



Accessibility study in Jhb & eThekweni

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the dpsa

Department:
Public Service and Administration
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Context of accessibility study

- SA settlement patterns still profoundly inequitable
- Dense settlements long distance from towns & cities
- Constitution requires departments to set norms & standards to ensure equal access to services & to redress past imbalances
- Govt policy is also to provide services in a more coordinated & integrated manner





Government policy

- Need for:
 - More accessible services closer to where people live
 - Spatial planning that is equitably & rationally based
 - Access norms & standards that can be used in service delivery planning
- Depts must:
 - Develop such standards to conduct forward planning and spatial reconstruction
 - Align their planning to ensure coordinated investment in services
 - Cluster their services into well-designed precincts close to communities



Key considerations

- The demand for services will continue to change:
 - Changing spatial realities of SA
 - Population growth & migration trends
- Challenges that depts will have to deal with include:
 - Changing human settlement patterns and demographics
 - Providing more services in peri-urban and informal areas
 - Providing services to vulnerable in rural areas
 - Developing road infrastructure & transport services to improve access
 - High cost of developing & maintaining infrastructure
- This calls for greater innovation & the adoption of multi-channel strategies, e.g. greater use of ICT & mobile services



Conclusion

- This study in Jhb & eThekweni provides:
 - A snapshot of access to selected services across all three spheres
 - Valuable feedback to depts on their access standards
 - Statistics on backlogs in the provision of facilities
 - Recommendations on optimal solutions
- Depts should:
 - Reflect on the findings in the light of other information they have
 - Review their access standards if required
 - Identify areas where urgent intervention is required
 - Set targets & develop affordable & sustainable plans to implement measures that need to be taken

