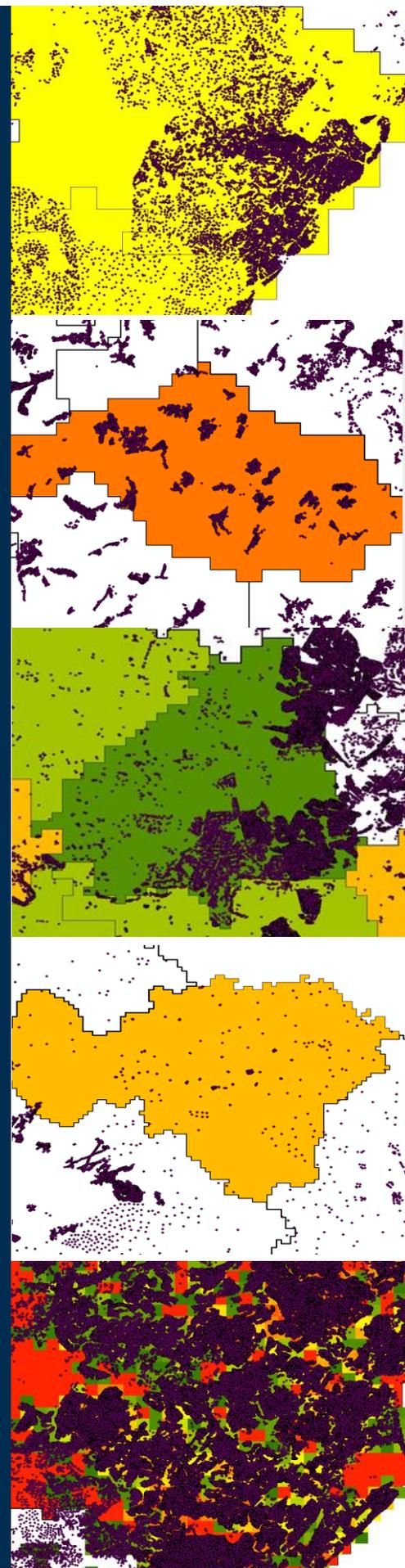


APPLICATION GUIDE FOR SOCIAL FACILITY PROVISION TOOLKIT

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CSIR
our future through science

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TABLE OF CONTENTS

ABOUT THESE GUIDELINES	1
BACKGROUND TO THE DEVELOPMENT OF THE SOCIAL FACILITY PROVISION TOOLKIT	2
Social Facility Provision Toolkit	4
Purpose of the Social Facility Provision Toolkit	4
Components on website.....	4
Users & Scale or Planning Level.....	4
CONCEPTS & DEFINITIONS	5
STANDARDS APPLICATION PROCESS	8
1. Select Area or Catchment	9
2. Understand The Area & Its Region.....	9
3. Calculate Basket of Facilities	9
4. Adjust Basket of Facilities to Context	10
5. Identify Locations & Motivate for Facility Provision and Funding	12
IMPORTANT PRINCIPLES.....	13
HOW TO READ THE STANDARDS TABLES	16
THE CATCHMENT HIERARCHY.....	18
PRIORITY PLACES.....	20
SETTLEMENT MORPHOLOGY	21
TYPICAL SERVICE PROVISION PACKAGES	25
Service Catchments of 1 000 – 4 999 people.....	26
Service Catchments of 5 000 – 9 999 people.....	27
Service Catchments of 10 000 – 19 999 people.....	28
Service Catchments of 20 000 – 39 999 people.....	29
Service Catchments of 40 000 – 59 999 people.....	30
Service Catchments of 60 000 or more people	31
Priority Service Catchment of Less than 60 000 People – Additional Facilities.....	32
Facilities Dependent On Specific Risk, Jurisdiction & Distance	33
Alternative Service Provision: Mobile & Periodic Services.....	34
EXAMPLES OF PLANNING FOR DIFFERENT SECTORS/ FACILITY TYPES	35
Multiple Facilities.....	36
Multiple Facilities in a Priority Place	40
Health.....	41
Education	42

Social Development & SA Social Security Agency	43
Thusong Service Centres	44
Community Halls.....	45
Libraries & Information Services	46



ABOUT THESE GUIDELINES

These guidelines provide support to planners in applying the standards for government social service provision in differentiated service catchments (hereafter referred to as catchments) and particularly in non-metro areas. The standards and the associated hierarchy of settlement provision were developed for the Department of Rural Development and Land Reform by the CSIR in 2015/16.

The differentiated provision standards have been developed for a range of government social service provision to support government decision making in achieving access to appropriate level of service to citizens with respect to the constitutional priority of equitable access to services.

These guidelines:

- Provide background to the project & outputs.
- Introduce the Social Facility Provision Toolkit.
- Give the process to be followed in applying the standards when planning for facility provision.
- Explain key principles & concepts.
- Explain how to consider the area's context when planning for services and facilities (e.g. population profiles, settlement morphology/ structure, position in settlement hierarchy).
- Give service provision packages for different population ranges.
- Offer information on how to read the standards tables & some examples of how to plan for different facility types and different areas.

This document forms part of a compendium of documents developed for this project. The other documents include:

- [Guidelines for the Differentiated Provision of Social Services in Rural Areas](#) which provide detail on the standards, and
- [Development and Prioritisation of Catchments – Technical Report](#) which provides technical detail on the project and the processes followed.
- Social Facility Provision Toolkit (<http://www.socialfacilityprovisiontoolkit.co.za/>)



Use & Purpose of Facility Provision Standards & Guidelines

Facility provision standards relating to access distances and population thresholds are the starting point for the development of well served, sustainable and integrated communities in both rural and urban areas. The quality and capacity of facilities, in offering the right range of services for a specific community profile and operated by competent staff, together with good maintenance of the facilities, remain critical to the effective delivery of services, but are not included in this publication.

As much as planning should not revert to prescriptive “blue-print” planning, it is nevertheless true that without normative and quantifiable standards it becomes difficult to measure and compare levels of provision and then determine current and future facility needs impartially.

For funding and allocation/implementation of social facilities, a process of needs analysis and budgetary investigation also has to be undertaken on a case-by-case basis before final facility construction use of the guidelines can be used as supporting evidence or justification for financial support.

Generally, normative facility provision guidelines should ideally serve three purposes, namely to:

- a) Determine the threshold of facilities and in certain cases land requirement for facilities;
- b) Serve as a departure point for negotiations with respect to facility provision and capital budgeting for Integrated Development Plans (IDPs), Sector plans or Social Facility investment plans or provincial and local planning processes; and,
- c) Provide a basis for developing a spatial distribution network for a facility type across a region or province – but without this being the final



Using standards to plan for and construct social facilities is a necessary, but far from sufficient, first step to provide meaningful access to facilities. The following, amongst others, also need to be considered: the quality of service provided, recruitment and retention of staff to rural areas, the availability of staff, Staff accommodation, maintenance of facilities, robustness of vehicles for mobile services, safety & security of equipment & buildings, and the availability & affordability of transport (public).

BACKGROUND TO THE DEVELOPMENT OF THE SOCIAL FACILITY PROVISION TOOLKIT

The overall purpose of the project was to **refine differentiated standards for access to rural services**, with a specific focus on **government provided or government funded social and emergency services**. The Social Facility Provision Toolkit described in the report is a key output of this project.

The project outputs assist planners by providing technical support tools to:

- Improve or add value to the planning process through decision support related to settlement context, demographic information and more.
- Assist in the facilitation of negotiations with communities, councils and departments through using approved minimum provision standards.
- Provide a rationale for the provision of the appropriate type and level of service in an area to overcome the over or under provision of facilities.

The Social Facility Provision Toolkit can be used in broad area wide planning and/or in sector specific planning by departments. The following processes are some examples of this:

- IDP processes.
- Sector planning.
- Capital budget evaluations.
- Backlog determination.
- Greenfields planning.

Given limited government resources, the project's ultimate goal is to:

- Provide guidance on the appropriate minimum levels of service to ensure that most citizens can access a basic level of services.
- Identify a hierarchy of places where it is most effective to provide middle to higher order services at central locations to the maximum number of people from the least number of central places.

Accordingly, the project's main outputs are:

- **Service provision standards** for the facilities of each service sector covered in the project, as well as sets of provision standards for different catchment population sizes, which are informed by the standards' population threshold ranges. (For instance, larger populations that are settled at higher densities can support the most comprehensive package of services.)
- A **hierarchy of catchments** and the **identification of priority central places or nodes for middle and higher order service provision**.
- **Linking of the standards packages to the catchment hierarchy** and specifically to the priority central places such that middle to higher order services can be provided in the most central and accessible places. This can provide the basis for incrementally extending services to as many people as possible over the longer term.

SOCIAL FACILITY PROVISION TOOLKIT

The project has developed two separate but linked tools:

- 1) A spatial viewer to view profiles of differentiated service catchments that were spatially defined; and,
- 2) A service facility need calculator to support social facility investment decision-making.

These are both online tools that can also be used in a stand-alone mode. The system would then be updateable through an internet connection on demand. [See [Social Facility Provision Toolkit](#)]

PURPOSE OF THE SOCIAL FACILITY PROVISION TOOLKIT

1. Assist decision makers and planners by providing demographic and other data which is spatial and context specific
2. Identify typical social facilities that can be supported based on the standards and catchment profile (population, order, priority)
3. Quantify and calculate the facility need per catchment based on prescribed facility provision standards

COMPONENTS ON WEBSITE

1. Catchment profile viewer
2. Facility demand calculator
3. Links to a range of supporting application guidelines (this document) as well as background documents on the larger project, concepts & principles, etc.

USERS & SCALE OR PLANNING LEVEL

Intended users:

- Departmental officials from a range of National, Provincial and Local line departments
- Town and Regional Planners
- IDP Managers
- Consultants supporting departments and local authorities

Planning levels:

- Local, Provincial, National
- [Catchments](#) – some of which are identified priority areas.



The tool does not take account of current provision and planners and users are required to source data on current facility supply and then make the necessary calculations to determine backlogs or the need for upgrading and replacement of current facilities

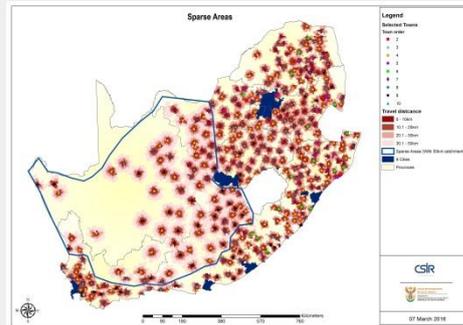
CONCEPTS & DEFINITIONS

ACCESS DISTANCE	The maximum distance that the furthest citizen should ideally have to travel to access a service. There is a prescribed distance for each facility. This may differ according to the context in which the service is to be provided (e.g. sparsity of population in the Northern Cape and the availability of affordable transport) in which cases longer distances may be acceptable.
CATCHMENTS (Also see Priority Places)	Catchments are specific geographic service areas delineated according to accessibility criteria; in this case they are areas that can be profiled and form basic units / catchments for defining provision for government provided services. The point of departure for the study was that all areas (citizens) were allocated to their nearest point for at least the lower level (essential) services – these points are the catchment node.
FACILITIES (SOCIAL)	Any fixed structure from which a service is provided. In this study only government provided or supported social facilities have been considered. A range of facility types relating to the service provision of education, health, citizen registration, safety and security, and recreation have been covered.
FACILITY REACH	The furthest acceptable extent of the service area that the facility is expected to serve. This is based on a defined access distance.
FACILITY SERVICE AREA	The effective urban area the facility can serve based on the access distance, the facility capacity (size) and the number of people in the vicinity.
GREENFIELDS	In this study, a Greenfields analysis means a calculation of service needs without taking into consideration any existing facilities. It is based on the current population distribution in relation to standard provision. To calculate actual need or backlog, the current supply must be compared to the calculated demand.
GROSS VALUE ADDED	Gross Value Added (GVA) is the measure of the value of goods produced in an area, industry or sector of an economy. In this case the indicated GVA values are calculated using a five year mean per sector and the % that sector contributes to the 5 year mean of the total GVA in a catchment.
HIGHER ORDER FACILITIES	These are more specialist services such as magistrate’s courts and regional hospitals that are infrequently used and, depending on the level of specialist services, may be located between 30km and 200km from the most isolated person. The threshold for these facilities generally exceeds 120 000 people.

IDENTIFIED TOWN & SETTLEMENT POINTS FROM CSIR/SACN TYPOLOGY	The starting point for the project’s demarcation of service catchment areas was to use all the towns and settlements points that were identified in the CSIR/SACN settlement typology. These were used as the central nodes for the demarcation of service catchment areas. These points are generally referred to as the catchment node.
LOWER ORDER FACILITIES	Those facilities and services accessed on a frequent, even daily basis by a large number of people and generally located within (or close to) the community. These essentially include schools, basic clinics, pension pay-points and basic recreational areas. Each of these facilities can serve only a limited number of people and thus require a relatively small number of people (e.g. 1 000 people) and low distance cut-off to make the services viable.
MIDDLE ORDER FACILITIES	Those facilities accessed on an infrequent basis (mostly 3 to 4 times per annum) by a large number of people and generally located within a travel distance of between 15km and 30km. These include citizen registration services, larger clinics and local hospitals, libraries and also sports centres. These facilities typically need at least 20 000 people within reach to operate viably.
POPULATION THRESHOLD	The smallest number of people for whom a specific service can be viably and sustainably provided. Certain facilities such as schools have finite capacities but most are flexible and have a wide range of capacity sizes that can be applied in different contexts.
PRIORITY PLACES/ CATCHMENTS	Priority places have been identified across the country in support of optimal middle order service location. Depending on the overall settlement density prevailing in the areas, priority places have been identified with 30/50km catchments areas (50km in the sparse west) in such a way that the identified nodes, if provided with middle order services, can optimally serve the maximum number of population from the least possible service points.
SETTLEMENT	Settlements in general are considered to be distinct human communities in a physical, socio-economic and environmental totality which requires the provisioning of services such as engineering and social services. In this report clusters of development falling outside of the identified nodes are broadly referred to as settlements. Nodes are specific settlement identified at the centre of the catchment.
SETTLEMENT MORPHOLOGY	Distribution pattern of the dwellings and other structures of human development within the identified catchments.

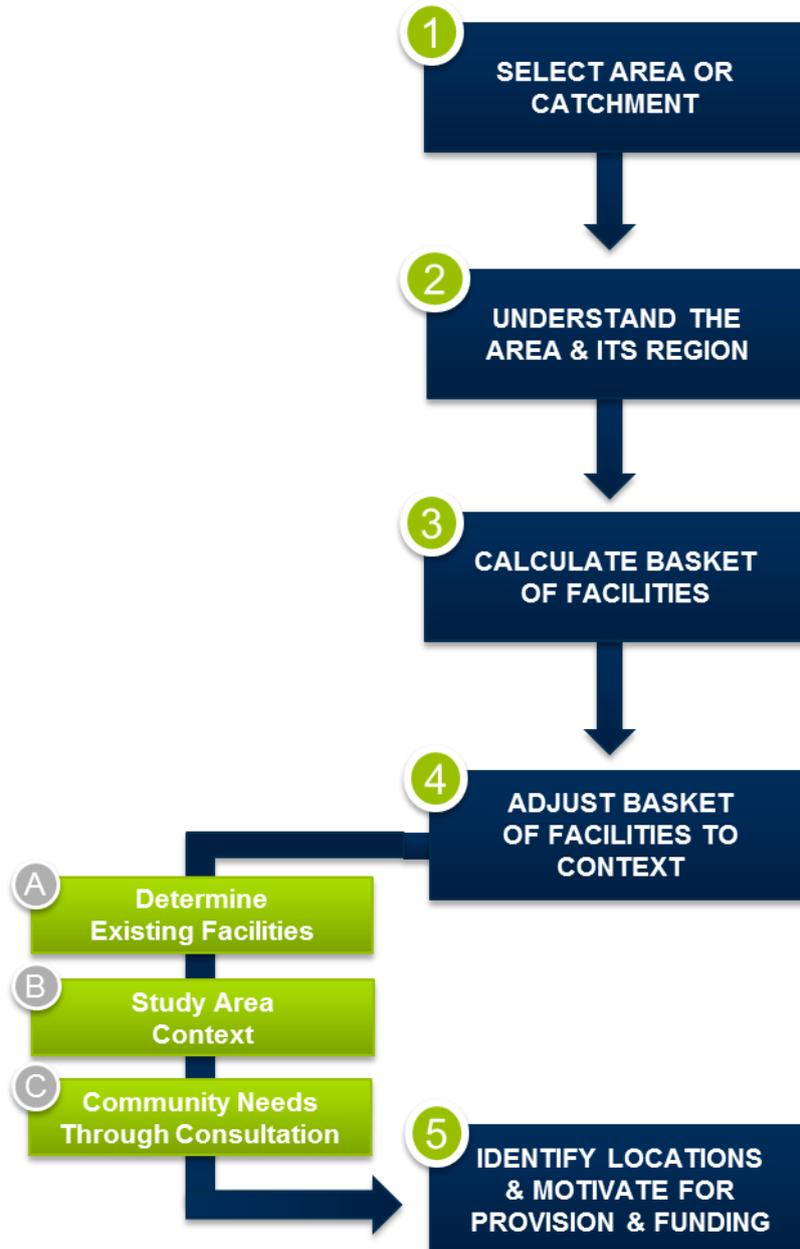
SPARSE WEST

The western part of the country with low population densities and sparse population (less than 10 persons/km²). A distance of 50km is used as the appropriate access distance for distribution of middle-order services in those environments.



STANDARDS APPLICATION PROCESS

The standards application process can be undertaken manually or by using the Social Facility Provision Toolkit in planning for social services and facilities. The following stepwise approach should be followed.



1. SELECT AREA OR CATCHMENT

Select the catchment for which you are planning.

The Social Facility Provision Toolkit allows you to select the specific catchment area using map selection or the area's name via a search function.

2. UNDERSTAND THE AREA & ITS REGION

Next, **understand the area or catchment** and its wider region by considering the following factors:

- Population numbers
- Population growth
- Population densities (persons/km²)
- Level in the catchment hierarchy and/or if it is a **priority place**
- Linkages to surrounding towns & catchments
- Distance to other main places
- Settlement pattern/ morphology
- Road network
- Topography.
- Economy (main economic sectors)

All this information is available from the [Social Facility Provision Toolkit](#).

3. CALCULATE BASKET OF FACILITIES

Decide on which type of facility/ facilities & sector/ sectors you are planning for.

If manually doing the calculation, in cases where you do not have access to the Toolkit:

- Consult the prescribed standards tables in the [Guidelines for the Differentiated Provision of Social Services to Rural Areas](#) document for the sectors/ types of facilities for which you are planning
[For instructions on how to use the standards tables to calculate demand, please refer to p.3 of the [Guidelines for the Differentiated Provision of Social Services to Rural Areas](#)]
- Use these tables, together with the information obtained in Step 2 on population numbers and distances, to calculate the number of facilities and of what type/ level could possibly be provided for in the area under consideration

For a comprehensive listing of the facilities and sectors for which standards have been provided, refer to the [Guidelines for the Differentiated Provision of Social Services to Rural Areas](#) or access the [Social Facility Provision Toolkit](#)

If using the Social Facility Provision Toolkit for the calculation:

- Select the catchment** for which you are planning by clicking on the map / entering the catchment's name
- Click on the **Facility Calculator** button
- Choose / enter the **population** to base the calculation on – the toolkit will offer the user several options in terms of the population to be used in the calculation:
 - Catchment Population (automatically generated)
 - Priority Population (only if applicable & automatically generated)
 - Custom Population (In cases where you know that there will be significant changes to the population, you can manually insert a population as a hypothetical, synthetic or a projected population)

- Select the **Calculate** button to generate a list of facilities (this considers population thresholds, facility sizes/ capacities & access distances)

Based on the population of the area/catchment, you will be provided with a basket of facilities for your area which lists all the facility types and how many facilities of each type are potentially supported by the area's population.



Specific types of facilities have been categorised as lower, middle or higher order facilities

4. ADJUST BASKET OF FACILITIES TO CONTEXT

Step 3 produced a basket of facilities. This is a Greenfields list as it does not consider existing facilities in the area or any contextual factors such as the settlement morphology of the area, linkages to other places, population growth, risk factors, and so on.

The basket must be **adjusted** depending on the **context-specific needs and requirements of the specific area**, by determining:

- Existing facilities (see 4.A)
- The study area context (see 4.B)
- Community needs through consultation (see 4.C).

Use this information to compare the basket of facilities, produced as part of step 3, to the current provision of facilities and the area's context to determine any possible backlogs in facility provision or if there are facilities that need to be replaced, upgraded or consolidated.

4.A: EXISTING FACILITIES

You will need to determine which existing facilities are currently available, i.e.:

- **types** of facilities
- facility **sizes** and condition
- facility **locations**.



To obtain information on existing facilities, you will need to conduct a field survey or consult with the necessary custodians of data on facilities in the area.

It might be necessary to verify any facility data received from other sources as the data may not be up to date or possibly incomplete. A field survey can provide detailed and up to date information on existing facilities. In doing a field survey the following data needs to be collected: Name, GPS location, facility type, general condition and capacity (the number of possible people it can service in a given period of time).

4.B: STUDY AREA CONTEXT

Here you will need to refer back to step 2 and apply the contextual factors to adjust the basket of facilities. These factors need to be applied together with local knowledge and an understanding of the area as well as how these factors would impact on the provision of facilities.

You will need to consider other factors not listed earlier, such as the available transport service routes (direction and frequency) and the area's topography with its impact on the cost of infrastructure provided.

Below are examples of how some of the contextual factors can be considered.



Local knowledge can assist in better understanding population movement patterns within the catchment. Information such as this will help determine the suitability of facility location

Population growth and densities (persons/km²)

Besides having a direct impact on the provision of facilities as per the standards specifications, these population factors impact on possible future demand and the feasibility of facilities in certain locations. For example: if an area's population is declining and will continue to do so, consider periodical or non-fixed facilities use of as appropriate.

Linkages and distance to other towns, areas and main places

The connections, transport service routes and distance to surrounding places should be considered, especially where existing facilities, although in another area, are within the required distance threshold and on transport service route.

Settlement distribution/ morphology

The area's morphology needs to be considered as it has an impact on the locational choices made when placing facilities. Consider the area's morphology by using maps (e.g. Google Earth, Eskom's Spot Building Count, etc.) and local knowledge. For more information on the impact of morphology, see the 'Settlement Morphology' section of this report.

4.C: COMMUNITY NEEDS THROUGH CONSULTATION

Most facilities (excluding compulsory government services) should be provided only if the community has expressed the desire for such a facility or if a facility is motivated for by the Municipal Integrated Development Plan or other government interventions or programmes.

5. IDENTIFY LOCATIONS & MOTIVATE FOR FACILITY PROVISION AND FUNDING

If applicable, include the outcomes of this process in Integrated Development Plans, budget proposals and future planning for the area or government sector considered.

The process followed here should be aligned to the internal government and inter-governmental processes for securing funding from local municipalities, districts, provincial departments and national departments.

It is also necessary to compare the basket of facilities to the detailed standards to verify if thresholds and densities are met where facilities are proposed.



The Spatial Planning and Land Use Management Act 16 of 2013 states that it is necessary that equal opportunity and equal access to government services be maintained



IMPORTANT PRINCIPLES

The service provision standards are provided to **support the planning and provision of social facilities** within a structure of differentiated catchment levels. They assist in the planning of social facilities and services but are not meant to be prescriptive or binding in that the standards and guidelines should always be adapted (within reason and with motivation) to the local contextual conditions of the type of settlement or catchment area, population profiles and budgetary constraints. Depending on the contextual factors, adjustments to the number, size and distribution of facilities are required so that an appropriate level of provision can be established.



Role of planning standards and guidelines

Facility location planning standards, access guidelines and threshold norms are an essential element of strategic forward planning and are used to allocate and reserve land for particular uses and facilities and develop capital budget plans within a planning area. This is particularly true of community-type facilities – including those provided by the public sector and those provided for by private developers.

In respect to planning over the long term, access standards, threshold guidelines are increasingly important in ensuring that land has been reserved for essential facilities in terms of future growth and development without being wasteful and/or encouraging the illegal use of underdeveloped land. Besides aiding planners, standards – by providing predefined spatial norms – ideally facilitate a more equitable provision of services and facilities to diverse communities. For specific information on site sizes please consult CSIR guidelines. These site sizes are somewhat conservative but are generally suitable for all areas with sufficient vacant land. May not be applicable in high density areas where smaller sites and greater use of multi-story buildings or innovative design is required

The standards were developed taking into consideration that there are **essential life transaction services** and that these should form the basis of any set of provision standards. These essential services should be accessible to all communities (although it may be periodic), even the most remote, to ensure that all people are able to make vital life transactions in order to conduct full, productive lives, improve their standard of living, and obtain social support when required. Such transactions include obtaining legal status as South Africans or residents (registering births and deaths), obtaining identification documents, accessing health services, regional level justice facilities (courts) and social assistance (e.g. government grant) application offices, etc.

It is important to note that the most essential basic facilities should always be provided before additional facilities can be considered. Also, it is recommended that only if all priority nodes in an area have been provided for in terms of middle and higher order facilities, should other places be considered for provision. Facility provision is always subject to the availability of resources and institutional capacity.

When calculating the need or demand for facilities it is useful to test what and how many facilities would be needed if there were currently no existing facilities in an area (Greenfields analysis). Once you know what should be supplied, you can test this provision against what is currently available before calculating the shortfall. This may exclude any necessary upgrading or replacement of infrastructure that is outdated or in poor condition.



Facility Clustering and Multi-Use of Buildings

The clustering of facilities creates opportunities for facility multi-use, sharing, etc. and should result in land savings and trip reductions. Also important is the contribution that this type of investment can make to creating islands of development and structure for city or town building.

National government promotes the sharing and clustering of facilities, through Thusong Centres. Similarly the sharing of halls, sports fields and other facilities by different stakeholders should be encouraged where possible in all towns and villages.

The successful sharing between departments and the multi-use of buildings is largely dependent on excellence in design and management and also requires cooperation and joint financial planning between the departments that form part of the multi-purpose centre or cluster. If this is achieved within all towns, particularly within the identified priority nodes where a range of facilities need to be provided, it can contribute positively to service delivery and to financial sustainability.

Thusong centres should ideally comprise services for the departments of Home Affairs, and of Labour and Social Development (including SASSA), as a minimum requirement, but have the potential to incorporate a range of other national and local services such as SAPS, Health and Justice.

It is stressed that in providing for a set of social facilities, good design – together with the sharing and multi-use of facilities – can lead to space saving for almost all facility types and contributes positively to rural communities where a single trip to town can serve to meet multiple needs. Clustering also has benefits for staff located in these areas as they can provide a complimentary support structure.



Setting Up a Nodal Hierarchy to Assist in Clustering

Facilities have a range of threshold values that increases with their level of specialisation. The hierarchical nature of social service delivery can thus ideally relate to a hierarchy of social facility delivery centres.

Establishing a hierarchy assists in allocating facilities of various types to their most appropriate locations, based on the facility threshold and the appropriate number of people required within the catchment of that facility.

While clustering creates opportunities for facility multi-use, sharing and land savings, cooperation and joint financial planning between the departments enables development of multi-purpose clusters and sharing of buildings. If this is achieved within nodes (and particularly within the higher-order nodes where a larger range of facilities are provided) it can contribute positively to service delivery, city structure and financial sustainability.



HOW TO READ THE STANDARDS TABLES

The Standards Tables can be found in the [Guidelines for the Differentiated Provision of Social Services to Rural Areas](#)

The example below shows how to interpret the standards tables using the example of playing fields.

When an area is being considered for the provision of a playing field (in this case a Level Surface Playing Field) it would have to **meet all the requirements** set out in the table (see the following page), that is:

- the **POPULATION THRESHOLD** – there would need to be at least 3 000 people in the area;
- this number of people would also need to be **WITHIN DISTANCE** (from the field's potential location) – in this case 5km.

These two requirements when jointly met translate into a **DENSITY (PEOPLE/KM²)** which is a calculation of the minimum number of people over the service area which can sustain the facility; in this case, 38 people per km² in an area of 79 km²).

The requirements of population threshold within a certain distance cannot be considered separately but must be achieved together to support the possible provision of the respective social facility.

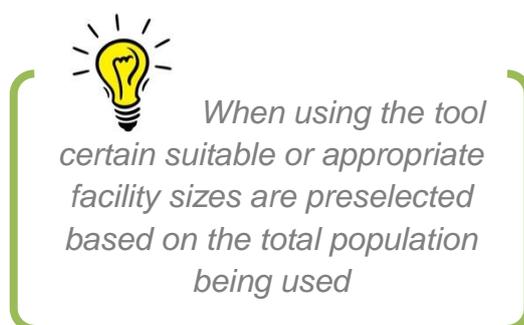


*For some services such as health, education and libraries there are a range of facility sizes and types from which to select depending on which best meets the distance and threshold requirements. [Some facility types have a maximum number of people that can be served by one facility; if this is exceeded multiple facilities or a larger type of facility may be considered.] It is also possible to use a combination of different sizes; however, there should not be any double counting of the population when doing this – **the global threshold to be addressed by a certain service type should not be exceeded.***

In many cases, if the population is largely located in a single cluster, the largest size of facility listed for a population will provide the most efficient service of catchments but this need to be balanced against other factors such as travel distance and morphology. This means that in some cases a selection between the different facility options needs to be made and this may result in demand or service capacity being spread amongst several smaller facilities (e.g. in the case of health, mobile clinics may be required in support of a Standard Clinic where there are far flung dispersed settlements outside of a main settlement). In each case the threshold for a specific facility must be tested or verified once the location is identified

RECREATION: SPORTS & PARKS							
FACILITY TYPE	PROVISION REQUIREMENTS				PROVISION CRITERIA	Comments/ Typical configuration	
	POPULATION THRESHOLD		Distance & the density required to achieve the minimum population threshold				
	Min	Max	WITHIN DISTANCE (KM)	DENSITY (PEOPLE/ KM ²)	C=Compulsory D=Discretionary R=Recommended (IF: requirements not met & >20km from a higher order place, then could provide at this order level or higher)		
Land requirement not to exceed 0.4ha/1 000 people	Level Surface Playing Field (ground/ gravel)	3 000	–	5	38	D (9)	Preferably linked to a school
	Single hard surface court	3 000	–	5	38	D (8)	Preferably linked to a school
	Prepared surface (2 football fields equivalent)	15 000	–	10	48	D (8)	Preferably linked to a school
	Grassed surface (2 football fields equivalent) AND 500-seat stand	30 000	–	10	96	D (7)	
	Combi-court surface (x2)	15 000	–	10	48	D (7)	
	Swimming Pool 25-metres	30 000	–	10	96	D (6)	
	Sports Complex (grouping of fields and/or sports complexes) AND/OR athletics stadium/ cricket oval	60 000	–	15	191	D (5)	
	Multi-purpose Sports Hall	100 000	–	10	318	D (5)	
	Community Park	2 000	–	5	25	D (8)	Overall provision ratio of 0.4ha/ 1 000 people for 1 or more parks (can be provided at identified recreation points, i.e. beaches, dams, etc.)
	Play equipment (at schools, clinic or youth centre/ church)	–	–	–	–	R	Supply at fixed facilities, e.g. schools, clinics, MPCs Preferred alternative in sparse rural areas with plentiful open space

People outside the catchment area under consideration could potentially also make use of the facility if they do not have a closer facility, especially if they live in more sparsely populated areas that do not meet the requirements. It is often possible to consider the real service area to have a radius of 1½ to 2 times further than the basic threshold distance especially where densities decline sharply.



THE CATCHMENT HIERARCHY

To guide differentiated social facility development and investment the entire country has been divided into service catchments on the basis of accessibility. These catchments have been analysed and profiled and ranked into **10 distinct orders or levels of hierarchy**. Each catchment has been **attributed with profile information** such as population size, density, area, administrative role, GVA, settlement morphology and topography, node level and information on travel distances to other catchment nodes of different levels. The **settlement morphology within each catchment is considered to be a key informant** to the final number, size and distribution of services within each catchment.

In the 10-level hierarchy that was defined (see table below), there are certain links and relationship to the CSIR/SACN functional settlement typology for most of the higher order places, while the catchments of lower order places were mostly ranked according to population size. The reason for this is that population demand is the single major factor, together with distance, effecting the efficiency and viability of services. The catchment hierarchy has for most part been linked to the sets of incremental service provision packages that have been developed [See the section on **Typical Service Provision Packages** in this document]

ORDER	CATEGORISATION
1	City regions and metros
2	Cities and proposed metros
3	Regional centres
4	Regionally significant service or other small towns
5	Population larger than 60 000, but less economically significant than a place close by of an order 4 or above
6	Service catchment population between 40 000 and 60 000
7	Service catchment population between 20 000 and 40 000
8	Service catchment population between 10 000 and 20 000
9	Service catchment population between 5 000 and 10 000
10	Service catchment population less than 5 000

The central node of the first four levels or orders are developed middle to higher order settlements, or have significant places within more remote/sparse regions. The classification of Levels 1 to 3 and most level 4 nodes is based on the CSIR/SACN Typology (For more information see: http://stepsa.org/settlement_typology.html). In the case of Order 4 settlements, several factors including them having a significant regional or wider area role were considered in their selection even if they had a low population. The latter are in areas where there are no other suitable service town or other place that is contextually significant in the area. The aim was to ensure that in most areas of the country there was at least one level 4 (or above) catchment node within a reasonable distance at which to locate middle-order facilities.

As a further refinement, a set of prioritised investment points was established – **Priority Places** (see the section on **Priority Places** in this document) – to spatially target investment of middle order services optimally such that the greatest number of people can be served from the least number of points if resources are not sufficient to meet all facility demands in the immediate future.



PRIORITY PLACES

A **hierarchy of central places or nodes** where middle to higher order services can most sustainably be provided at central and accessible places points were identified through GIS based spatially optimising analysis.

These **prioritised town points were then used to target social facility provision to provide the greatest investment impact from the least number of locations or service points**. The points have been established through an iterative analysis process that ranks places based on both the node level and the population density within an area with a radius of not more than 30km by road. This results in the most central and densely populated places being selected within each region. These places were selected to have populations of at least 5 000 and catchments of which the furthest travel distance by road is no more than 30km.

Using these priority places as opposed to all the settlement nodes to target investment means that potentially 90% of the total South African population, or 87% of the rural population, can be served by middle order services within acceptable distances from less than half of the number of nodes that would be required otherwise.

For District Municipality facility planning for priority places that are within the same district, these should be rolled-out based on the ranking of the nodes. Nodes with a higher priority ranking serve more people. Therefore, facilities should only be provided at other priority places once higher ranked priority places in the same area or district, or even province, have been sufficiently serviced. [See the listing and ranking of the [Priority Places](#)]

This does not preclude other places with sufficient population from having middle and higher order facilities and services, only that certain places are prioritised for facility provision before others can be serviced in terms of financial viability and programming.

SETTLEMENT MORPHOLOGY

An area's settlement morphology has a major impact on the provision of services as it ultimately determines how facilities must be located or distributed and the capacity of each within an area to facilitate optimum accessibility to the people in the area. A set of 9 morphological profiles were identified in South Africa and every catchment was classified accordingly. [See the [Social Facility Provision Toolkit](#) for each of the catchments' specific morphology classification]

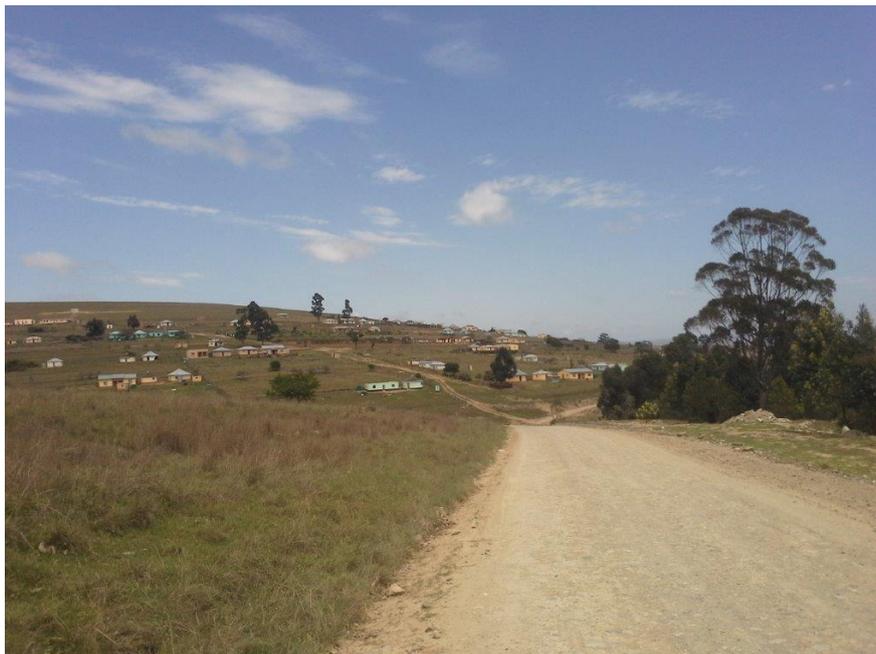


The settlement morphology is the distribution pattern of the dwellings and other structures of human development within the identified catchments

The **catchment morphology (structure)** is used to indicate the spatial patterns of **development** that are visible within each catchment and to provide significant supporting information regarding the internal settlement structure of each catchment. This provides a classification of the internal spatial organization of the catchments and gives support in terms of how services can best be located and distributed within these areas.

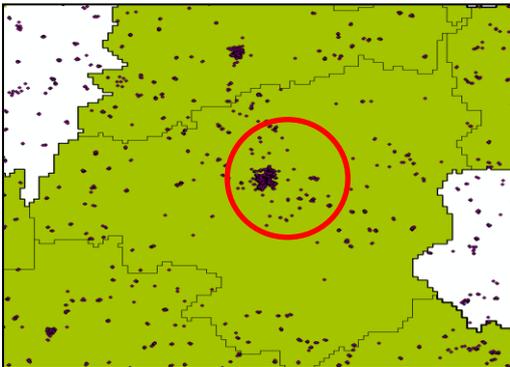
Once the maximum number and capacity of fixed facilities that a catchment can support (based on the total population of the area and the guideline standards) has been established, a more localized assessment is required. This must establish whether, based on the area's morphology, the catchment node or any other specific area in the catchment meets the minimum requirement for a facility in terms of the number of people within the specified distance. Access to good and affordable public transport services may also mean that the specified access distances can be extended, but this is context specific.

The 9 morphological profiles are described below and guidance is provided on how to best locate facilities within each type of catchment morphology.



Mono Centric

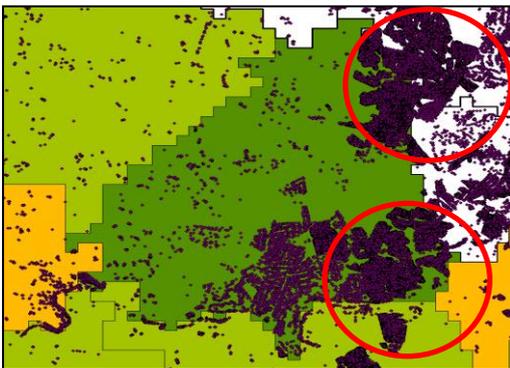
Catchments with a mono centric morphological profile have only one distinct concentrated settlement in the catchment



- Cluster middle, higher and some lower order facilities at the node.
- Provide lower order facilities at outlying settlements if these can be supported and if these are necessary or desirable.
- Only use mobile services to service outlying areas if essential.

Bi Centric

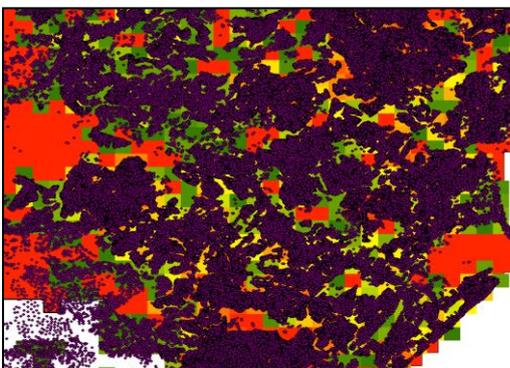
Catchments with a bi centric morphological profile have two distinct concentrated settlements in the catchment



- Cluster higher order facilities at the most prominent node.
- Split middle order facilities among the two settlements and cluster them.
- Only use mobile services to service outlying areas if essential.

Poly Centric

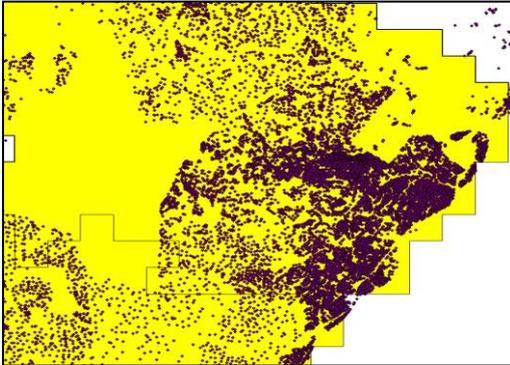
Catchments with a poly centric morphological profile have more than two distinct settlements in the catchment. This type of profile is mostly found in City Regions and Cities.



- Provide facilities where needed.
- Cluster facilities at central accessible places on transport routes or at nodes.

Scattered Dense

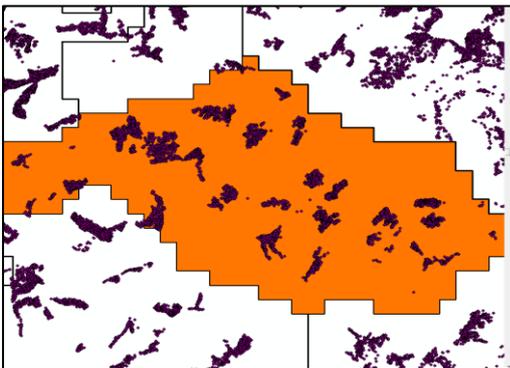
Catchments with a scattered dense morphological profile have a continuous dense point settlement coverage structure. These catchments are not as dense as metropolitan areas but are also not sparsely populated – in many instances having more than 100 people per km².



- Locate most of the middle and higher level facilities within the main node.
- If the population can support several facilities of same type, locate towards periphery.
- Ensure minimum density and distance threshold criteria are met.
- Mobile and periodic services to be considered as a final option.

Scattered Clusters

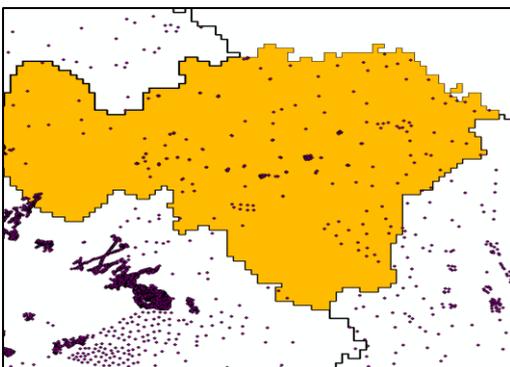
Catchments with a scattered clusters morphological profile have clusters of non-uniform and non-continuous dense settlements across the catchment.



- Calculate facility requirements for entire catchment.
- Locate higher and middle order facilities at the main node and distribute lower order facilities at selected clusters where requirements are met.
- Distribute lower order facilities among clusters and adjust sizes appropriately.
- Large clusters and those furthest from the central node should be given preference.
- Mobile and periodic services to be considered as a final option.

Scattered Sparse

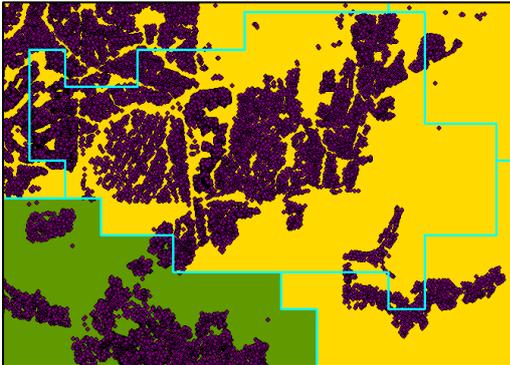
Catchments with a scattered sparse morphological profile have sparsely scattered settlement points irregularly distributed across the catchment



- Middle order facilities possibly not required if within 25km of a level 6 catchment or higher or a priority node.
- If remote, facilities may be supported at main node, at population concentrations or on main roads if the catchment population can support such facilities. Identify closest priority node and ensure it has all major middle order services.
- Each cluster to be checked in terms of the viability of certain facilities.
- Mobile and periodic services to be considered as a final option. This is a typical situation where boarding facilities for schools may be appropriate.

Dense

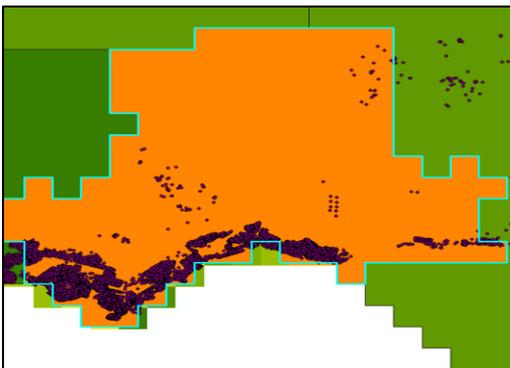
Catchments with a dense morphological profile are largely composed of continuously dense settlement with no distinguishable settlement points



- Place all middle to high order facilities in the catchment's identified town or settlement point.
- Some low order facilities can be placed at peripheral settlements.
- Some middle and higher order facilities may be placed outside of the identified town or settlement point if and where requirements are met, i.e. if more than 25km from node.
- Mobile and periodic services to be considered as a final option.

Dense Linear

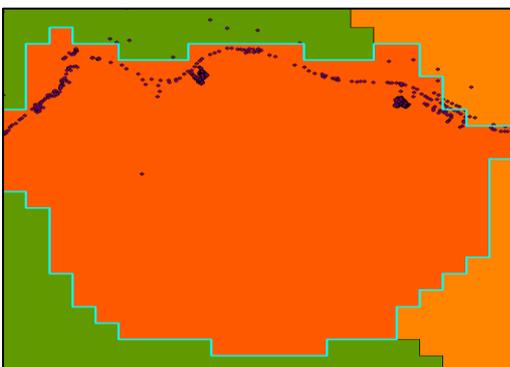
Catchments with a dense linear morphological profile have a linear pattern of densely populated settlement; this may mean it has developed alongside a river, road or the coast.



- Middle and higher order facilities must be located at the catchment's identified town or settlement point on a main route.
- Identify sub-nodes and clusters where middle order facilities can be supported if areas are out of reach.
- Check that facilities meet the minimum threshold and distance requirements – if not, distance criteria can be stretched up to 1.5 of maximum distance (especially if public transport is available).
- Mobile and periodic services to be considered as a final option.

Sparse Linear

Catchments with a sparse linear morphological profile have a linear pattern of sparsely populated settlement; this may mean it has developed alongside a river, the coast or a road.



- No permanent higher order services.
- Mobile services are advisable.
- Middle and lower order facilities should be located at the catchment's identified town or settlement point or distributed evenly along the main access road if there is sufficient demand.
- Mobile and periodic services to be considered as a final option.
- This is a typical situation where boarding facilities for schools may be appropriate.

TYPICAL SERVICE PROVISION PACKAGES

For ease of use and understanding, the detailed facility provision standards have been packaged into discrete sets according to the population threshold ranges of the catchments that they might be applied to. These are aligned to the critical breakpoints in the service threshold provisions and are for:

- Service catchments of 1 000 - 4 999 people
- Service catchments of 5 000 - 9 999 people
- Service catchments of 10 000 - 19 999 people
- Service catchments of 20 000 - 39 999 people
- Service catchments of 40 000 - 59 999 people
- Service catchments of 60 000 and more people.

There is an additional package which is not drawn up around a particular population threshold but instead provides a list of more specialised and larger facilities that may be provided in **priority places that have less than 60 000 people**. This will be specifically to meet the regional requirement of providing critical services in sparsely populated regions at the most central or viable location established.

Catchments of less than 1 000 people do not have a set package as they will most likely be provided with services through the **use of alternative services** such as mobiles, periodic, satellite services and outreach programmes rather than fixed facilities.

These packages still do not mean that the standards should be rigidly applied; rather cognisance of the morphology of the settlement or catchment and other factors is required in their application (i.e. is there a dense core to the settlement or catchment? Is there a priority place within the catchment? Are there widely dispersed smaller settlements some distance from the core that may be best served by mobile services, for example, areas with declining populations? Even if the population does not reach the threshold given, can a facility be justified at the main node in the catchment based on its wider role in the area? And so on.) What is critical is to avoid building large facilities that are not warranted according to the area's demand profile. It is more important that a wide range of essential services are provided in line with community needs.

The following section comprises the **basic packages which need to be adapted and applied to different contexts** using these application guidelines. In some cases, facility requirements may include *pro rata* multiples of the basic packages or a combination of different sizes or types of facilities (e.g. one standard clinic supported by two satellite clinics). Generally, **the larger size of facility should be chosen over smaller sizes if the distance criterion and population threshold is still met for operational efficiencies, the provision of a better range of service offerings and to promote clustering.**

SERVICE CATCHMENTS OF 1 000 – 4 999 PEOPLE

SERVICES FOR 1 000 – 4 999 PEOPLE				
SECTOR	FACILITY TYPE	POPULATION THRESHOLD		WITHIN DISTANCE (KM)
		MIN	MAX	
Health	Satellite/ Mobile Clinic	1 000	4 000	5
Education	Primary School – Small	1 000 (enrolment of 135 learners)	2 199 (enrolment of 310 learners)	5
	Secondary School – Small	2 000 (enrolment 200 learners)	3 999 (enrolment 400 learners)	5
Social Development	Early Childhood Development Centre(Crèche)	2 400	3 500	5
	Social Grant Pay Point	100 beneficiaries	–	5
Thusong Centres	Thusong - Mobile Service (with minimum of Home Affairs & SASSA)	2 000	9 999	25/ 40
Sports	Sports	3 000	–	5
Parks	Community Park	2 000	–	5
Cemeteries	Cemetery	0.26ha/ 1 000 people		–

For more detail, please consult the [Guidelines for Differentiated Provision](#)



SERVICE CATCHMENTS OF 5 000 – 9 999 PEOPLE

SERVICES FOR 5 000 – 9 999 PEOPLE				
SECTOR	FACILITY TYPE	POPULATION THRESHOLD		WITHIN DISTANCE (KM)
		MIN	MAX	
Health	Basic Clinic	5 000	9 999	5
Education	Primary School – Medium	2 200 (enrolment of 311 learners)	4 399 (enrolment of 620 learners)	5
	Secondary School – Medium	4 000 (enrolment 401 learners)	5 999 (enrolment 600 learners)	5
Social Development	Early Childhood Development Centre(Crèche)	2 400	3 500	5
	Social Grant Pay Point	100 beneficiaries	–	5
Community Hall	E-grade Hall	5 000	14 999	10
Thusong Centres	Thusong - Mobile Service (with minimum of Home Affairs & SASSA)	2 000	9 999	25/ 40
Libraries	Basic Public Library	5 000	24 999	5
Sports	Sports	3 000	–	5
Parks	Community Park	2 000	–	5
Cemeteries	Cemetery	0.26ha/ 1 000 people		–

For more detail, please consult the [Guidelines for Differentiated Provision](#)



SERVICE CATCHMENTS OF 10 000 – 19 999 PEOPLE

SERVICES FOR 10 000 – 19 999 PEOPLE				
SECTOR	FACILITY TYPE	POPULATION THRESHOLD		WITHIN DISTANCE (KM)
		MIN	MAX	
Health	Small Clinic	10 000	19 999	5
Education	Primary School – Medium	2 200 (enrolment of 311 learners)	4 399 (enrolment of 620 learners)	5
	Secondary School – Medium	4 000 (enrolment 401 learners)	5 999 (enrolment 600 learners)	5
Social Development	Early Childhood Development Centre(Crèche)	2 400	3 500	5
	Social Grant Pay Point	100 beneficiaries	–	5
Community Hall	E/ D-grade Hall	5 000/ 15 000	14 999/ 19 999	10
Thusong Centres	Thusong - Satellite Centre (with minimum of Home Affairs & SASSA)	10 000	19 999	25 / 40
Libraries	Basic Public Library	5 000	24 999	5
Sports	Sports	3 000	–	5
Parks	Community Park	2 000	–	5
Cemeteries	Cemetery	0.26ha/ 1 000 people		–

For more detail, please consult the [Guidelines for Differentiated Provision](#)

SERVICE CATCHMENTS OF 20 000 – 39 999 PEOPLE

SERVICES FOR 20 000 – 39 999 PEOPLE				
SECTOR	FACILITY TYPE	POPULATION THRESHOLD		WITHIN DISTANCE (KM)
		MIN	MAX	
Health	Standard Clinic	20 000	39 999	5
Education	Primary School – Medium	2 200 (enrolment of 311 learners)	4 399 (enrolment of 620 learners)	5
	Secondary School – Medium	4 000 (enrolment 401 learners)	5 999 (enrolment 600 learners)	5
Social Development	Early Childhood Development Centre(Crèche)	2 400	3 500	5
	Social Grant Pay Point	100 beneficiaries	–	5
Community Hall	D-grade Hall	15 000	19 999	10
Libraries	Basic Public Library	5 000	24 999	5
Sports	Sports	3 000	–	5
Parks	Community Park	2 000	–	5
Cemeteries	Cemetery	0.26ha/ 1 000 people		–
MIDDLE & HIGHER ORDER FACILITIES				
Community Halls	C-grade Hall	20 000	29 999	15
Thusong Centres	Small Thusong Centre	20 000	59 999	25 / 40
SASSA	SASSA Office	30 000	120 000	40
Home Affairs	Home Affairs Office	20 000	200 000	25
Social Development	Children's Home	20 000	60 000	25
	Home for the Aged	20 000	60 000	25
For more detail, please consult the Guidelines for Differentiated Provision				

SERVICE CATCHMENTS OF 40 000 – 59 999 PEOPLE

SERVICES FOR 40 000 – 59 999 PEOPLE				
SECTOR	FACILITY TYPE	POPULATION THRESHOLD		WITHIN DISTANCE (KM)
		MIN	MAX	
Health	Standard Clinic	20 000	39 999	5
Education	Primary School – Medium	2 200 (enrolment of 311 learners)	4 399 (enrolment of 620 learners)	5
	Secondary School – Medium	4 000 (enrolment 401 learners)	5 999 (enrolment 600 learners)	5
Social Development	Early Childhood Development Centre(Crèche)	2 400	3 500	5
	Social Grant Pay Point	100 beneficiaries	–	5
Community Hall	C-grade Hall	20 000	29 999	15
Libraries	Basic Public Library	5 000	24 999	5
Sports	Sports	3 000	–	5
Parks	Community Park	2 000	–	5
Cemeteries	Cemetery	0.26ha/ 1 000 people		–
MIDDLE & HIGHER ORDER FACILITIES				
Health	Large Clinic	40 000	59 999	10
Community Hall	B-grade Hall	30 000	59 999	15
Thusong Centres	Small Thusong Centre	20 000	59 999	25 / 40
SASSA	SASSA Office	30 000	120 000	40
Home Affairs	Home Affairs Office	20 000	200 000	25
Social Development	Children's Home	20 000	60 000	25
	Home for the Aged	20 000	60 000	25
Libraries	Branch Public Library	50 000	150 000	10
For more detail, please consult the Guidelines for Differentiated Provision				

SERVICE CATCHMENTS OF 60 000 OR MORE PEOPLE

SERVICES FOR 60 000+ PEOPLE				
SECTOR	FACILITY TYPE	POPULATION THRESHOLD		WITHIN DISTANCE (KM)
		MIN	MAX	
Health	Large Clinic	40000	59999	10
Education	Primary School – Medium	2 200 (enrolment of 311 learners)	4 399 (enrolment of 620 learners)	5
	Secondary School – Medium	4 000 (enrolment 401 learners)	5 999 (enrolment 600 learners)	5
Social Development	Early Childhood Development Centre(Crèche)	2 400	3 500	5
	Social Grant Pay Point	100 beneficiaries	–	5
Community Hall	B-grade Hall	30 000	59 999	15
Libraries	Basic Public Library	5 000	24 999	5
Sports	Sports	3 000	–	5
Parks	Community Park	2 000	–	5
Cemeteries	Cemetery	0.26ha/ 1 000 people		–
MIDDLE & HIGHER ORDER FACILITIES				
Health	Community Health Centre	60 000	149 999	10
	General Hospital (District Hospital L1)	150 000	900 000	30
Community Hall	A-grade Hall	60 000	300 000	15
Thusong Centres	Large Thusong Centre	60 000	200 000	25 / 40
SASSA	SASSA Office	30 000	120 000	40
Home Affairs	Home Affairs Office	20 000	200 000	25
Social Development	Children's Home	20 000	60 000	25
	Home for the Aged	20 000	60 000	25
Libraries	Branch Public Library	50 000	150 000	10
For more detail, please consult the Guidelines for Differentiated Provision				

PRIORITY SERVICE CATCHMENT OF LESS THAN 60 000 PEOPLE – ADDITIONAL FACILITIES

The main node or town of priority catchments with less than 60 000 people could potentially receive additional facilities based not on their population size but rather on their role in providing services to a larger region of 30km – 50km as defined.

The provision of the following additional facilities should also be considered in these cases:

PRIORITY CATCHMENTS OF LESS THAN 60 000 PEOPLE

SECTOR	FACILITY TYPE
Health	24-hour Health Facility
Thusong Centres	Thusong Centre/ Services Cluster which has a SASSA office, a Home Affairs office & Police Station

For more detail, please consult the [Guidelines for Differentiated Provision](#)



FACILITIES DEPENDENT ON SPECIFIC RISK, JURISDICTION & DISTANCE

These facilities may be provided in any catchment depending on the **risk profile of the area, travel access or areas of jurisdiction**:

FACILITIES DEPENDENT ON SPECIFIC RISK, JURISDICTION AND/OR DISTANCE

Social Grant Pay Point

Police Station

Fire Station

Social Development Offices/ Service Points

Magistrate's Court

Traditional Council Office

Youth Services

For more detail, please consult the [Guidelines for Differentiated Provision](#)



ALTERNATIVE SERVICE PROVISION: MOBILE & PERIODIC SERVICES

In those areas **where the requirements for fixed facilities are not met, i.e. less than 1 000 people or outlying and far from node, an alternative approach could be followed by using mobile & periodic services.** Alternative services may also be provided in addition to fixed facilities

The cost of mobile services in terms of capital and operational costs (especially when considering per person cost) are high and should be avoided where possible.

ALTERNATIVE SERVICE PROVISION – MOBILE & PERIODIC SERVICES

Thusong - Mobile Service (with birth, death and ID registration, i.e. most critical services)

Thusong - Outreach Project (with birth, death and ID registration, i.e. most critical services)

Thusong - Satellite Centre (with birth, death and ID registration, i.e. most critical services)

Mobile SASSA Office (see Thusongs)

Mobile Home Affairs & birth registration (see Thusongs)

Satellite/ Mobile Clinic (cannot replace a clinic)

Primary Health Outreach Team

SAPS Contact Point

Integrated Volunteer Emergency Response Teams under the auspices of a municipality

Boarding facilities at schools

Community Book Units

Container Library

Play equipment (at schools, clinic or youth centre/ church)

Children's care through foster care & outreach programme

Home care for the aged through outreach programme

For more detail, please consult the [Guidelines for Differentiated Provision](#)

EXAMPLES OF PLANNING FOR DIFFERENT SECTORS/ FACILITY TYPES

For some facility types, case study examples are provided to illustrate and guide the user in the process to be followed as well as some of the relevant criteria to be considered when planning. *[These examples are for illustrative purposes only and the results should not be used directly for purposes of planning in any of the identified areas.]*

For comprehensive information on facility standards for all the sectors and facility types see the [Guidelines for Differentiated Provision](#).

MULTIPLE FACILITIES

EXAMPLE: ALL FACILITY TYPES – MEDIUM POPULATION

Select Area	XYZ (hypothetical example)
Understand Area & Region	<p>Catchment level: 7</p> <p>Not a priority node</p> <p>Catchment total population: 30 010</p> <p>Population within 5km: 10 000</p> <p>Population within 10km: 13 000</p> <p>Population within 15km: 18 000</p> <p>Population within 20km: 26 000</p> <p>Population within 30km:30 010 <i>(population cumulative)</i></p> <p>Population growth: Growing (9% from 1996 - 2011). National growth was 28%(1996 - 2011)</p> <p>Population density: 46 people per km²(average for whole catchment)</p> <p>Economy: Mainly government services and social grants (75%)</p> <p>Road network: Mostly gravel and poor access in remote areas in the catchment. Need to check road network, using GIS data or field observations and also note public transport routes and direction of travel.</p> <p>Settlement morphology: Scattered Clusters with 8 defined clusters noted outside the main node. Check tool viewer lookup tables and use Google Earth if possible to determine points of settlement.</p> <p>Topography: Relatively hilly. May impact on infrastructure cost - see lookup tables.</p>
Calculate Basket of Facilities	<p>All facilities were selected. The calculation based on the total catchment population using planning standards produced the following Greenfields list of potential facility provision.</p> <ul style="list-style-type: none"> • 1.5 small health clinic • Grant pay points • 6.8 primary schools - medium • 5 secondary schools - medium • 8.6 Early Childhood Development centres (Crèches) • 2 E-grade halls • 1.2 basic public library • 1 Thusong Centre – small • 1 SASSA office • 1 Home Affairs office • 1 Children’s Home • 1 Home for the Aged • Sports – 16.8ha • Parks – 12ha • Cemeteries – 7.8ha <div style="margin-left: 400px;"> <p>Risk & area dependent:</p> <ul style="list-style-type: none"> ○ Police station ○ Magistrate’s Court ○ Fire station ○ Social Development offices/ service points ○ Youth Services ○ Traditional Council Offices </div> <p style="margin-left: 400px;">[If catchment is monocentric: potential to put in a standard clinic and a larger hall]</p>

**Adjust
Basket of
Facilities**

The following existing facilities were identified through a facility audit and by verifying the national datasets of the respective departments:

- 1 Home Affairs office
- 1 Magistrate's Court
- 1 Police station
- 4 secondary schools
- 10 combined schools
- 7 primary schools
- 15 Early Childhood Development centres (Crèches)
- 5 health clinics
- 1 SASSA office
- 6 grant pay points.

After consideration of contextual factors (such as population growth, the catchment's settlement morphology & community needs) and the remaining facility backlog (by subtracting the Greenfields demand from the existing supply), the following basket of facilities was identified as being potentially required:

- 1 basic library (Community book units may be provided in areas further than 5km from a library as a supplementary measure)
- 2 community halls (E-grade)
- Thusong Centre – small
- 1 Children's Home
- 1 Home for the Aged
- Sports – 16.8ha
- Parks – 12ha
- Cemeteries – 7.8ha
- Mobile clinics could provide health services in those settlement clusters that are more than 5 km from the health clinic.

Detailed studies are needed to determine whether the following are required:

- **Fire station**
- **Social Development offices/ service points**
- **Youth services**
- **Traditional council offices**
- **Magistrates' court**
- **Police services**
- **Labour offices.**

It should be noted that the number of existing schools is very high and each school is possibly very small. This may need to be revisited as maintaining, staffing and operating so many schools is expensive; however, the hilly terrain may make accessing schools difficult and thus require more schools closer to the settlements. The establishment of boarding schools may be an alternative option.

**Location &
Motivation
for Funding**

Having adjusted the facility basket, the next step is to identify where the proposed facilities should go. The proposed locations for the facilities are as follows:

- The library should be built in town close to schools/ municipal offices for convenience. Community book units could be placed at schools in areas of dispersed population.
- A community hall in the identified catchment node near to the town centre and public transport stops and clustered with the Thusong Centre if provided. The other hall to be provided in another area of concentrated population.
- 4ha of community park space and 5.6ha of sports fields/hard surface courts (dependent on sporting codes) in the identified node and where possible adjacent to each other. For ease of access, the land could be split into smaller parcels so that most people would have a maximum of

EXAMPLE: ALL FACILITY TYPES – SMALL POPULATION

Select Area	Catchment B (hypothetical example)	
Understand Area & Region	<p>Catchment level: 9 Not a priority node Catchment total population: 9 846 Population within 5km: 5 337 Population within 10km: 5 876 Population within 15km: 7 766 Population within 20km: 9 338 Population within 30km: 9 746</p> <p>Population growth: Grew very rapidly by 100.44% from 1996–2011 (National Growth was in comparison 28%) Population density: 34 people per km²(average for entire catchment) Economy: Mainly Manufacturing and Financial Services (46% and 26% respectively of economic production), i.e. not dependent on a single sector or on government services. Road network: Check road network- use GIS data or field observation. In this case roads are mostly well tarred roads with a few gravel roads Settlement morphology: Use tool lookup tables to check – Catchment is bicentric Topography: Check lookup tables. Catchment relatively flat thus no specific increased construction cost.</p>	
Calculate Basket of Facilities	<ul style="list-style-type: none"> • 1 basic clinic plus possible mobile clinic 4 times a week in areas further than 5km from basic clinic • 2.2 medium sized primary schools • 1.6 medium sized secondary schools • 2.8 Early Childhood Development centres (Crèches) • 1 E-grade hall • 1 basic public library. Community book units may be provided in outlying areas. 	<ul style="list-style-type: none"> • 5.5ha land for sports developed as level playing fields & hard courts • 3.9ha for community parks • 2.6ha land for cemeteries • 1 Thusong Periodic/ Mobile Service with Home Affairs and SASSA • 1 or more social grant pay points

<p style="text-align: center;">Adjust Basket of Facilities</p>	<p>A facility audit was required (Most national data sets of departments must be verified in the field).</p> <p>Existing facilities identified:</p> <ul style="list-style-type: none"> • 1 basic clinic • 4 medium primary schools • 1 large secondary school • 1 basic library • 3ha of sport facilities in the town • 2.3ha of community parks • 1 social grant pay point • 2 Cemeteries = 2.5ha. <p>The demand was subtracted from the supply to adjusted the facility basket and establish the following backlog:</p> <ul style="list-style-type: none"> • 3 days a week mobile clinic for area beyond 5 km of clinic • 1 E-grade hall • 2.2ha land for additional sports fields if existing are well used, affordable & in demand • 1.6ha further reservation for community parks if current well used & consider play equipment at clinic, library or hall • 1 Thusong Periodic/ Mobile service with Home Affairs and SASSA. <p>Detailed studies are needed to determine whether the following are required:</p> <ul style="list-style-type: none"> • Fire station • Social Development offices/ service points • Youth services • Traditional council offices • Magistrates' court • Police services • Labour offices. <hr/>
<p style="text-align: center;">Location & Motivation for Funding</p>	<p>Facility placement:</p> <ul style="list-style-type: none"> • Mobile clinic for settlements further than 5 km from basic clinic at other settlement with sufficient population to support service. Link to other facilities such as schools or other mobile services. • 1 community hall in main node. • Consider book unit or container libraries close to or at other settlement clusters. • Thusong mobile service with Home Affairs and SASSA placed at municipal offices in node to serve entire catchment. • 1.6 ha of community parks can be considered based on community support & affordability. Can be consolidated or distributed depending on accessibility - 5km access distance where minimum thresholds met.

MULTIPLE FACILITIES IN A PRIORITY PLACE

EXAMPLE: MIDDLE ORDER SERVICES IN A PRIORITY PLACE

Select Area	ABC (hypothetical example)			
Under stand Area & Region	<p>Level 8 catchment Catchment population: 17 698 Density: 94 persons per km² Morphology: Bicentric Priority node: Yes Population served as a priority place: 94 215 Population growth: 9.3% from 1996 - 2011 (i.e. below national growth of 28%) Economic production: Manufacturing 49%</p>			
Calculate Basket of Facilities	<p>Based on the optimised location of middle order facilities the area is identified as a priority place. Thus, one needs to determine what additional services or capacity is required in the node to accommodate this role. The full spectrum of middle order facilities has been selected for consideration.</p> <p>The Greenfields analysis determined that the following middle order facilities could be supported.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 5px;"> 1 community health centre 1 branch public library 1 Home Affairs office 1 large Thusong centre 1 SASSA office </td> <td style="width: 50%; padding: 5px;"> 1.6 Children’s home 1.6 Home for the Aged </td> </tr> </table>		1 community health centre 1 branch public library 1 Home Affairs office 1 large Thusong centre 1 SASSA office	1.6 Children’s home 1.6 Home for the Aged
1 community health centre 1 branch public library 1 Home Affairs office 1 large Thusong centre 1 SASSA office	1.6 Children’s home 1.6 Home for the Aged			
Adjust Basket of Facilities	<p>Data on existing facilities is available and has been verified and thus there is no need for a facility audit in the field. There are some existing facilities such as a police station, a community hall, and a SASSA office; however, some backlogs exist. After also considering contextual factors such as a growth rate which is below the national average, that the area is largely rural and the local authority is under-resourced and will not be able to maintain certain recreational facilities and parks, the following potential needs have been identified through community consultation:</p> <ul style="list-style-type: none"> An existing clinic has been identified to be upgraded to a Community Health Centre as the current health facilities do not offer 24-hour services and are not large enough to do so. Careful consideration of total demand for health services is required if additional clinics are proposed. The area could support a small Thusong Centre. This should have a Home Affairs office in it as a main component and should ideally be clustered with the branch public library. 			
Location & Motivation for Funding	<p>The area has a bicentric structure and so services should be clustered in the two prominent nodes. As available land has been identified next to the clinic which has been identified for upgrading to a community health centre, the Thusong centre should be located here. Clustering will also be further supported as the CHC and library will be close to the existing police station and community hall located across the street.</p>			

HEALTH

EXAMPLE: HEALTH FACILITIES

Select Area	Chaneng catchment, North West Province
Under stand Area & Region	Level 6 catchment with population of 43 924 Density: 183 persons/km ² Morphology: Bicentric Population served as a priority place 93 658 (i.e. within 30km) The only higher level priority place within reach is Rustenburg at 33km.
Calculate Basket of Facilities	Based on the standards, the population could support 1 large clinic and/or 1.1 standard clinics. In this case it was decided to plan for the priority place catchment, so a Community Health Centre may even be appropriate.
Adjust Basket of Facilities	The available data on existing facilities indicates that the area already has a number of clinics; however, the size and capacity of these is not specified in the data. Chaneng is within 15km of a District Hospital L1 located in the Ledig catchment. The area has a bicentric morphology.
Location & Motivation for Funding	Since it appears that the clinics available in the area are mostly of the standard type (data not verified), it is proposed that an existing clinic is identified that is centrally located and generally accessible that could be upgraded to a large clinic. This would have the least cost implications, but would improve access to health services significantly. As Ledig Hospital is only 15km from Chaneng, a Community Health Centre is not required in the catchment unless the hospital experiences capacity constraints.

SOME CRITERIA TO CONSIDER:

- It is recommended that fixed facilities are provided where possible and that mobile services are only provided where absolutely necessary.
- When planning for public health facilities, determining the dependency population – that proportion of a community that relies on public health services – is very critical.
- The physical mobility of people, as well as the availability and affordability and direction of public transport should be considered as a possible influence on access to public health services and may affect location of facilities.

For comprehensive information see the [Guidelines for Differentiated Provision](#).

EDUCATION

EXAMPLE: EDUCATION FACILITIES - PRIMARY SCHOOLS

Select Area	Nqamakwe catchment, Eastern Cape Province
Under stand Area & Region	Level 7 catchment Population: 30 102 Density: 46 persons per km ² Morphology: Scattered Clusters Priority node: Yes
Calculate Basket of Facilities	Primary school provision was considered in terms of the catchment population rather than the priority place population as schools are a lower order facility. The Greenfields provision, which does not consider existing facilities, is according to the standards: 6.8 medium primary schools 5 medium secondary schools.
Adjust Basket of Facilities	As the catchment consists of scattered clusters of settlements, it is necessary to first determine the amount of people within a 5km travel distance radius of each of these clusters. One also needs to consider that the area has a number of existing primary schools and an audit/ GIS data should be used to determine their location and capacity. The possible basket of facilities has accordingly been adjusted to 3 medium and 1 small primary school based on the available data.
Location & Motivation for Funding	The population and its distribution could support the additional provision of 2 medium primary schools at the largest cluster and split over two of the other settlement clusters, 1 medium and 1 small primary school.

SOME CRITERIA TO CONSIDER:

- Consider age structure within the area when planning for schools.
- Boarding schools can be considered where population is very sparse, but this is subject to education quality and clustering with a library, clinic, etc. and Department of Education policy review.
- For the establishment of new schools, the minimum number of learners per primary school is 135; for a secondary school 200 learners.
- Scholar transport could be provided where schools are further than 5km from learners and the province can afford the cost.

For comprehensive information see the [Guidelines for Differentiated Provision.](#)

EXAMPLE: SOCIAL GRANT PAY POINTS	
Select Area	KwaMaxhama catchment, Eastern Cape Province
Understand Area & Region	Catchment level 10 Population: 4 873 Density: 75 persons per km ² Morphology: Scattered Dense Priority node: No
Calculate Basket of Facilities	The standards indicate that distance is the overriding factor in the provision of social grant pay points. A maximum travel distance of 5 km is recommended. Considering travel distances within the catchment, at least 2 social grant pay points could be supported if there are at least 100 beneficiaries within reach of each of the identified points.
Adjust Basket of Facilities	The available data on existing facilities indicates that there are currently 4 social grant pay points in the catchment. It can be concluded that no additional facilities of this type would be required in the catchment currently; therefore, no locations for new facilities were identified.
Location & Motivation for Funding	See above. [Where possible, Social Grant Pay Points can also be provided at retail outlets such as a post office/supermarket/bank.]

SOME CRITERIA TO CONSIDER:

- For the provision of social grant pay points, distance is always the overriding factor.
- Distance and density requirements can be extended for areas in the Northern Cape.
- Mobile services should only be considered as a last option.
- There should be at least 100 grant recipients per pay point.

For comprehensive information see the [Guidelines for Differentiated Provision.](#)

THUSONG SERVICE CENTRES

EXAMPLE: THUSONG CENTRES	
Select Area	Koster catchment, North West Province
Understand Area & Region	Level 7 catchment Population: 25 247 Density: 17 persons per km ² Morphology: Monocentric Priority node: Yes Population served as a priority place: 30 202
Calculate Basket of Facilities	Planning was undertaken using the priority place catchment population. One small Thusong Centre could be supported by the population as per the standards.
Adjust Basket of Facilities	As there is no Thusong centre currently available in the area and the closest Thusong is not within the required distance of 25km, a small Thusong Centre could be supported in Koster which is a priority place. The closest higher level priority place is Rustenburg (55km away) which is already serviced with a Thusong centre.
Location & Motivation for Funding	Koster has a monocentric structure, thus the Thusong centre should be located centrally within the town of Koster. However, one should check first whether the services which are generally provided in a Thusong Centre (such as Home Affairs, SASSA, Dept. of Labour, SAPS) are not provided as separate facilities in the area and could be considered to form a Thusong cluster and thus a Thusong Centre structure is not required.

SOME CRITERIA TO CONSIDER:

- Facilities and services such as Home Affairs, Social Development, SASSA pay points and offices, police services, youth services, etc. should be provided within a Thusong Centre.
- Other facilities should be clustered with Thusong Centres where possible i.e. Clinic, Justice, Crèche

For comprehensive information see the [Guidelines for Differentiated Provision.](#)

COMMUNITY HALLS

EXAMPLE: COMMUNITY HALLS	
Select Area	Odendaalsrus catchment, Free State Province
Understand Area & Region	Level 8 catchment Catchment population: 16 155 Density: 38 persons per km ² Morphology: Monocentric Priority node: No
Calculate Basket of Facilities	The catchment population of Odendaalsrus could either support an E-grade or D-grade hall according to the standards depending on how many people are within 10km of a possible location.
Adjust Basket of Facilities	The Odendaalsrus catchment is monocentric but has an overall low density because it covers a large area. The population that is beyond 10 km from the identified node or town is however very small. Therefore, it is proposed to provide one D-grade hall instead of an E-grade hall based on the population and catchment morphology. No information on existing halls was available.
Location & Motivation for Funding	Community halls are important as they can potentially function as a focal point for community activities as well as for mobile and periodic services. It is proposed that one D-grade hall be provided at the catchment's node where it would be most accessible, especially when clustered with other existing facilities.

SOME CRITERIA TO CONSIDER:

- Provision of halls should have an increased priority, especially in areas where few fixed facilities can be supported.
- Halls provide an important focal point for community activities as well as all mobile or periodic services.
- Halls can also provide office space to traditional authorities where they are present.

For comprehensive information see the [Guidelines for Differentiated Provision.](#)

LIBRARIES & INFORMATION SERVICES

EXAMPLE: LIBRARIES	
Select Area	Ezakheni catchment, KwaZulu-Natal Province
Understand Area & Region	Catchment level 5 Catchment Population: 77 862 Density: 283 persons per km ² Morphology: Polycentric Priority node: No
Calculate Basket of Facilities	Several basic public libraries and/or a branch public library could be supported in the catchment according to the minimum requirements set out in the standards as long as there is no overprovision of services, i.e. that a basic library was not provided within 10km of a branch library.
Adjust Basket of Facilities	The catchment has a polycentric structure which means there are a number of larger centres. Two centres have populations that exceed 25 000 people and are within 10km of each other. Therefore, one branch public library could be provided if there were no other libraries within 10km of it. Alternatively, if affordable, a smaller library could be provided at each of the two largest centres. The global catchment population needs to be considered and facility provision should not exceed this.
Location & Motivation for Funding	It is proposed that one branch public library be located in the larger of the two centres, where a cluster of facilities is already present, i.e. adjacent to municipal offices. Alternatively, if it is affordable, a smaller library could be located at each of the two largest centres.

SOME CRITERIA TO CONSIDER:

- These facilities should always be located within close proximity of schools and prioritised in areas with high learner populations.
- Sharing of school and municipal libraries may be considered; however, owing to operational issues this is currently not seen as a viable option.

For comprehensive information see the [Guidelines for Differentiated Provision](#).

SOME CRITERIA TO CONSIDER REGARDING OTHER FACILITIES TYPES AND SECTORS:

Traditional Council Offices:

- The provision of traditional council offices is dependent on the presence of a traditional authority or the number of traditional authorities in the area.
- One shared communal traditional authority office should preferably be provided where the areas are close together and co-operation can occur.

Magistrate Courts:

- This facility should be clustered with facilities such as Police Services, Correctional Services, and Social Development etc. Planning is subject to Department of Justice processes and linked to District Municipal boundaries.

Recreation: Sports & Parks:

- These are subject to provision ratio of land per 1 000 people, however the ability to operate and maintain such facilities are critical and thus provision of such facilities is discretionary and dependent on community support.
- Smaller facilities should be linked to schools.
- Play equipment should be supplied at existing fixed facilities.
- Formal park space may not be necessary in low density areas.
- The sharing of sports facilities between the community and the school is encouraged.

Cemeteries:

- The demand may be lower where crematoriums exist.

For comprehensive information see the [Guidelines for Differentiated Provision.](#)





The Process of Managing Social Facility Provision

Irrespective of the overarching facility norms applied to allocate scarce land and capital resources or eradicate/ measure facility backlogs, when undertaking the detailed planning of settlements, rural villages and communities or other neighbourhoods, planners need to also consult other information sources which supply the necessary context in which social facilities should be provided as well as information on facility design.

Such documents include the “Guidelines for Human Settlement Planning and Design” also referred to as ‘The Red Book’ (available online at www.csir.co.za/Built_environment/RedBook/) or the applicable line department documents that consider local population demand profiles and other contextual factors that impact on the quality, location and scale of facilities. Other sources include The CSIR Guidelines for the Provision of Social Facilities in South African Settlements (Available online as well as departmental legislation or policies. These documents were consulted and considered to develop the standards presented. Special cognisance should be taken of the Spatial Planning and Land Use Management Act. Even though it does not refer specifically to the planning of social facilities, it does provide principles for planning, regulations and processes.

In planning any new facilities it is key to first audit (count, locate and record capacity) the current provision of facilities and evaluate current usage and then compare this to the provision standards before taking any decisions to increase or reduce the supply of social facilities.

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