Social and Municipal Services	40
4.3.1	Public / Government Service Centres.....	40
4.3.2	Social Development, SASSA Offices and Social Grant Pay Points	42
4.5	Community Events Facilities	45
4.3.1	Community Halls.....	45
4.6	Public Open Space Facilities	47
4.3.1	Sports & Recreation.....	47
4.3.2	Community Parks.....	50
5	LEGAL EFFECT	54
5.1	Persons to whom these norms and standards apply	54
5.2	Application of the Norms and Standards	54
5.3	Area of application of Norms and Standards	54
5.4	More stringent norms and standards	54
6	IMPLEMENTATION	55
6.1	National Norms and Standards	55
6.2	Related Provincial Norms and Standards	55
6.3	Engagement with Custodian Departments	55
6.4	Exceptions	55
6.5	Supporting Documents and Tools	56

6.6	Commencement	56
6.7	Copies	56

1 EXECUTIVE SUMMARY

1.1 Context

- 1.1.1. The South African constitution requires every citizen to have access to basic services.
- 1.1.2. Public Social Facilities play an important role to achieve social justice and sustainable restructuring of the urban and rural landscape of KwaZulu-Natal.
- 1.1.3. Sustainable human settlements cannot be achieved without access to adequate government social facilities the provision of which is differentiated according to varying development densities, community size, mobility levels and socio-economic variation.
- 1.1.4. The establishment of a hierarchy of settlements is promoted by the effective planning, provision and management of social facilities which are appropriate to the context, population size / distribution and function of each settlement with respect to its role in regional context.
- 1.1.5. The impact of public social facilities to address community needs is influenced by the cost effective and appropriate provision thereof in the optimum location for such facilities in terms of locality, accessibility, integration and capacity of the collective public social facilities provided within a settlement.
- 1.1.6. The planning and provision of public social facilities needs to be co-ordinated and spatially aligned and co-ordinated in a consistent manner, both between various tiers of government as well as with private land developers. This should ensure that socio-economic policy intentions are achieved, and the impact of public social facility provision is maximized.
- 1.1.7. Chapter 11 of the KwaZulu-Natal Planning and Development Act, 2008 (Act 6 of 2008) [PDA] provides for the MEC of Co-operative Governance and Traditional Affairs to draft Provincial Planning and Development Norms and Standards in this regard.
- 1.1.8. These norms and standards are intended to set the requirements to ensure efficient, effective, and sustainable spatial planning and land use management related to the provision of public use social facilities.
- 1.1.9. This norms and standards document aim to co-ordinate the planning, spatial alignment, equitable provision, capacity and development of public social facilities between the various role-players in the sense that a common guideline will be used, and the responsibilities of each role-player are identified.

1.2 Purpose

- 1.2.1. The purpose of these provincial planning and development norms and standards is to guide municipal decision-making for provision of public and privately provided social facilities in relation to:
 - (a) land use schemes;
 - (b) the use, development, subdivision or consolidation of land generally;
 - (c) certain types of land use, development, subdivision or consolidation of land;
 - (d) the use, development, subdivision or consolidation of land within a specified area within the Province;
 - (e) the phasing or cancellation of approved layout plans generally or under specified circumstances;

- (f) the alteration, suspension or deletion of restrictions in relation to land generally or under specified circumstances; and
- (g) the permanent closure of municipal roads or public places generally or under specified circumstances;
- (h) appropriate zoning and or permitted used with respect specifically to private facilities.

1.3 Applicable Public Social Facilities

1.3.1. These norms and standards relate to a selection of the following categories of social facilities:

- a) Health Facilities,
- b) Safety and Security Facilities,
- c) Education Facilities,
- d) Social Development Services and Agencies,
- e) Community Event Facilities,
- f) Public Open Space Facilities excluding natural open space and ecological reserve.

1.4 Framework of Norms and Standards

1.4.1. Norms represent spatial and non-spatial approaches for what is considered normal and *de jure* with regard to government behaviour while standards can be considered aspirational or desirable levels of service and forms the basis of collective expectations from municipalities in the planning and development of public social facilities and spaces.

1.4.2. The following spatial approaches are considered in the identification of standards for the provision of (public) social facilities: Population threshold,

- a) Application of Service Catchment Areas,
- b) Distance based Accessibility,
- c) Central Place Approach and Hierarchy of Service Centres,
- d) Clustering of Facilities,
- e) Affordability.

1.4.3. Standards are measurable requirements for each type of the identified social facilities which all tiers of government are expected to follow to obtain the desired outcome. This specific set of standards represents an expected level of provision, which reflects an acceptable desired performance level and target provision.

1.4.4. The standards for the planning and development of the identified social facilities relate to quantitative aspects of:

- a) Facility type (modality) and level
- b) Population thresholds per facility type and measured in terms of identified user groups,
- c) Maximum access distance,
- d) Settlement service role and level and linkage to SA Functional Town Typology 2018,
- e) Identified stakeholders and/or Planning Authority.

2 DEFINITIONS

"Application" includes a proposal by a municipality.

"Application for municipal approval" means –

- (a) an application for building plan approval; or
- (b) an application for municipal planning approval.

"Settlement character" means a distinct and recognisable pattern of elements that occur consistently in particular landscapes because of underlying land capability including geology, landform, soils, vegetation, land use, field patterns as well as human actions/ settlement pattern that reflects the housing types, affordability, life style choices, transport use or development.

"PDA" means the KwaZulu-Natal Planning and Development Act, 2008 (Act No. 6 of 2008).

"Access distance" (range) means the maximum road-based travel distance consumers are expected or prepared to travel to acquire goods/ services since at some point the cost or inconvenience will outweigh the need for the good/service.

"Service Range" means the likely road-based service distance or area of influence of a facility and is linked to the access distance people are willing or likely to travel for a service.

"Population Threshold" means the minimum market (population and/or income) needed to efficiently bring about the selling or provision of goods or services. In the provision of communal free services, the minimum value will not be measured in respect of income or profit but will relate more to the efficiency of providing the service to at least a minimum number of users to make a facility operationally viable/cost effective.

3 NORMS

3.1 Spatial Equity and Justice

- 3.1.1. The right of all citizens to access basic services is recognised while the level of service may differ between various geographical areas (due to accessibility, levels of utilisation, available bulk services, density etc.).
- 3.1.2. The economies of scale and inefficiencies of providing remote services are acknowledged and may result in a differentiated level of services across settlement types, which may result in alternative mechanisms of facility type and/or service provision i.e. the use of periodic and mobile service provision to meet basic needs.
- 3.1.3. In consideration of the socio-economic differences between areas and the different character of urban and rural settlements, the provision of social facilities will be based on principles of equity and spatial justice. This implies that where communities live at similar densities / population numbers, individual households should have access to similar services irrespective of their income levels.
- 3.1.4. Ensuring future spatial equity and justice will require pro-active planning of social facilities for future settlement areas and not only be focused on addressing current experienced backlogs.

3.2 Population and Service Catchments

- 3.2.1. Social facility planning is intended to be based on a rational approach following a road distance-based (or accessible NMT or pedestrian network) service catchment approach. The serving capacity of facilities and access should not be planned based on administrative boundaries (i.e. Ward or district boundaries) or crow fly distances but must rather consider accessibility including distance, transport mode availability and access to related services.
- 3.2.2. Social facilities with a similar level of importance and alignment in provision, and similar standards relating to thresholds and access distances should be located at the same level within a town/settlement hierarchy and located within walking distance of each other to allow for enhanced ease of access by users.
- 3.2.3. The service capacity of facilities should be based on the demographic profiles and personal mobility levels within each service catchment area and consider the different urban and rural environments as this may impact on the nature and level of facilities required.

3.3 Hierarchy of Service Centres

- 3.4.1. Classification of settlements on a provincial scale will in principle provide basic indication of the level of social facility provision likely within specific settlements. Detail guidelines standards must be applied and considered in local context.
- 3.4.2. Acceptable accessibility in some cases considers a system of referral from lower-order facilities where these facilities form part of a hierarchy of service types (i.e. health) to the higher-order facilities along with longer acceptable access distances.
- 3.4.3. The identification of a hierarchy of town and service centres types should be based on the 2018 SA Functional Town typology of settlements that takes into consideration population size and size of the economy within the area as well as the functional and economic role of the town within the hinterland. This hierarchy was done using the same methodology throughout the province (and the country) and aligned

with the South African Functional Town Typology 2018 as illustrated overleaf. The NSDF vision of settlement hierarchy and corridors based on the former must also be considered.

Functional Town Typology Categories	Description of Functional Town Area Types / Sub-types, classification based on urban function in surrounding region and urban area size (pop and economy).
City Regions	<p>Population: > 1 million people</p> <p>Morphology: Large urban conurbations (functional regions)</p> <p>Economy: Diverse, Economic output > R40 816 mill/yr (2013)</p> <p>Places: eThekweni City Region</p>
Cities and Very Large Regional Centres	<p>Population: > 500 000 people (cities), >300 000 (Very large towns)</p> <p>Morphology: Dense urban areas with interconnected settlements in functional hinterland areas</p> <p>Economy: Service related. Economic output >R7 900mill/yr (2013) (Cities); and >R4 000mill/yr (2013)</p> <p>City Examples: Buffalo City, Polokwane, Mangaung</p> <p>Very large regional centres: Pietermaritzburg, Richardsbay, Newcastle</p>
Large Regional Centres	<p>Population: 100 000-300 000 people.</p> <p>Morphology: Regional node consisting of interconnected settlements, with significant reach in hinterland. Significant social and economic service role in region.</p> <p>Economy: Total economic output above R 1400mill in 2013</p> <p>Examples: Port Shepstone, Ladysmith, Stanger</p>
Regional Centres	<p>Population: < 100 000 people</p> <p>Morphology: Regional node consisting of interconnected settlements, with significant reach in hinterland. Significant social and economic service role in sparsely populated region.</p> <p>Economy >Total economic output above R 1100mill in 2013</p> <p>Examples: Vryheid, Escourt.</p>
Service Towns	<p>Population: Population variation between 15 000 to 100 000 population</p> <p>Economy and Services: Providing an economic and social service anchor role in hinterland. Total economic output >R270mill (2013) in (Average Service related economic output R670mill/town)</p> <p>Examples: Ulundi, Nongoma, Kokstad, Richmond.</p>
Small Service Towns	<p>Population: Less than 20 000 people in town itself.</p> <p>Morphology: Monocentric small towns, often apartheid landscape double centre towns</p> <p>Local Service role: Playing an anchor role as social service point, serving a large number of people within 30km from the town in denser areas and within 50km from the town in sparser areas.</p> <p>Economy: Government and community services significant in local economy.</p> <p>Examples: Nkandla, Melmoth, Bulwer.</p>

Reference: Maritz, J., van Huyssteen, E. Green, C. and Sogoni, Z. South African Functional Town Typology (CSIR 2018 v2).

Available at www.stepsa.org.za.

Rural Service Settlement -	<p>Population: Varied in nodal settlement, large population in direct hinterland</p> <p>Morphology: Emerging nodes of consolidation in Dense Rural Settlements</p> <p>Local Service role: Strategically located to play an anchor role as social service point, serving a large number of people within 30km from the town in denser areas and within 50km from the town in sparser areas.</p> <p>Examples: Jozini, Highflats</p>
Small Towns	<p>Population: Less than 20 000 people in town itself</p> <p>Morphology: Monocentric small towns, often apartheid landscape double centre towns in sparse western parts of SA</p> <p>Economy and service role: Primarily serve local population and/or 'niche' economic activity such as mining, tourism or fisheries.</p> <p>Examples: Pomeroy, Donny Brook.</p>
Rural Settlement Areas & Villages	<p>This area incorporates both (i) Formal Rural settlement area - EA's and Settlements Footprints classified as formal as well as (ii) Traditional Authority Rural Settlement Area - EA's and Settlement Footprint areas classified as traditional. Both have very small formal service economy activities.</p> <p>Within such areas Rural Service Settlements and smaller nodal settlements with limited population and economy but forming part of the South African group of towns can be identified for location of social services as applicable based on the population threshold and characteristics.</p> <p>These places will be separately identified in the next update of the typology.</p>
Sparsely Populated Rural Areas	<p>Sparsely populated areas (mesozone areas without rural settlements) Sparse East (more than 10 persons per sq. km) while in the Sparse West this is defined as less than 10 persons per sq. km and has an impact on the accessible travel access distance and threshold of certain social services.</p>

3.4.4. A list of all cities, towns, service centres and other settlements are listed within Annexure A and are grouped by type. These tables provide details of the population size of each place. In addition the tables provide an indication of the potential identified hierarchy of places with respect to the NSDF to fulfil the role of Urban Cores, Regional Anchors and Rural Service Centres with respect to the NSDF developmental vision.

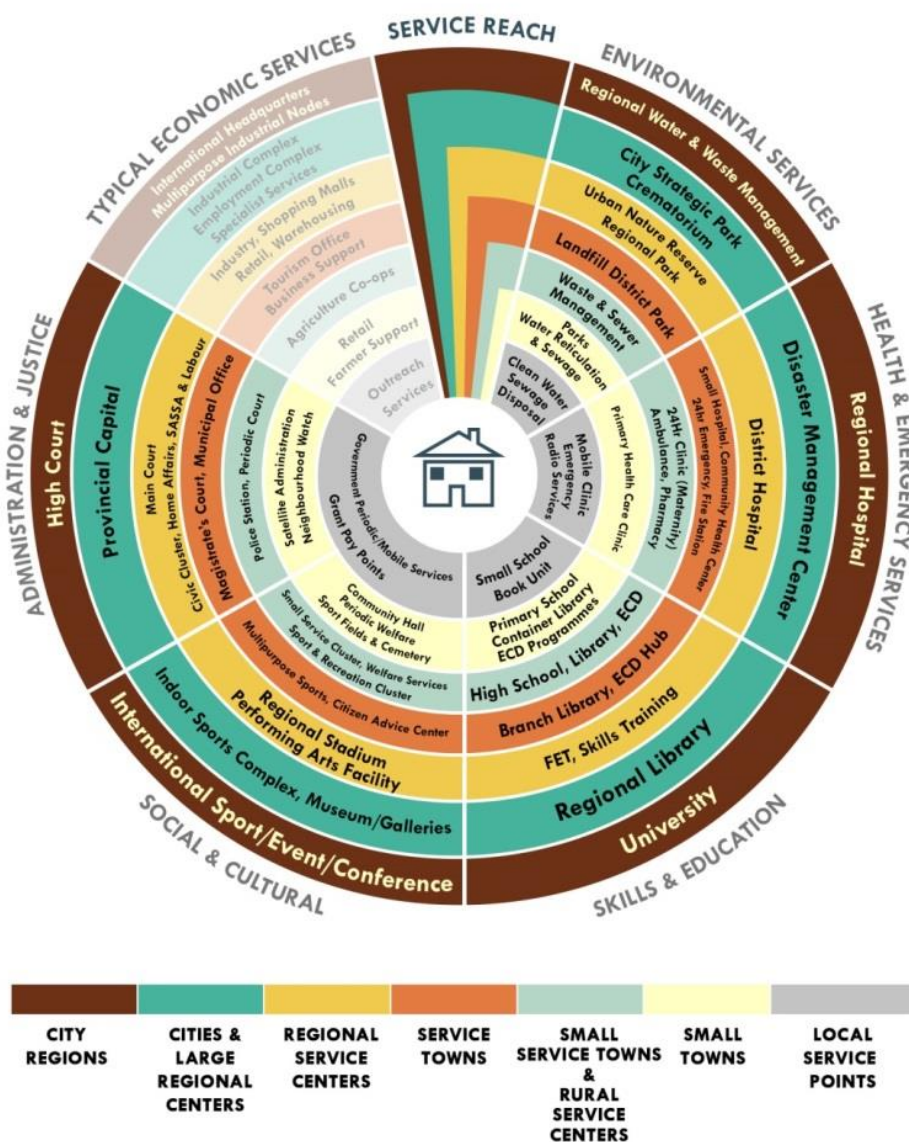


Figure 1: Conceptual Social Facility Provision for a Range of South African Settlements

Referenced as: Chéri Green, Zukisa Sogoni, Valentine Ragoasha. 2018. Socially Just and Rational Social Services Provision for South African Settlements. CSIR document. Available on stepsa.org

3.4 Accessibility

- 3.3.1. Facilities are to be provided as close to residents / users as viable within the norms and standards, but with due consideration to avoid undue proliferation of small facilities (with less services offerings) in each and every ward unless the access norms warrant such an approach.
- 3.3.2. Facilities that are local by nature i.e. used most frequently by the threshold population, have shorter access distance norms and should be located in close proximity to their users to reduce the average travel time and cost to access these local facilities. However the access distance (service catchment area), population density and facility capacity ratios must be maintained in balance.

- 3.3.3. To improve accessibility of captive public transport users (the majority), the social facilities should be located with due consideration of the public transport systems (and vice versa) within the context and character of the local area.
- 3.3.4. Facilities of similar threshold /level should be located at appropriate node level within the urban structure that relate to the hierarchy/ level of those facilities. It is this essential that in larger towns a hierarchy of social service nodes or clusters be identified and aligned where possible (or it exists) to the economic and transport nodes/ private sector development.
- 3.3.5. The regional and site-specific accessibility to facilities must consider the accessibility needs of vulnerable groups such as children, the elderly and disabled and be designed for universal access.

3.5 Clustering of Facilities

- 3.5.1. To support economic growth and development, spatial alignment of investment and ensure user access as well as to develop an effective distribution network for a range of social services, it is essential that facilities be clustered at central locations at different nodal levels (at provincial and at intra-urban scale). This should follow the design principles of spatially integrated government precincts where services are clustered based on either proximity, integrated design or be in a single building, as appropriate. Thus, clustering refers to the clustering of public social facilities not merely in proximity to each other, but in geographic relation to existing (or planned) transport and commercial attractions where natural congregation of people are anticipated.
- 3.5.2. The clustering of public service infrastructure, the development of nodes and settlement densification are closely linked to each other. These approaches are aimed at providing more cost-effective and accessible services to communities, improved urban form and structure, and the development of consolidated, sustainable settlements.
- 3.5.3. The clustering of facilities must consider compatibility of use, user needs /preferences and hierarchy as well as the scale of facilities within the context of the settlement character of an area. The table below provides a summary of compatible facilities:

Matrix of Cluster Potential

Compatible facilities	Library	Primary school	Secondary school	Tertiary education/ trade schools	Community hall	Indoor sports hall	Sports stadium	Local sports field incl. multi-purpose outdoor courts	Parks: Neighbourhood	Parks: District	Parks: Regional	Swimming pool	Urban agriculture	Cemetery/ crematorium	Primary health care centre	L1 Hospital	Police station	Fire station	Worship centre	Nature conservation area
Library	•	•	•	•	•				•						•				•	
Primary school	•	•	•		•			•	•	•		•	•		•				•	
Secondary school	•	•	•	•	•		•	•		•	•	•	•		•				•	
Tertiary education/ trade schools	•	•	•	•	•	•	•	•		•	•	•	•		•					
Community hall	•	•	•	•	•	•	•	•	•	•	•	•	•		•			•	•	
Indoor sports hall				•	•	•	•	•		•	•	•	•		•					
Sports stadium			•	•	•	•	•	•		•	•	•	•							
Local sports field including multi-purpose outdoor courts		•	•	•	•	•	•	•	•	•	•	•								
Parks: Neighbourhood	•	•			•			•	•		•		•		•			•	•	•
Parks: District		•	•	•	•	•	•	•	•	•			•		•			•		•
Parks: Regional			•	•	•	•	•	•	•		•	•	•					•		•
Swimming pool (25-50m)		•	•	•	•	•	•	•		•	•	•	•					•		
Urban agriculture		•	•	•	•				•	•	•	•	•		•					•
Cemetery / Crematorium														•		•	•	•		•
Primary health care centre	•	•	•	•	•	•			•	•			•	•	•	•				
L1 Hospital														•	•	•		•		
Police station														•	•	•	•	•		
Fire station					•				•	•	•	•			•	•	•	•	•	
Worship centre	•	•	•		•				•	•	•	•		•	•	•	•	•	•	•
Nature conservation area									•	•	•		•	•						•

CSIR/BE/PSS/ER/2011/0037/B/3

3.5.4. The purpose of the clustering of social facilities is

- Reducing number of separate trips to different facilities;
- Supporting efficiency of public transport services;
- Creating focal points for development within a settlement to support the creation an urban core or neighbourhood cluster giving legibility and form to a settlement.
- Creating focal points for development and infrastructure provisions, i.e. water, sanitation, electricity, roads, public transport and IT networks;
- Achieve operational savings through the sharing of certain communal services such as bulk service provision, parking, security, ablution facilities, IT services, waiting areas, meeting rooms, halls, security and reception.
- Promoting efficient use of available space and the potential for sharing of facilities such as parking, meeting rooms, halls, ablutions, security and reception areas; and
- Promoting settlement concentrations around the development of a nodal point to encourage settlement densification and create development focus and legibility.

3.6 Affordability

- 3.6.1. Affordability firstly relates to the available resources and budget of the service provider and secondly to the supportive population threshold of a town/ settlement which impacts on the ability to minimize / rationalize the operational and maintenance cost of a level of facility or service.

- 3.6.2. The establishment of the norms do not denote a duty of any government body to provide the service and rather indicated what provision criteria must be applied if the needs for a service is identified, and the relevant mandated authority is able to sustainably provide and operate the identified facility within its budget.
- 3.6.3. The planning and provision of locality, type and hierarchy of social facilities must consider capital budgets, as well as the long term operational and maintenance costs to the custodians of the facility to ensure the sustainability of those facilities. If a facility is poorly utilized, over time it is likely that it will fall into disrepair/ be vandalised and possibly be permanently closed since the facility does not serve sufficient people and will not be considered a priority for re-investment.

4 FACILITY CRITERIA AND STANDARDS

4.1 Health Facilities

4.3.1 Regional Hospital (L2)

DESCRIPTION

A Regional Hospital receives referrals from and provides specialist support to a district hospital. In addition to theatres it provides a specialist service plus diagnostic radiology and anaesthetics services (e.g. Prince Mshiyeni Memorial Hospital).

FACILITY SUMMARY

Facilities	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
Regional Hospital L2	200 000	1 770 000	200 km	Up to 7ha (design dependent) for a 300 bed hospital

PROVISION CRITERIA

Provision Criteria (Settlement Typologies)	1 – City Regions	2 – Cities & Large Regional Centres	3 - Regional Service Centres	4 - Service Towns	5 - Small Service Towns& Rural Service Centres	6. Small Towns	7. Smaller Nodes
Regional Hospital L2	✓ Could have more than 1 per city region	✓ Could have more than 1 per city region	✓				

RELEVANT ROLEPLAYERS

- KwaZulu-Natal Department of Health

THRESHOLD ISSUES

Regional scale – planning should be aligned to support the National Department of Health's hierarchy of service provision.

4.3.2 District Hospitals (L1)

DESCRIPTION

Offers range of outpatient and inpatient services and operating theatre/s; receives referrals from and provides generalist support to clinics and community health centres (e.g. Osindisweni Hospital).

FACILITY SUMMARY

Facilities	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
General Hospital (District Hospital L1)	150 000	900 000	30 km	Up to 5ha – design dependent

PROVISION CRITERIA

Provision Criteria (Settlement Typologies)	1 – City Regions	2 – Cities & Large Regional Centres	3 - Regional Service Centres	4 - Service Towns	5 - Small Service Towns& Rural Service Centres	6. Small Towns	7. Smaller Nodes
General Hospital (District Hospital L1)	✓	✓	✓	Small hospital where more than 30km from a L1	See below Provide a 24hr clinic with maternity if more than 30km from L1		

RELEVANT ROLEPLAYERS

- KwaZulu-Natal Department of Health

THRESHOLD ISSUES

Provision on a district level – planning should be aligned through District Municipality IDP, Provincial/ District Health Plan, or in terms of the Provincial Spatial Development Framework.

FACILITY SHARING & CLUSTERING – RECOMMENDED

- A L1 Hospital may be clustered with:
 - a primary health care centre;
- L1 Hospital should not be clustered with:
 - Schools
 - Cemetery
 - Crematorium

4.3.3 Community Health Centres

DESCRIPTION

Open 7 days a week, offering broad range of primary health care services including observation beds, accident and emergency, midwifery services but not surgery under general anaesthesia.

FACILITIES SUMMARY

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
Community Health Centre	Open 24 hours a day, 7 days a week. 8 beds; 17 consulting & 4 delivery rooms; may have x-rays, laboratories, physiotherapy. In remote areas with low threshold population, may be used in place of L1 See above	60 000	149 999	10 km	1.5ha minimum
Community Health Day Centre	A hybrid system offering similar service but open for less than 24 hours can be considered subject to local requirements; 17 consulting & 4 delivery rooms; may have x-rays, laboratories, physiotherapy. In remote areas with low threshold population if access is available may be used in place of L1.	40 000	100 000	10 km	1.5ha minimum

PROVISION CRITERIA

Provision Criteria (Settlement Typologies)	1 – City Regions	2 – Cities & Large Regional Centres	3 - Regional Service Centres	4 - Service Towns	5 - Small Service Towns & Rural Service Centres	6. Small Towns	7. Smaller Nodes
Community Health Centre	✓	•	•	•	•		
Community Health Day Centre	As an alternative to CHC as appropriate						

RELEVANT ROLEPLAYERS

- KwaZulu-Natal Department of Health.

MINIMUM REQUIREMENTS

Space for an ARV Clinic has been included. In larger cities and towns, a ratio of one Community Health Centre can be provided to eight Primary Health Clinics.

DESCRIPTION

An appropriately equipped permanent facility at which a range of primary health care services are provided for at least 8 hrs per day and 4 days per week. *(Mobile and satellite clinics may supplement or be used as an alternative to these static clinics in areas where the threshold is less than 5 000 people. Their space/land requirements are more flexible and are thus not dealt with here.)*

FACILITIES SUMMARY

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
Large Clinic	Open at least 6 days a week; 9 consulting & 2 delivery rooms; 24 hours (3 beds) may have x-rays, laboratories, physiotherapy.	40 000	59 999	10 km	1.0 Ha
Standard Clinic	Open at least 5 days a week; 5 consulting & 1 delivery room/s.	20 000	39 999	5 km	0.5 Ha
Small Clinic	Open at least 5 days a week; 3 consulting & 1 delivery room/s.	10 000	19 999	5 km	0.3 Ha
Basic Clinic	Open at least 4 days a week; 2 consulting rooms.	5 000	9 999	5 km	0.2 Ha
Satellite/ Mobile Clinic	Periodic service proportionate to population threshold (i.e.: 1 day a week for 1 000 people; 2 days a week for 2 000 people, etc.); 1 consulting room.	1 000	4 000	5 km	N/A
Primary Health Outreach Team (use in hard to reach places & vulnerable communities/ homes).	Supplied on a localised need basis; team consists of 6 community health workers, a professional nurse & others (each worker allocated average 1 050 people);	1 000	7 660 people per team	N/A	N/A

PROVISION CRITERIA

Provision Criteria (Settlement Typologies)	1 – City Regions	2 – Cities & Large Regional Centres	3 - Regional Service Centres	4 - Service Towns	5 - Small Service Towns & Rural Service Centres	6. Small Towns	7. Smaller Nodes
Large Clinic	More than 1	More than 1	More than 1				
Standard Clinic			where large clinic not appropriate	where large clinic not appropriate			
Small Clinic							
Basic Clinic							if no standard clinic can be supported
Satellite/ Mobile Clinic	if no other possible service type can be provided within 5 km. Use of mobile facilities to be limited due to both cost and limited range of services that can be offered						
Primary Health Outreach Team	Anywhere subject to context but usually in remote areas if no other services types can be supported.						

RELEVANT ROLEPLAYERS

- KwaZulu-Natal Department of Health

MINIMUM REQUIREMENTS

Should be provided with all required bulk services or provided with off-grid water and electricity and sanitation

For private facilities – permitted use regulations apply.

THRESHOLD ISSUES

- Government provided clinics largely cater for the uninsured population (those without medical aid membership or health insurance), thus the socio-economic class of an area and its disease profile will impact on usage rates and demand and may impact the size of a clinic. Generally, provided in lower income areas where there are more uninsured people. Those in the high income bracket or those who have medical insurance mainly make use of private doctors who deliver a similar service to that of a clinic.
- In metro areas with high development densities mega-clinics serving a catchment area of 100 000 or more people may be required or may be suitable. Site size and design capacity to be adjusted accordingly.

FACILITY SHARING & CLUSTERING

- a) A primary health care centre may be clustered with:
- a library;
 - a primary school;
 - a secondary school;
 - tertiary education / trade schools;
 - a community hall;
 - an indoor sports hall;
 - neighbourhood & district parks;
 - urban agriculture;
 - L1 hospital.
- b) A primary health care centre should not be clustered with:
- Waste sites

4.2 Safety and Security Facilities

4.3.1 Police Stations

DESCRIPTION

A building which accommodates police officers and other members of staff of SAPS and may also house Metro police. Often contains offices, temporary holding cells and interview rooms and may provide living quarters for personnel on-site.

FACILITIES SUMMARY

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
Police Station	Indicative values only – Subject to area specific investigations i.e. crime rates.	10 000	(Distance & crime rates are critical factors)	Urban 8km Rural 24 km	0.1ha – 1ha
SAPS contact point /satellite office	Can be [provided subject to work study; on needs basis & only if >24km from police station	N/A	N/A	N/A	N/A

PROVISION CRITERIA

Provision Criteria (Settlement Typologies)	1 – City Regions	2 – Cities & Large Regional Centres	3 - Regional Service Centres	4 - Service Towns	5 - Small Service Towns& Rural Service Centres	6. Small Towns	7. Smaller Nodes
Police Station	Range of sizes and more than 1 station per town as appropriate to population. Context specific						
SAPS contact point /satellite office	As required when an area is more than 24 km from a station. Highly dependent on need and crime statistics						

RELEVANT ROLEPLAYERS

- South African Police Service

THRESHOLD ISSUES

To improve visible policing and response times, the provision of one station per 30 000- 60 000people is considered desirable. Current averages are approximately in line with 1:60 000 as proposed by Behrens & Watson (1996) and others. Current norms show a large variation in provision with distance being a more important factor and the size of the station and staff compliment being adjusted to the local area. Allocation should be improved as resources become available or adjusted to crime levels.

LOCATION FACTORS

Good access to community being served. Where areas are beyond 24 km a SAPS Contact Point may be established; however, such facilities are only used for crime reporting and have limited capacity.

In the rural context, many areas are more than 24km from a police station or contact point but due to the low incidences of crime a closer spacing is not relevant. Work studies are required before stations are established.

FACILITY SHARING & CLUSTERING

- a) A police station may be clustered with:
- a cemetery;
 - a fire station
 - clinic or hospital

OTHER INFORMATION SOURCES

- Behrens, R. & Watson, V. 1996. Making urban places: Principles and guidelines for layout planning. Cape Town: UCT Press.
- Green, CA. & Argue, TC. 2012. CSIR Guidelines for the Provisions of Social Facilities in South African Settlements. August 2012: ISBN 978-0-7988-560 (Reprinted 2015)
- Add the eThekweni Standards!!!

4.3.2 Fire Stations

DESCRIPTION

Structure and/or yard for storing firefighting apparatus (vehicles and other equipment), and where firefighters are stationed and may include limited dormitory facilities and work areas such as meeting rooms, workshop, practical training areas, gymnasium, etc.

FACILITIES SUMMARY

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Required Response Time in terms of SANS10090	Site Size
Fire Stations	A station's reach & an area's fire risk classification are of paramount importance. The extent of development and type of industry/ commercial structure present in the area to be served has a major impact on provision.	60 000	100 000	Response times are dependent on risk classification which is a major consideration for location of fire stations.	0.3ha suburban station & 1.2ha regional headquarters

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Required Response Time in terms of SANS10090	Site Size
	Requires a Fire Risk Map to be developed.			See Table below	
Integrated Volunteer Emergency Response Teams	This is a Local Municipal Competency. A volunteer service can be used under if under local municipal management where no formal service is provided but is context specific; in low-density areas the provision of fire-fighting equipment and personnel is often different to that of high-density areas, for instance bakkie pumps and part-time volunteers rather than fixed fire stations may be provided, and the circumstances in a specific low-density area will determine service provision rather than fixed standards.				

PROVISION CRITERIA

Facilities should be located to meet the access and **response time** to different land use categories as indicated below.

The response time targets indicated below include a call out time of 3 minutes plus the travel time to the incident.

Risk categories and their response times		
Risk category	Broad land use / development type	Required response time
A – High	CBD; extensive commercial and industry	Within 8 minutes
B – Moderate	Limited CBD; smaller commercial or industry	Within 10 minutes
C – Low	Residential (of conventional type)	Within 13 minutes
D – Rural	Vegetation and limited buildings in remote areas	Within 23 minutes
E – Special	Various, including noxious industries, squatter areas, large shopping centres	Must be reached within time associated with development type, but are generally high risk – thus 8 minutes

RELEVANT ROLEPLAYERS

- Local / District Municipality
- Community & Emergency Services
- Department of Co-operative Governance and Traditional Affairs

LOCATION FACTORS

Good access to major transport routes – without local traffic congestion to allow for rapid response, i.e. outside the core development area but still nearby. Requires proximity to utilities (power, water, waste reticulation, etc.). Possible co-location with other similar services such as Police and Ambulance services.

Fire stations are costly and the rate of burn of domestic fires makes it almost impossible to locate stations to optimally service all potential domestic fires, especially for informal structures. Conventional firefighting is best suited to larger

densely populated urban areas with a substantial industrial component. Internationally, volunteer services are becoming more prevalent in rural and less built up areas. This is largely a district municipal competency. Municipalities must play a major co-ordinating and oversight role in firefighting.

SITE REQUIREMENTS

To be situated on flat land as far as possible or on land that requires minimal reconstructive work, e.g. backfilling, levelling.

Direct access to major thorough routes

FACILITY SHARING & CLUSTERING

- a) A fire station may be clustered with:
- a cemetery;
 - a L1 hospital;
 - an ambulance station;
 - a police station.

4.3.3 Prison & Places of Safety

DESCRIPTION

Places for the detention and imprisonment of convicted criminals and inmates awaiting trial.

FACILITY SUMMARY

Facilities	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
Prison & Places of Safety	N/A Highly dependent on criminal profile of communities & workings of justice system	N/A Highly dependent on criminal profile of communities & workings of justice system	Proximity to courts important in terms of awaiting trial prisoners	2 ha - 5 ha depending on demand

PROVISION CRITERIA

Provision Criteria (Settlement Typologies)	1 – City Regions	2 – Cities & Large Regional Centres	3 - Regional Service Centres	4 - Service Towns	5 - Small Service Towns & Rural Service Centres	6. Small Towns	7. Smaller Nodes
Prison & Places of Safety	•	•	•	Optional based on context specific requirements			

RELEVANT ROLEPLAYERS

- Department of Community Safety and Liaison
- Department of Correctional Services

- Department of Justice
- Department of Public Works

THRESHOLD ISSUES

Planning is undertaken on a national and provincial basis by government. Limited need for general inclusion in planning requirements - developed on an as required basis on the basis of a motivation report but will need to be accommodated on request

LOCATION FACTORS

Generally prison facilities are built on a large scale requiring extensive tracts of land and because of community sensitivities around prisons being located nearby or within residential areas are often located outside high density areas in remote locations. . Can be located on the periphery as long as direct road access is provided to court facilities.

4.3 Education Facilities

4.3.1 Libraries

DESCRIPTION

Public Libraries provide resources and services in a variety of media to meet the needs of the general public for education, information and personal development. They generally house fiction and non-fiction books for lending and reference purposes as well as having facilities such as study areas, meeting rooms, and may provide the public with access to computers and the internet.

Mobile libraries & container libraries may be used in areas of dispersed demand or to supplement existing services when required. Their space/land requirements of the latter are more flexible and such facilities should ideally form part of other facilities such as schools or community halls and land requirement is thus not indicated. School libraries may be used as outreach points.

FACILITIES SUMMARY

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
Regional Reference Library	Housing a significant reference collection. Can only be supported in the largest cities	200 000	450 000	50	.56ha
Regional Library	A very large facility housing a diverse and extensive collection of multimedia resources to the public.	150 000	200 000	15km	.56ha
Branch Public Library	A large facilities serving a large community. Public Libraries provide resources and services in a variety of media to meet the needs of the general public for education, information and personal development.	50 000	150 000	10 km	0.1 Ha – 0.2 Ha
Basic Public Library	A small Public Library that provides limited resources and services in a variety of media to meet the needs of the general public for education, information and personal development.	5 000	24 999	5 km	0.05 Ha – 0.1 Ha
Container Library	Container libraries may be used in areas of dispersed demand or to supplement existing services when required.	2 750	3 799	5 km Only provide if not within 10km of a basic or branch library	0.03 Ha – 0.05 Ha
Community Book Units	Mobile libraries / community book units are used in areas of dispersed demand or to supplement	1 750	2 749	5 km If not within 10km of a basic or branch	N/A

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
	existing services when required.			library or within reach of a container library	

PROVISION CRITERIA

Provision Criteria (Settlement Typologies)	1 – City Regions	2 – Cities & Large Regional Centres	3 - Regional Service Centres	4 - Service Towns	5 - Small Service Towns& Rural Service Centres	6. Small Towns	7. Smaller Nodes
Regional Reference Library	✓	✓					
Regional Library	✓	✓	✓				
Branch Public Library	✓	✓	✓	Only if population within 10km is more than 50 00	Only if population within 10km is more than 50 00		
Basic Public Library			✓	✓	✓	✓	✓ Provided more than 5000 residents live within 5km
Container Library	As required where no other modalities are within reach						
Community Book Units	Any remote location with no library service within 10km. As required.						

RELEVANT ROLEPLAYERS

- KZN Department of Arts & Culture Libraries
- KZN Department of Education

THRESHOLD ISSUES

It is preferable that not more than 70 000 people should be served by a single Branch Library. Large regional libraries may have thresholds as high as 200 000 people & there would possibly be one or two per metro.

Higher-order libraries housing large **reference collections** have a threshold of about 400 000 persons and would require 0.56 Ha and are only suitable to provide in Large Cities, Large Regional Centres and/or University Towns.

FACILITY SHARING & CLUSTERING

- a) A library may be clustered with:

- a primary school;
- a secondary school;
- tertiary education / trade school;
- a community hall;
- a neighbourhood park;
- a primary health care centre;
- a worship centre.

b) A library should not be clustered with:

- Ambulance Station
- Fires Station
- Noisy environment

OTHER INFORMATION SOURCES

- Department of Arts and Culture, August 2007, Norms and Standards - Phase 3 of 3

DESCRIPTION

Public and non-public schools offering: Grades 8 - 12 (age group 13 -17)

FACILITIES SUMMARY

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
<p>On average 10% of the population are of secondary school going age but this may differ in certain areas dependent on socio-economic factors such as income & must be verified</p> <p>School capacity will also need to be adjusted based on the medium of instruction/ school language policy and the language profile of the catchment population.</p> <p>(Minimum Site Size is subject to good design, topography and minimum sports field allocation. Site size to increase for larger sports facilities and to reduce for inner city schools without sports facilities)</p>					
Secondary School - Mega	Large Secondary school aimed at densifying housing and saving on land area. Learner enrolment is a critical factor	10 000 (enrolment 1000 learners)	14000(enrolment 1400 learners)	5 km	4.8 ha (including sports fields of 0.9ha and if not sharing community sports fields).
Secondary School – Large	Learner enrolment is a critical factor	6 000 (enrolment 601 learners)	10 000 (enrolment 1 000 learners)	5 km	4 ha (including sports fields of 0.9ha and if not sharing community sports fields).
Secondary School – Medium	Learner enrolment is a critical factor	4 000 (enrolment 401 learners)	5 999 (enrolment 600 learners)	5 km	3.2 ha (including sports fields of 0.9ha and if not sharing community sports fields).
Secondary School – Small	Learner enrolment is a critical factor	2 000 (enrolment 200 learners)	3 999 (enrolment 400 learners)	5 km	2.6 ha (including sports fields of 0.9ha and if not sharing community sports fields)

PROVISION CRITERIA

Provision Criteria (Settlement Typologies)	1 – City Regions	2 – Cities & Large Regional Centres	3 - Regional Service Centres	4 - Service Towns	5 - Small Service Towns& Rural Service Centres	6. Small Towns	7. Smaller Nodes
Secondary School - Mega	✓	✓	✓				
Secondary School – Large	✓	✓	✓	✓			
Secondary School – Medium	✓	✓	✓	✓	✓	✓	
Secondary School – Small				✓	✓	✓	✓

RELEVANT ROLEPLAYERS

- KZN Department of Education

MINIMUM REQUIREMENTS

- Permission from the National Department of Basic Education (DBE) is required if the site size is smaller than the stated minimum. The submission should ideally be supported by concept design plans showing how the minimum requirements of the DBE are still being met on the lower site size.
- No differences in the level of provision across high and low density locations, although design standards may differ and smaller schools types are more appropriate.
- It is proposed that some land within a school site be set aside for use by school or community for cultivation of produce; minimum 0.3m² per full-time learner in primary and secondary schools (KwaZulu-Natal Department of Education Feb 2009).

FACILITY SHARING & CLUSTERING

- Increasingly, the benefits of schools and communities sharing facilities such as sports fields, halls and other facilities are being recognised. Unless a secondary school can share nearby sports facilities (municipal provision) with the community it should be provided with the basic minimum space for a soccer or rugby field and a space for netball or volley ball (0.9ha). For effectiveness, this minimum should be doubled.
- A secondary school may be clustered with:
 - a library;
 - a primary school;
 - another secondary school;
 - tertiary education / trade schools
 - a community hall;
 - a sports stadium

- local sports fields;
 - district & regional parks;
 - a swimming pool;
 - urban agriculture;
 - a primary health care centre;
 - a worship centre.
- c) A secondary school may NOT be clustered with:
- Tavern/ Bars
 - Liquor outlet
 - Casino

THRESHOLD ISSUES

- a) Of the total population, on average only about 8% are likely to be both of secondary school going age **and** to be attending secondary school; therefore a population of 12 500 could be served by 1 large secondary school while an isolated population of 2 500 people may require a small secondary school but this is not ideal. Size of school should be adjusted based on the number of schools going children in the area. This is likely to be affected by income.

DENSITY & DEVELOPMENT CONTEXT

- a) Residential densities are a critical factor in the provision of accessible facilities to communities. The following table provides illustrative values for density and access distance for a secondary school of 1 000 learners for a local community of 12 500 people (generally the secondary school population constitutes between 8-10 % of the total population & household sizes are assumed to be an average of 4 people).

Typical residential neighbourhood densities* required to achieve certain access distances for a 1 000-learner secondary school	
<i>Persons per ha/ Dwelling units per ha</i>	<i>Distance (km)</i>
125 ppha / 31 du	0.5
31 ppha / 7-8 du	1.0
13 ppha/ 3-4 du	1.5

- b) A population of 12 500 could be served by one large secondary school while an isolated population of 2 500 people may require a small secondary school (but this is not ideal as it cannot viably provide a wide range of subject choices or language options). Currently there is a school leaving / 'drop-out rate' rate of approximately 30% of learners in the age group 16-18 in KZN. Once an area achieves greater attendance in this age group, well located and managed schools of suitable quality many need to be expanded to accommodate more

learners and thus exceed the NDoE norm. (Currently about 10% of population is of secondary school age but on average only 8 % of this age group attend school).

- c) Accessibility standards reflect a maximum desired distribution and does not result in an even spread of facilities due to density and topography differences. Very few areas thus have a regular land use pattern that results in an even spacing of facilities. Furthermore, access standards do not consider consumer choice with respect to schools attended. The latter is impacted by a range of factors including, subject availability and language of instruction, quality of education and facilities, sports programme and performance, transport options and cost and increasing levels of mobility that result in people choosing to use facilities outside of their local community. Where schools are equitably distributed relative to the population distribution, the fact that people choose to travel to a school that is not the closest does not require a change in the provision standard; it merely results in a different usage pattern.

OTHER INFORMATION SOURCES

- KwaZulu-Natal Department of Education, February 2009, Space Planning Norms and Standards for Public Schools, Version 4.
- “Redbook” – Guidelines for Human Settlement Planning and Design. 2000. (available free online at http://www.csir.co.za/Built_environment/RedBook/)
- Government Gazette, 21 November 2008, Notice 1439 of 2008, Department of Education, South African Schools Act 84 of 1996, Calls for comments on national minimum uniform standards for school infrastructure.

DESCRIPTION

Public and non-public schools offering: Grades R – 7 (age group 5-12). Although not yet compulsory it is highly recommended that Grade R classes are offered either in all public and private schools or registered independent ECD schools.

FACILITIES SUMMARY

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
On average 14% of the population are of primary school going age but this may differ in certain areas base on socio-economic status & must be verified School capacity will also need to be adjusted based on the medium of instruction/ school language policy and the language profile of the catchment population					
Primary School - Mega	Large Primary School aimed at densifying facilities and saving on land area. Learner enrolment is a critical factor	6600 (enrolment 930 learners)	10000(enrolment 1280 learners)	5 km	Min. 3.5ha-6.2ha (including minimum of 0.9ha sports fields); Increase for more school fields
Primary School – Large with Grade R	Learner enrolment is a critical factor	4 400 (enrolment of 621 learners)	6 600 (enrolment of 930 learners)	5 km	Min. 3.5ha-6.2 (including minimum 0.9ha sports fields); Increase for more school fields
Primary School – Medium with Grade R	Learner enrolment is a critical factor	2 200 (enrolment of 311 learners)	4 399 (enrolment of 620 learners)	5 km	2.8 ha up to 4.4ha. (If sharing community sports fields – 1.4ha is acceptable. Two primary schools each of 1.4ha and

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
					sharing sports ground of 2.0ha – 4.8ha
Primary School – Small with Grade R	Learner enrolment is a critical factor	1 000 (enrolment of 135 learners)	2 199 (enrolment of 310 learners)	5 km	Min. 1.9-3.2 ha (including a minimum of 0.9ha sports fields); Increase size for more school fields

PROVISION CRITERIA

Provision Criteria (Settlement Typologies)	1 – City Regions	2 – Cities & Large Regional Centres	3 - Regional Service Centres	4 - Service Towns	5 - Small Service Towns& Rural Service Centres	6. Small Towns	7. Smaller Nodes
Primary School – Mega with Grade R	✓	✓	✓				
Primary School – Large with Grade R	✓	✓	✓	✓			
Primary School – Medium with Grade R	✓	✓	✓	✓	•	•	•
Primary School – Small with Grade R			✓	✓	•	•	•

RELEVANT ROLEPLAYERS

- KZN Department of Education

MINIMUM REQUIREMENTS

- Minimum Site Size is subject to good design, topography and minimum sports field allocation. Site size to increase for larger sports facilities.
- Smaller site sizes than the stated minimums may be desirable and achievable but permission from the National Department of Education is then required. Such submissions for smaller site sizes should ideally be supported by concept design plans showing how the minimum requirements of the Department of Education are still being met on the smaller site size.

- c) No differences in the level of provision across high density and low density locations, although design standards may differ and smaller schools used in the low density environment.
- d) Proposed that some land within the school site be set aside for use by school or community for cultivation of fresh produce; minimum 0.3m² per full-time learner in primary and secondary schools (KwaZulu-Natal Department of Education, Feb 2009).

FACILITY SHARING & CLUSTERING

- a) Increasingly, the benefits of schools and communities sharing facilities such as sports fields, halls and other facilities are being recognised. Unless a primary school can share nearby sports facilities with another primary school or with the community (municipal provision) it should be provided with the basic minimum space for a soccer or rugby field and a space for netball or volley ball (0.9ha). For effectiveness, this minimum should be doubled. Sharing of sports fields between schools and with the community is strongly supported by the KZN Department of Education and will require a suitable management mode. Ideally every school should have two sports fields of its own.
- b) Locating primary and high schools in close proximity to each other is not acceptable to all communities.
- c) A primary school may be clustered with:
 - a library;
 - another primary school;
 - a secondary school;
 - a community hall;
 - local sports fields;
 - neighbourhood & district parks;
 - a swimming pool;
 - urban agriculture;
 - a primary health care centre;
 - a worship centre.
- c) A primary school should not be clustered with:
 - Taverns/ bars
 - Police Stations

THRESHOLD ISSUES

- a) Of the total population, about 14% are of primary school going age; therefore a large sized primary school of about 960 learners would serve a population of 7 000, whilst a population of 4 000 to 4 500 would support a medium sized school of 600 learners.
- b) The preferred size for a primary school enrolment within the eThekweni metro is considered to be would be 900 learners.
- c) The Department also provides guidance on the required area sizes per full-time learner equivalent (FTE) for different school spaces and site areas.

DENSITY & DEVELOPMENT CONTEXT

Residential densities are a critical factor in the provision of accessible facilities to communities. The following table provides illustrative access distances for a primary school of 960 learners serving a local community of 7 000 people (generally primary school population constitutes an average of 14% of the total population & household sizes are assumed to be an average of 4 people).

Access distance are indicative only, since consumer choice and increasing levels of mobility result in people choosing to use facilities outside their local community. In addition, few areas have regular land use patterns or population distribution and thus facilities are unlikely to be evenly distributed.

Typical residential neighbourhood densities* required to achieve certain access distances for a 960-learner primary school	
<i>Persons per ha/ Dwelling units per ha</i>	<i>Distance (km)</i>
65 ppha / 16 du	0.5
16 ppha / 4 du	1.0
7 ppha / 1.8 du	1.5

OTHER INFORMATION SOURCES

- KwaZulu-Natal Department of Education, February 2009, Space Planning Norms and Standards for Public Schools, Version 4.
- “Redbook” – Guidelines for Human Settlement Planning and Design. 2000. (available free online at http://www.csir.co.za/Built_environment/RedBook/)
- Government Gazette, 21 November 2008, Notice 1439 of 2008, Department of Education, South African Schools Act 84 of 1996, Calls for comments on national minimum uniform standards for school infrastructure

4.3.4 Early Childhood Development Centres/ Crèches

DESCRIPTION

Any centre providing a programme for the care of more than six young children - can include day-care centre, crèche, nursery school, play school, after-care, resource hubs, etc.

FACILITIES SUMMARY

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
ECD resource Hub Small Medium Large	A comprehensive modern facility equipped for the care and development of children less than 5 years of age. Such centres encompass full day care facilities for 120-400 children. It also provides a	Small 10 000 Medium 20 000 Large 40 000	Up to 60 000	15km - metros 30km- larger cities & towns 60km for outreach in low density areas	Approximately 0.1ha

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
	centre for outreach services for the community and surrounding smaller centres and acts as a training and resource centre with respect to ECD in the community. Located to support a number of smaller ECDs and programmes				
Early Childhood Development Centre (Crèche) of different sizes	A ECD centre may offer full day care and stimulation programmes for children of less than 5 years as well as a pre-school programme. Can include a care centre, crèche, nursery school, play school, after-care and Grade R class or a combination of any of these. It can accommodate between 30-120 children	1 000	3 500	2 km	Varies. A minimum of 0.02ha could accommodate 100 children (No special allocation of land required, requires registration & permitted use permission)

PROVISION CRITERIA

Provision Criteria (Settlement Typologies)	1 – City Regions	2 – Cities & Large Regional Centres	3 - Regional Service Centres	4 - Service Towns	5 - Small Service Towns & Rural Service Centres	6. Small Towns	7. Smaller Nodes
ECD resource Hub	✓	✓	✓	✓	✓	Smallest facility	
Early Childhood Development Centre (Crèche)	All settlements and towns meeting requirements and supplemented with outreach and home-based programmes as appropriate.						

RELEVANT ROLEPLAYERS

- KZN Department of Social Development
- National Department of Social Development
- Local Municipality
- NGO's

THRESHOLD ISSUES

Demand is very dependent on social structures within communities and may vary widely.

LOCATION FACTORS

Important considerations include avoiding high levels of traffic and socially unacceptable behaviours (such as from bars or taverns), Police Stations and even 24hr medical emergency facilities in the near vicinity.

OTHER INFORMATION SOURCES

Mokgalaka, H, Green, CA, Mans, G, Ngidi, M, McKelly, D, Sogoni, Z, & Baloyi, E. 2017. Review of the National ECD and DSD Service Offices Infrastructure Spatial Plan. GWDMS No.267638 TODB. CSIR/BE/SPS/ER/2017/0063/A.

“Redbook” – Guidelines for Human Settlement Planning and Design. 2000. (available free online at http://www.csir.co.za/Built_environment/RedBook/)

Department of Social Development & UNICEF. May 2009. Guidelines for early childhood development services. Accessed at: <http://www.info.gov.za/view/DownloadFileAction?id=70066> Accessed on: 12 March 2010

4.4 Government Social and Municipal Services

4.3.1 Public / Government Service Centres

DESCRIPTION

A hub within communities at which a multitude of government services and other municipal or community services can be accessed, i.e. a grouping of Home Affairs, SASSA, Labour, SAP, Health & Justice Department and/or municipal customer care offices that are located over 3-4 adjacent city blocks or development on a single large track of land as a large multi-sector government precinct. Such Public Service Centres (Government Precincts/ Sizakala / Regional One-stop Centres, Thusong etc.) provide access to information and services to communities in an integrated way. They form a hub within communities at which a multitude of government services and other community services can be accessed. Key anchor services include Departments of Home Affairs, Labour and Social Development and specifically include SASSA Service Offices. The facilities together form a hierarchy of service access points for local, provincial and national government services.

FACILITIES SUMMARY

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
Large Government Cluster of national and provincial services.	Maximum population threshold of 300 000 in densely populated areas.	60 000	300 000	15km Urban 25/30km regional	0.5 ha
Medium cluster of national, provincial services	A grouping of Home Affairs, SASSA, Labour, SAP, Health & Justice Dept.	20 000	59 999	15km Urban 25/30km regional	0.2 ha
Small/ Satellite Cluster with national and provincial services	A hub within communities at which a multitude of government services and	10 000	19 999	25/30 km	

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
	other community services can be accessed, i.e. a grouping of Home Affairs, SASSA, Labour, SAP, Health & Justice Dept.				0.05 ha
Mobile Service / e-government	Mobile and periodic services. Government is advocating a single mobile service for all departments, but this not yet achieved	2 000	10 000	25/30 km	N/A
Large Municipal Service/ customer offices/ Sizakala centre	One or more clusters of municipal services in a single building or cluster.	60000	200000	15-20 km	0.05 ha
Medium Municipal Service/ customer offices/ Sizakala centre	One or more clusters of municipal services in a single building or cluster.	20 000	60 000	15-30 km	0.02 ha
Small Municipal Service/ customer offices/ Sizakala centre	A cluster of municipal services in a single building or cluster.	5 000	20 000	30 km	0.02 ha

PROVISION CRITERIA

Provision Criteria (Settlement Typologies)	1 – City Regions	2 – Cities & Large Regional Centres	3 - Regional Service Centres	4 - Service Towns	5 - Small Service Towns& Rural Service Centres	6. Small Towns	7. Small er Nodes
Large Government Cluster national and provincial services.	✓	✓	✓				
Medium cluster with national. provincial and municipal services				✓	✓		
Small/ Satellite Cluster with national and provincial services					✓		
Mobile Service / e-government	As required but no land requirement						
Large Municipal Service/ customer offices/ Sizakala centre	✓	✓	✓				

Medium Municipal Service/ customer offices/ Sizakala centre			✓	✓			
Small Municipal Service/ customer offices/ Sizakala centre					✓	✓	

RELEVANT ROLEPLAYERS

- KZN Thusong Services Centres
- National Department of Public Works
- Government Communication and Information Services
- SAPS. Home Affairs. Dept. of Labour SASSA Dept. of Social Development, Dept. of Justice
- Local Municipality

LOCATION FACTORS

- Each Centre is unique (depending on community needs) and may be located either in a single building or as part of a cluster of buildings. If facilities cannot be provided on one site they should be within a 1km radius of each other.
- Government Precincts typically comprises a Home Affairs office, Labour office, Social Development Office, SASSA grant application office & Police Station. A Government Precinct or Cluster can be provided even if its population is lower than the minimum threshold if the town is an identified Rural **Service** Centre or Small **Service** Town.
- A clustering configuration or government precinct – a number of service providers clustered closely together in separate buildings or over a wider area. Government Precincts are preferable developed where each facility is housed on its own site but developed in such a way as to create a unified centre around a central area. There is a preference for all government services to be housed in government owned structures and not in rental properties.

4.3.2 Social Development, SASSA Offices and Social Grant Pay Points

DESCRIPTION

The Department of Social Development operates a range of social services to provide for the community needs. Services include operation and oversight of ECD facilities, old age homes, and residential care facilities for minors, community development support, social workers and other counselling. Through its agency the South African Social Security Agency (SASSA) and its offices it provides a network for the delivery of a one-stop social grant services on behalf of the National Department through regional, district and local offices around South Africa. SASSA local offices and service points provide the public with facilities for social grants applications.

Social Grant Pay Points are those locations at which cash payments of various forms of social grants are made to grant recipients. Increasingly, use is being made of third-party agents (such as the post office, retailers and banks) to process payments thus reducing the need for specific facilities and land requirements for this service.

FACILITIES SUMMARY

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
SASSA Office	SASSA local offices and service points provide the public with facilities for social grants applications. Preferably within Government Centres or Clusters.	30 000	120 000	Urban areas: within 15km; peri-urban areas: within 20km; rural areas within 40km. 40 km	N/A
Social Development Offices/ Service Points	1 social worker per 5 000 people in rural areas; awaiting comment on minimum staffing of offices	5 000	N/A	20 km	N/A
Mobile SASSA Office	Mobile service centres provide the public with mobile facilities for social grants applications	N/A	N/A	N/A	N/A
Social Grant Pay Point – Fixed	Social Grant Pay Points are those locations at which cash payments of various forms of social grants are made to grant recipients from a permanent facility or an agency i.e. the Post Office.	N/A	N/A	20 km	N/A
Social Grant Pay Point – Mobile	Social Grant Pay Points are those locations at which cash payments of various forms of social grants are made to grant recipients from a temporary location.	200 people (100 beneficiaries)	N/A	5 km	N/A

PROVISION CRITERIA

Provision Criteria (Settlement Typologies)	1 – City Regions	2 – Cities & Large Regional Centres	3 - Regional Service Centres	4 - Service Towns	5 - Small Service Towns& Rural Service Centres	6. Small Towns	7. Smaller Nodes
SASSA Office	✓	✓	✓	✓	✓		
Social Development Offices/ Service Points	✓	✓	✓	✓	✓	✓	✓
Mobile SASSA Office	On needs basis in areas further than 40km from a SASSA office.						

Social Grant Pay Point – Fixed	Provided through Banks, Post Office and retail outlets
Social Grant Pay Point – Mobile	Distance is the critical factor; at least 100 grant recipients living within 5 km are required for each pay points, Services are increasingly outsourced.

RELEVANT ROLEPLAYERS

- Department of Social Development
- SASSA

LOCATION FACTORS

- SASSA application services should be offered from fixed accessible locations for five days per week from infrastructure such as Thusong Centres, community halls or one-stop development centres while mobile offices generally serve rural areas/outlying pockets in cities as special cases.
- It is recommended that pension and other welfare pay-points are not provided in stand-alone facilities but are clustered within centres such as shopping centres, multi-purpose centres and at post offices for security purposes. In less populated, low density areas mobile pay-points may need to be provided in accessible locations. It is of benefit to users if several services are provided on the same day at the stopping points of these mobile services.
- Distance is the critical factor rather than population numbers and most cash payment is out sourced to the Post Office or retail outlets.

SITE REQUIREMENTS

- Service should be provided in buildings with a predefined set of facilities available on site, such as toilets, comfortable waiting areas that are protected from the weather, drinking water and telephone connections. Offices are mostly rented and vary from church halls, community halls and government buildings. It is not desirable that payments are made at vacant lots.
- Pay Points may need a large area for queuing/ or waiting.

4.5 Community Events Facilities

4.3.1 Community Halls

DESCRIPTION

Centre or hall for holding public meetings, training, entertainment and other functions and providing a variety of facilities such as a kitchen, toilets, storage space, etc. which is provided for at set rate for hire. Rentals in some cases are linked to the socio-economic status of the area to offer an affordable service.

Community Centres/ Halls are generally graded depending on their size and the facilities they offer as A, B, C, D or E-grade community centres. E-grade community centres are the smallest type and besides hall space do not offer any additional facilities such as toilets, kitchen, while A-grade community centres are the largest, offering many facilities and may form part of a civic centre. Capacities (people served) for the community centres can vary:

A-grade = 60 000; B-grade=30 000; C-grade = 20 000; D-grade = 15 000; E-grade = 10 000 people.

Alternatively: halls can be divided into two basic categories of having a 30 000 or 15 000 capacity.

A, B and C-grade halls have kitchens and seating and are thus suitably equipped to host a wide range of events (training, social gatherings, entertainment, etc). D and E-grade halls are less well equipped and because of their limited functionality are being phased out in favour of the higher order halls in the larger cities but may remain suitable for remote locations.

Higher order halls could with careful planning have a dual function providing indoor sports facilities and/or be shared with an adjoining school. [Depending on the availability of land in an area, the land for community halls may come from the open space land provision budget.]

FACILITIES SUMMARY

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
A-grade Hall	Well-equipped with large range of facilities including kitchen, toilets, seating, storage areas. A grade hall has higher level of services and is generally larger than B.	60 000	300 000	15 km urban	0.5-1.0 ha
B-grade Hall	Well-equipped with large range of facilities including kitchen, toilets, seating, storage areas.	30 000	59 999	15 km urban 25 km rural	0.5 ha
C-grade Hall	200m ² with toilets, 2/3 offices & kitchen	20 000	29 999	15 km urban 25 km rural	0.4 Ha
D-grade Hall	150m ² with toilets & 2/3 offices	15 000	19 999	10-15 km	0.3 Ha

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
E-grade Hall	80m ² with toilets & an office	5 000	14 999	10-15 km	0.2 ha

PROVISION CRITERIA

Provision Criteria (Settlement Typologies)	1 – City Regions	2 – Cities & Large Regional Centres	3 - Regional Service Centres	4 - Service Towns	5 - Small Service Towns& Rural Service Centres	6. Small Towns	7. Smaller Nodes
A-grade Hall	✓	✓	✓	✓			
B-grade Hall	✓	✓	✓	✓	✓		
C-grade Hall	✓	✓	✓	✓	✓	✓	
D-grade Hall					✓	✓	✓
E-grade Hall	Only to be used in peri-urban or remote areas of larger towns and cities.						

RELEVANT ROLEPLAYERS

- Municipal Department of Parks, Recreation & Culture or equivalent
- Department of Rural Development and Land Reform

THRESHOLD ISSUES

In areas of lower density smaller halls (but with most facilities) could be provided at lower thresholds (i.e. 15 000 to 20 000) so travel distances do not exceed 30 minutes. In higher income areas, although there may be access to private facilities, there is still a need for halls to be provided either at a library or other community facility i.e. for lower income earners such as domestic workers in the area, etc. who require an affordable venue.

KEY ISSUES

Community halls should as far as possible be built and operated to allow for multi-use of the facilities so for instance they are not simply meeting rooms but have multi-purpose/ flexible spaces for training, the performance arts, youth activities, sports, functions, child care, meetings and occasional classes, etc. They can also be used as venues / stopping places for periodic grant pay-points, mobile clinics, citizen registration, inoculation, voting stations and other welfare payments.

FACILITY SHARING & CLUSTERING

- A community hall may be clustered with:
 - a library;
 - a primary school;
 - a secondary school;

- tertiary education / trade schools;
- an indoor sports hall;
- a sports stadium;
- a local sports field;
- district & regional parks;
- a swimming pool;
- a primary health care centre;
- a fire station;
- a worship centre.

4.6 Public Open Space Facilities

4.3.1	Sports & Recreation
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DESCRIPTION

Active recreation areas including formally provided and maintained playing fields for soccer, rugby, hockey, etc., playing courts, indoor sports halls and stadia. May include ablution facilities, seating, parking, a tuck shop and club house.

Sharing with Schools

The use of school facilities by the general public in areas where there is a shortage of sporting and recreation facilities may alleviate shortages and improve maintenance and control issues. However, in these areas it is likely that schools will themselves be lacking their own sporting fields and facilities and will require access to municipal facilities provided to the general public. Newly built facilities such as multi-purpose sports halls and complexes that lie adjacent to, close to or are part of school properties allow for cost and land savings but require agreement and a suitable management structure/ agreement for shared use.

Regional sports clusters in metro areas

In a metropolitan area it is recommended that for each 120 000 persons one facility per type clustered together should be upgraded as a regional facility, i.e. a major sports complex with floodlight facilities and an Olympic size swimming pool or where appropriate a water sports centre.

FACILITIES SUMMARY

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
The overall land allocation for sports facilities of 0.56ha per 1000 people should be adhered to and all of the facilities outlined below should be provided within this land allocation.					
Multi-purpose Sports Hall	Indoor Sport facility with a wide variety of sport codes accommodated.	100 000	–	10 km	0.15ha
Sports Complex	Grouping of fields and/or sports complexes) AND/OR athletics stadium/ cricket oval.	60 000	–	15 km	1.5-2.5ha
Grassed Sport Fields with 500 seat stand	Grassed surface (2 football fields equivalent) AND 500-seat stand.	30 000	–	10 km	1.5 ha
Swimming Pool	Swimming Pool 25-metres (subject to available water and operating budget).	30 000 (Small service town)	60 000 Regional centres 120 000 metro–	10 km urban 25 km rural	0.18 ha
Prepared Surface Fields	(2 football fields equivalent). Preferably linked to a school.	15 000	–	10 km	1.0 ha
Combi-court surface (x2)	Includes hardened sports courts for a variety of codes.	15 000	–	10 km	0.3 ha
Level Surface Playing Field (ground/ gravel)	Preferably linked to a school.	3 000	–	5 km	0.55 ha
Single hard surface court	Preferably linked to a school.	3 000	–	5 km	0.1 ha

PROVISION CRITERIA

Provision Criteria (Settlement Typologies)	1 – City Regions	2 – Cities & Large Regional Centres	3 - Regional Service Centres	4 - Service Towns	5 - Small Service Towns& Rural Service Centres	6. Small Towns	7. Smaller Nodes
Multi-purpose Sports Hall	✓	✓	✓				
Sports Complex	✓	✓	✓	✓	✓		
Grassed Sport Fields with 500 seat stands	✓	✓	✓	✓	✓	✓	

Provision Criteria (Settlement Typologies)	1 – City Regions	2 – Cities & Large Regional Centres	3 - Regional Service Centres	4 - Service Towns	5 - Small Service Towns & Rural Service Centres	6. Small Towns	7. Smaller Nodes
Swimming Pool	✓	✓	✓	✓			
Prepared Surface Fields	✓	✓	✓	✓	✓	✓	✓
Combi-court surface (x2)	✓	✓	✓	✓	✓	✓	
Level Surface Playing Field (ground/ gravel)	✓	✓	✓	✓	✓	✓	✓
Single hard surface court	✓	✓	✓	✓	✓	✓	✓

RELEVANT ROLEPLAYERS

- Department of Sport
- Parks, Recreation & Culture
- Local Authority

FACILITY SHARING & CLUSTERING

- a) An **indoor sports hall** may be clustered with:
 - tertiary education / trade schools;
 - a community hall;
 - a sports stadium;
 - a local sports field (including multi-purpose outdoor courts);
 - district & regional parks;
 - a swimming pool;
 - a primary health care centre.
- b) A **sports stadium** may be clustered with:
 - a secondary school;
 - tertiary education / trade schools;
 - a community hall;
 - an indoor sports hall;
 - a local sports field (including multi-purpose outdoor courts);
 - district & regional parks;
 - a swimming pool.
- c) A **local sports field (including multi-purpose outdoor courts)** may be clustered with:
 - a primary school;
 - a secondary school;
 - tertiary education / trade schools;
 - a community hall;

- an indoor sports hall;
- a sports stadium;
- neighbourhood & district parks;
- a swimming pool.

d) A **swimming pool** may be clustered with:

- a primary school;
- a secondary school;
- tertiary education / trade schools;
- a community hall;
- an indoor sports hall;
- a sports stadium;
- a local sports field (including multi-purpose outdoor courts);
- district & regional parks.

OTHER INFORMATION SOURCES:

- “Redbook” – Guidelines for Human Settlement Planning and Design. 2000. (available free online at http://www.csir.co.za/Built_environment/RedBook/)
- Setplan North End. 2000. *Audit, analysis and strategic assessment of standards for the provision of public open space and recreational facilities*. Prepared for Port Elizabeth Municipality. Report no. B0001.
- Sport England. 2010. *Sports Halls: Sizes and Layouts*. Available at: <http://www.sportengland.org>, Date accessed: 25 February 2010.
- Sport England. 2010. *Village and Community Halls*. Available at: <http://www.sportengland.org>, Date accessed: 25 February 2010.
- The Government of the Hong Kong Special Administrative Region. 2006. *Hong Kong Planning Standards and Guidelines*. Available at: <http://www.sportengland.org>, Date accessed: 12 February 2007.

4.3.2 Community Parks

DESCRIPTION

Landscaped open space with recreational facilities which serve the public; may include passive or active recreational areas but currently excludes sports fields.

- **Neighbourhood Parks** (including pocket parks, public squares & urban parks) are smaller park spaces serving the immediate local community/ neighbourhood (preferably within walking distance); focused on informal recreation including play equipment and kick-about areas.
- **Community Parks** are larger landscaped park spaces with informal and formal recreational facilities – generally multifunctional and serving several surrounding local communities or suburbs.
- **District/ Regional Parks** are large-scale multi-functional parks, meeting the wide ranging needs of the district/ regional community and preserving unique and often extensive landscapes. Some may be considered

to be Strategic Parks, such as the Botanical & Japanese Gardens in eThekweni and Wylie and Alexander Park in Pietermaritzburg.

FACILITIES SUMMARY

Facilities	Facility Description	Min. Population Threshold	Max. Population Threshold	Maximum Service Access Distance	Site Size
Overall allocation for parks ranges from 0.4ha per 1000 people in large metros to 0.56ha per 1000 in smaller settlements. All parks should be developed within this overall park land allocation. This excludes nature reserves, undeveloped open spaces, beaches, mountains etc					
Community / district Park	Serves the needs of the wider district or town. May include passive and active recreation areas, small scale kick-about areas and playground equipment.	60 000	–	5-10 km	3.5ha
Neighbourhood Park-Large	Serves the needs of the immediate local community or neighbourhood. May include passive and active recreation areas, small scale kick-about areas, multi-purpose hard courts and playground equipment.	15000 people	-	1.5-2km	1.5ha
Neighbourhood Park-Small		3 000 people	-	1.5-2km	1.0ha

PROVISION CRITERIA

Provision Criteria (Settlement Typologies)	1 – City Regions	2 – Cities & Large Regional Centres	3 - Regional Service Centres	4 - Service Towns	5 - Small Service Towns& Rural Service Centres	6. Small Towns	7. Smaller Nodes
Community / District Parks	✓	✓	✓	✓			
Neighbourhood -Parks	✓	✓	✓	✓	✓	✓	✓

RELEVANT ROLEPLAYERS

- Local Municipal department Parks, Recreation & Culture

KEY ISSUES

- The provision ratios provided in the table above (marked with *) could be lowered if parks are clustered with sports fields, besides which the multi-use of parks also leads to increased levels of security and maintenance in general (Essenwood Park's Flea Market is a good example of this).

- b) The rural communities support the provision of play equipment at other social facilities such as schools, libraries and other social facilities even if actual parks are not provided (CSIR Park Survey conducted in eThekweni in 2009).
- c) The survey also indicated that if parks cannot be well-maintained and proper provision made for them, that people would prefer to have access to fewer but larger parks that are better maintained and secure rather than being provided with many small parks that are unkempt and lack facilities.

THRESHOLD AND SIZE

The table below provides an illustrative calculation and example for the provision of parks for a population of 60000, if a lower provision ratio of 0.3ha per 1000 people were to be applied.

Possible number of neighbourhood and community parks that can be provided for 60 000 people at 0.3ha per 1 000 people at different levels of provision			
Park type	Threshold level at which provided	Ha/ one facility (optimum size)	Number of parks
Neighbourhood - small	3 000 people	1.0ha	10
Neighbourhood - large	15 000 people	1.5ha	3
Community Parks	60 000 people	3.5ha	1
<i>At a district level – a further 12ha can be provided for 60 000 people (based on the 0.2ha/ 1000 allocation)</i>			

FACILITY SHARING & CLUSTERING

- a) A **neighbourhood park** may be clustered with:

- a library;
- a primary school;
- a community hall;
- a local sports field;
- urban agriculture;
- a primary health care centre;
- a worship centre;
- a nature conservation area.

- b) A **district park** may be clustered with:

- a primary school;
- a secondary school;
- tertiary education / trade schools;

- a community hall;
- an indoor sports hall;
- a sports stadium;
- a local sports field (including multi-purpose outdoor courts);
- a neighbourhood park;
- a swimming pool;
- urban agriculture;
- a primary health care centre;
- a fire station;
- a nature conservation area.

c) A **regional park** may be clustered with:

- a secondary school;
- tertiary education / trade schools;
- a community hall;
- an indoor sports hall;
- a sports stadium;
- a local sports field (including multi-purpose outdoor courts);
- a neighbourhood park;
- a swimming pool;
- urban agriculture;
- a fire station;
- a nature conservation area.

5 LEGAL EFFECT

5.1 Persons to whom these norms and standards apply

5.1.1. These norms and standards are binding on all–

- a) national government departments,
- b) provincial government departments,
- c) municipalities;
- d) public entities;
- e) other organs of state;
- f) private persons or companies

- who consider applications for settlement planning and land development, undertake spatial planning, provide identified public social facilities and/or develop land within KwaZulu-Natal.

5.1.2. It is binding to apply standards but not compulsory to provide the facilities as this is based on affordability, need and efficiency criteria

5.2 Application of the Norms and Standards

5.2.1. A municipality must consider the matters contemplated in section 4 & 5 of these Provincial Norms and Standards, when it considers any category of land use application and/or development application for municipal approval as contemplated within its land use management by laws.

5.2.2. If land is to be used exclusively for the accommodation of a public social facility, the relevant organ of state must apply to the municipality to zone the land accordingly.

5.2.3. Land that is to be used exclusively for the accommodation of the identified public social facilities must be zoned in accordance with the intended use thereof, not the ownership thereof.

5.2.4. Whenever possible, a municipality should incorporate appropriate zone(s) for identified social facilities into its land use scheme by zoning the land on which the facility is situated or to be situated rather than requiring an application for the development of land situated outside a land use scheme.

5.2.5. Proactive forward planning of cluster social nodes of different levels per settlements required related to the hierarchy of service types.

5.3 Area of application of Norms and Standards

5.3.1. These norms and standards apply to the whole Province of KwaZulu-Natal.

5.4 More stringent norms and standards

5.4.1. A municipality may impose requirements for the planning and development of the identified public social facilities for which it is responsible, that are more stringent than the provincial norms and standards within the spatial and socio-economic context to the municipality or identified areas thereof.

6 IMPLEMENTATION

6.1 National Norms and Standards

6.1.1. There are no related gazetted national norms and standards at this stage.

6.2 Related Provincial Norms and Standards

6.2.1. The following related Provincial Norms and Standards for KwaZulu-Natal should also be considered when a municipality evaluate an application for the planning and development of the identified social facilities:

a) KwaZulu-Natal provincial planning and development Norms and Standards for Electronic Communication Facilities.

6.3 Engagement with Custodian Departments

6.3.1. Although public and stakeholder engagement is regulated through various planning and development legislation, the mandated custodian departments and /or entities would need to approve the provision standard (incl. threshold, locality, level and site size) of proposed social facilities as part of a land use application process subject to conditions as set out in applicable guidelines.

6.4 Exceptions

6.4.1. Where smaller towns and settlements play an important role as a service provider to the settlements in their hinterland, in addition to serving those in their own immediate vicinity they may need to be provided with higher-order facilities and or large service demand than their local population threshold suggests but this need must be fully justified and affordable.

6.4.2. Such exceptions to the norm and standards could be considered if:

- a) The town is a district or local municipality capital, and/or it plays a major role in regional service delivery in the area as indicated in the SA Functional Town Typology 2018 and or NSDF Town Typology;
- b) It is an isolated community of some significance (e.g. 5 000 people who are more than 150 km from the nearest town);
- c) It is a remote, low density population with poor accessibility (e.g. 100 pupils in a remote location who require access to education and this cannot be viably addressed through a road link, transport service or other means)
- d) There is a historical provision of service that will continue, i.e. a cluster of viable and well supported schools or a university town which thus requires a greater level of service than the permanent population may require; or,
- e) Its population profiles are different from the provincial average and thus require a greater/different level of service.
- f) Where the population is shown to be declining and small and where other alternatives or temporary solutions can be considered.
- g) Where land shortages for new facilities are identified i.e. in brownfield developments, smaller sites maybe approved subject to suitable design and motivation.

- h) Where service catchments overlap, or services are already provided within reach even, if not optimally located.
- i) Where external pressure on services, i.e. clinic or schools is demonstrated to be greater than the local demand, a larger facility may be motivated. (Clinic in border town).
- j) In some cases, a community may indicate they have no need for a facility (i.e. a swimming pool) but would appreciate additional alternate sports facility.

6.5 Supporting Documents and Tools

6.5.1. Other documents which may assist with the interpretation of these provincial norms and standards include:

- a) KwaZulu-Natal Provincial Growth and Development Strategy (2016);
- b) Provincial Spatial Economic Development Strategy;
- c) National Guidelines for the Provision of Social Facilities (CSIR 2015);
- d) The District Road Masterplans (KZN Department of Transport 2014);
- e) Guidelines for the Differentiated Provision of Social Services in Rural Areas. Commissioned by the Department of Rural Development and Land Reform. (Green and Argue (CSIR) 2016),
- f) Capital Investment Framework Guidelines (CoGTA 2012),
- g) SA Functional Town Typology (2018), and
- h) South African National Spatial Development Framework.

6.5.2. A nationally standardized toolkit for the planning of social facilities, supported by the DRDLR and based on the standards contained herein, could assist in the application of the provincial norms and standard and can be accessed at www.socialfacilityprovisiontoolkit.co.za. **This tool has inbuilt standards which are used to calculate the green field demand for any service catchment region.**

6.5.3. A web-based tool for calculating the social facility demand and its associated land use requirements (land budget) for any given development with an indication of possible land requirements, can be accessed at <http://spaceplanner.csir.co.za>. The latter will require you to customise the standards that you wish to apply but allows for calculation of the population and land demand under a range of density and household size scenarios.

6.6 Commencement

6.6.1. These Norms and Standards will come into effect on _____ 2019.

6.6.2. This is the original version of these Norms and Standards.

6.7 Copies

6.7.1. Copies of these norms and standards can be obtained from the following office:

Director Land Use Management,

Department of Cooperative Governance and Traditional Affairs. Second Floor, Southern Life Plaza. 271 Church Street, Pietermaritzburg. 3200.

