



tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA

LAND CLAIMS' STUDY

AN EXAMINATION OF SUSTAINABILITY OF TOURISM POST LAND CLAIMS SETTLEMENT

ABBREVIATIONS

CPA	: Community Property Association
CATHSSETA	: Culture Arts Tourism Hospitality Sports Sector Education and Training Authority
DEAT	: Department of Environmental Affairs and Tourism
DEDEA	: Department of Economic Development and Environmental Affairs
DPW	: Department of Public Works
DOD	: Department of Defence
DBSA	: Development Bank of Southern Africa
DRDLR	: Department of Rural Development and Land Reform
ECPTA	: Eastern Cape Parks and Tourism Agency
EPWP	: Expanded Public Works Programme
IDC	: Independent Development Cooperation
LIBSA	: Limpopo Business Support Agency
LEDET	: Limpopo Economic Development, Environment and Tourism
MTPA	: Mpumalanga Tourism and Parks Agency
NDT	: National Department of Tourism
NTSS	: National Tourism Sector Strategy
PondoCROP	: Pondo Community Resource Optimisation Programme
WCRLCC	: Western Cape Regional Land Claims Commission
SANBI	: South African National Botanical Institute
SANParks	: South African National Parks
SARS	: South Africa Revenue Services
SRI	: Social Responsibility Implementation
TRALSO	: Transkei Land Service Organisation
TRANCRAA	: Transformation of Certain Rural Areas Act
VAT	: Value Added Tax

DEFINITIONS

Establishment: In this context, establishment should be understood as a parks; nature reserves; lodges; and any facilities with tourism activities.

Sustainability: In this context sustainability means uninterrupted continuation of tourism activities prior and post land claim settlement. This includes benefits to claimants post settlement.

Homestay tourism: is a form of tourism that allows visitors to stay in the home of a local family.

Tourism activities: are hereby described in line with the Tourism Satellite Account 2013 to include services such as accommodation; restaurants; cultural services; transport; sports and recreation, etc.

Protected area: is an area which has been declared as a protected environment in line with the Protected Areas Act of 2003. This includes nature reserves, nature, heritage sites, forests, wilderness areas and mountain catchment areas.

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CHAPTER 1: BACKGROUND AND INTRODUCTION

Background

The land question remains a complicated policy issue in the South African political landscape. Historically, land challenges began with the Land Act of 1913, which formalised the land dispossession of indigenous people. This Act also limited African land ownership to native reserves with communal land tenure administered by traditional leaders (Land Act 1913). Post 1994, the South African government initiated the Land Reform Programme, with a view to resolve the land question.

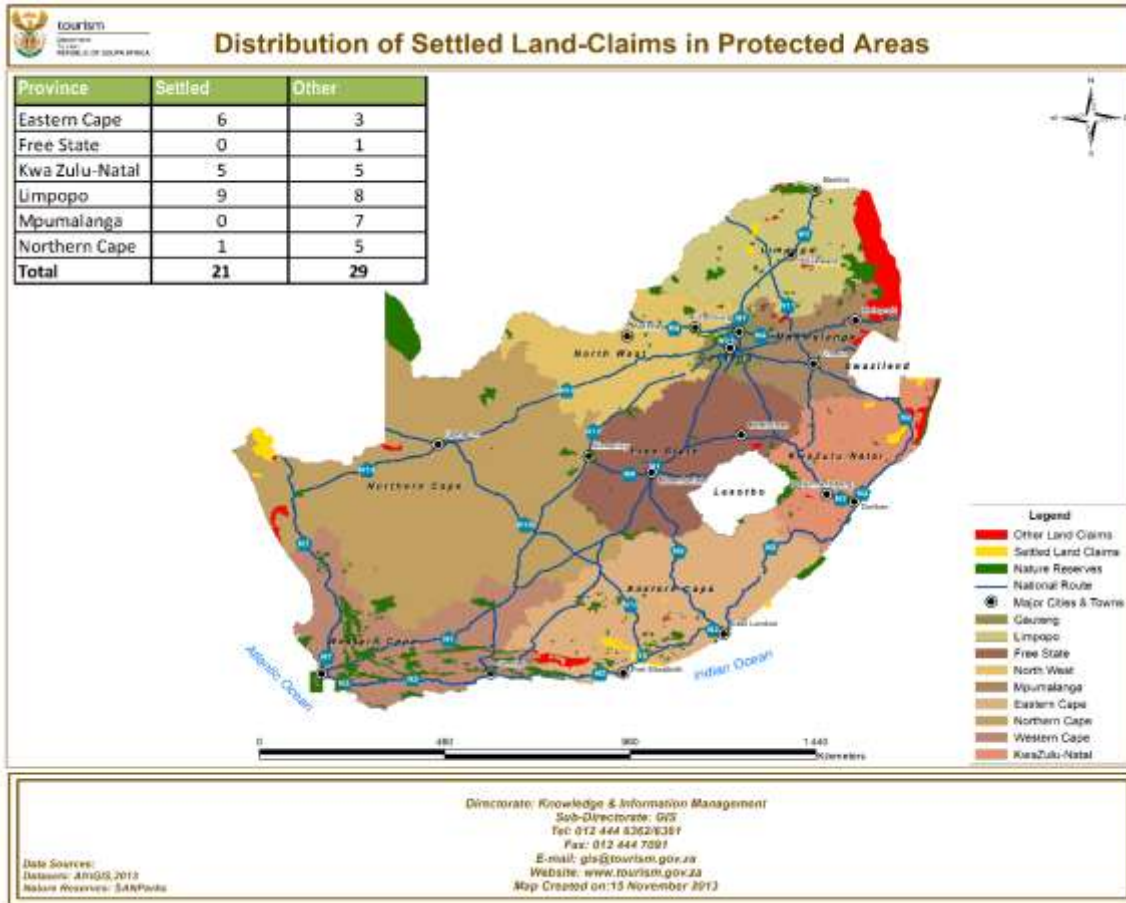
The programme was aimed at redressing historical injustices of land dispossession and forced removals. The Land Reform Programme was divided into three programmes namely Land Redistribution, Land Tenure Reform and Land Restitution. Land Restitution deals with communities who lost their properties and were invited to submit claims for restitution or financial compensation. Land Redistribution is about making land available for agricultural purposes, settlements and non-agricultural enterprises. Land Tenure Reform is about giving people, especially farmers and labour tenants, security of tenure over houses and land in which they work and stay.

The process of land reform has not been without challenges. The relatively slow pace of Land Reform, issues related to production sustainability post settlement and conflicts amongst beneficiaries after settlements are some of the challenges besetting the land reform process. Land reform processes and related challenges have a potential of affecting various economic sectors, including tourism.

In the light of the above, the National Department of Tourism (NDT) initiated a study to examine the sustainability of tourism post land claims settlement. The study focused on settled land claims with tourism activities in protected areas and those outside protected areas. In both areas examined, the focus is on assessing the sustainability of tourism activities prior and post settlement. The study is in line with the National Tourism Sector Strategy (NTSS) which underscores the significance of unblocking challenges around land ownership and exploring tourism investment initiatives.

Diagram 1 below maps out the distribution of land claims in protected areas. The land claims list on protected areas was sourced from the Department of Rural Development and Land Reform. The data sourced from DRDLR and SANParks was then utilised to map land claims which were settled or rather in the process of settlement. The map below shows the distribution of land claims' status represented by different colours.

Diagram 1



The land claims outside protected areas, including game farms, could not be mapped because data received could not allow for proper mapping. This can be attributed to the fact that data did not have sufficient location information.

Apart from mapping out the distribution of land claims in protected areas and identifying land claims outside protected areas, it is important to understand the environment within which the phenomenon under inquiry operates. The diagram below illuminates the institutional arrangement of the land claim process. The mapping of the role players in diagram 2 assisted in identifying respondents to be interviewed.

Diagram 2



Introduction

The report provides results of the study which examined the sustainability of tourism post land claims' settlement. The research report outlines the research problem, literature scrutinised and the methodology undertaken. A qualitative face-to-face approach was undertaken to solicit responses from stakeholders. However, there were interviews which were conducted telephonically, due to the unavailability of stakeholders for face-to-face interviews. Research conventions such as ethical behaviour and consent for recording during the research process were observed and the discussion outlining these is contained in Chapter 2.

Chapter 3 of the research report focuses on the analysis of results. Essentially, research results show that tourism activities are to a large extent not sustainable post land claims settlement. This chapter consist of various sections. Each section is dedicated to the results obtained in each land claim. In each land claim, the analysis centred around six themes. These are Land claims' Settlement Process and Stakeholders' Role; Options and Benefits; Tourism Products and Infrastructure; Government Support; Property Value and Registration; and Challenges. These themes are described at the beginning of Chapter 3. Chapter 3 also contains a section that deals with the Interpretation of the Findings.

Chapter 4 reflects on lessons learned, provides recommendations, and concludes the research report. One of the critical lessons learned is that often land beneficiaries neither have skills nor management capacity to run tourism activities which were occurring prior the settlement. The issue of support packages by various government sector departments appears to be crucial if tourism and other activities which were taking place prior the settlement are to be sustained.

CHAPTER 2: RESEARCH DESIGN, METHODOLOGY AND LITERATURE REVIEW

The chapter outlines a research problem, parameters of the study and reflects on the literature consulted. The literature consulted includes numerous legislative prescripts. These amongst others include the Restitution of Land Rights Act; Land Reform Act; Prevention of Illegal Eviction from an Unlawful Occupation of Land Act and the Extension of Security of Tenure Act. In addition, the chapter outlines research methodology; sampling chosen; the significance of an ethical behaviour in research and the importance of recording interviews.

Research Problem

Numerous land claims have been settled in South Africa since the Land Reform Programme started in 1998. Some of these settled land claims have tourism activities within them. However, the tourism sector has not assessed the impact of land claims to tourism and is not aware of the sustainability of tourism activities after land claims settlement. The NDT therefore commissioned a study to examine the sustainability of tourism activities post land claims' settlement.

Scope of the Research Report

The research report provides an analysis of research results and the interpretation of findings, following the examination of the sustainability of tourism post land claims settlement. In line with the parameters of the study, the results focus solely on land claim cases with tourism activities in and outside protected areas.

Literature Review

The significance of understanding the impact of land claims on tourism activities is the underlying emphasis of this research. Various legislative prescripts were scrutinised to lay the basis for fieldwork and for enhancing an understanding of the land claim phenomenon. These sets of legislative prescripts are the cornerstone for implementation of the Land Reform Programme. They cover numerous areas ranging from security of tenure; restitution; management of evictions; issues relating to title deeds; and institutional arrangements after land claims are settled. Table 1 below outlines the legislative prescripts consulted and provides a brief description for each.

Table 1

Legislation	Description
Land Titles Adjustment Act no 111 of 1993	The Act attempts to regulate the allocation or devolution of certain land in respect of which one or more persons claim ownership, but do not have a registered title deed in respect thereof.

<p>Restitution of Land Rights Act 1994</p>	<p>This Act was enacted to provide for the restitution of rights in land to communities and individuals who were disposed of such right as a result of the notorious and discriminatory Land Act of 1913. Also, it provided for the establishment of a Commission on Restitution of Land Rights and Land Claims Courts.</p> <p>Section 10 (1) indicates that any person or representative of the community who is of the opinion that he/she is entitled to the restitution of land may register such claim. This requires the person to describe the land in question and the nature of the right being claimed on the form prescribed for this purpose by the Chief Land Claims Commissioner.</p> <p>Upon receiving the claim, the Commissioner shall investigate the claim, including checking whether there aren't competing claims. If there are competing claims, upon completion of an investigation by the Commission, the issue shall be referred to the Land Claims Court for adjudication in line with the Act. Compensation is determined in terms of the same Act.</p>
<p>Land Reform Act no 3 of 1996</p>	<p>To provide for the security of tenure to labour tenants and those persons occupying or using land as a result of their association with labour tenants.</p> <p>Also, it was meant to provide for the acquisition of land and rights to land for labour tenants. The desire was to ensure adequate protection of labour tenants, who are persons who were disadvantaged by unfair discrimination, in order to promote their full and equal enjoyment of human rights and freedoms.</p>
<p>Communal Property Association Act no 28 of 1996</p>	<p>The Act was designed to enable communities to form juristic persons, known as Communal Property Associations in order to acquire, hold and manage property on a basis agreed to by members of a community in terms of a written constitution.</p>
<p>Extension of Security of Tenure Act no 62 of 1997</p>	<p>The Act provides for measures to facilitate state assistance and long term security of tenure. This includes regulating the conditions of residence on certain land. It also regulates the conditions or circumstances under which the right of persons to</p>

	<p>reside on land may be terminated.</p> <p>Furthermore, the Act regulates the conditions and circumstances under which persons, whose right of residence has been terminated, may be evicted.</p>
Prevention of Illegal Eviction from an Unlawful Occupation of Land Act no 19 of 1998	The Act provides for the prohibition of unlawful eviction, and at the same time provides procedures for the eviction of unlawful occupiers. In addition, the Act repealed the Prevention of Illegal Squatting Act of 1951 and other obsolete laws. Also, it puts emphasis on considerations of the rights of the elderly, children, disabled persons and households, particularly those headed by women.
Transformation of Certain Rural Areas Act no 94 of 1998	The Act provides for the transfer of certain land to municipalities and states that 'all trust land situated in a township must vest in the municipality of the area where such land is situated', certain other legal entities. The Act also abolished restrictions on the transfer of land between population/ ethnic groups which were enacted by the previous regime. Furthermore, the Act repealed the Rural Areas Act, 1987, which provided for the control, disposal, improvement and development of rural areas.
Restitution of Land Rights Act Amendment Act no 48 of 2003	The Act amended the principal Act (Restitution of Land Rights 1994), with the aim being to empower the Minister of Land Affairs to purchase, acquire in any other manner or expropriate land, a portion of land or a right in land for the purpose of restoration or award of such land or right in land to a claimant or for any other related land reform purpose.
Communal Land Rights Act no 11 of 2004 (declared unconstitutional because the Act was giving wide ranging powers to traditional councils which may negatively security of tenure of beneficiaries)	<p>The Act provides for legal security of tenure by transferring communal land, including the KwaZulu-Natal Ingonyama Land, to communities or by awarding comparable redress.</p> <p>The Act also provides for the conduct of land rights enquiry to determine the transition from old order rights to new order rights. This includes the provision for the democratic administration of communal land by communities. Apart from that, it provides for Land Rights Boards and co-operative performance of municipal functions on communal land.</p>

Restitution of Land Rights Amendment Act no 15 of 2014	The Act amends the Restitution of Land Rights Act of 1994 so as to change the cut of date for lodging claims for restitution. The cut-off date for lodging of claims has been extended to no later than 30 June 2019.
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The existence of all these prescripts do not automatically lead to quick solutions around issues of land. Commentators have pointed out that some of these legislations have created more problems. For instance, others feel that the enactment of Communal Property Association Act, which provided for holding and managing land on behalf of communities, has complicated the process. This, it is alleged, fuels conflicts among communities where there is contestation on who should serve on these associations.

Methodology

This is a qualitative study which primarily used face-to-face interviews and to a lesser extent telephonic interviews with stakeholders who were not accessible. Broad questions aimed at determining the sustainability of tourism activities post land claims settlement were developed. The broad questions were:

- What type of tourism activities were occurring prior and after land claim settlement?
- What were tourism related community benefits before and after land settlement?
- What is/was the state of tourism infrastructure prior and after land claim settlement?
- What are the challenges, if any, confronting the tourism related projects?

Sampling

Purposive Sampling was chosen for this study. Purposeful Sampling is normally selected because of its richness in information and offers a useful manifestation of a phenomenon (Patton, 2002, p.40). Purposive sampling typically focuses on relatively small samples, even single cases, selected purposefully to permit an in-depth inquiry into and understanding of the phenomenon (Patton, 2002, p.46). The study therefore focused on land claims with tourism activities. This allowed the NDT to examine the sustainability of tourism prior and post settlement. Table 2 below outlines the land claims which were examined.

Table 2

Name of the park	Province	Stakeholders interviewed	Type of interviews
Bourke's Luck Potholes	Mpumalanga	Establishment; CPA; and representatives of MTPA	In-person interviews
Covie	Western Cape	CPA; community	In-person interviews

		representatives; and representatives of WCRLCC	
Cybele Forest Lodge	Mpumalanga	Investor; CPA; and community representatives	In-person interviews
District Six	Western Cape	District Six Reference Group; District Six Community Forum; District Six Museum; and representative of WCRLCC	In-person interviews
Dwesa and Cwebe Nature Reserve	Eastern Cape	Traditional leaders; community; establishment Community Property Association (CPA); and representatives of Eastern Cape Department of Rural Development and Land Reform (DRDLR)	In-person interviews
Hluhluwe Imfolozi Park	KwaZulu-Natal (KZN)	Traditional leaders; establishment; and community trust	In-person interviews
Letaba Ranch	Limpopo	Traditional leaders, representative of community; establishment; CPA; and representative of Limpopo DRDLR	In-person interviews
Luyolo	Western Cape	CPA; community representatives; and	In-person interviews

		representative of WCRLCC	
Mamre	Western Cape	Restitution Committee; Council of Stakeholders; CPA and representative of WCRLCC	In-person interviews
Manala Mgibe	Mpumalanga	CPA; community representative; and representatives of Mpumalanga DRDLR	In-person interviews
Matshakathini Madimbo Corridor	Limpopo	Traditional leaders; representative of community; CPA; and representative from Limpopo DRDLR	In-person interviews
Mkhambathi Nature Reserve	Eastern Cape	Traditional leaders; representative of community; establishment; Mkhambathi Board and representative from Eastern Cape DRDLR	In-person interviews
Nyala Game Lodge	North West	CPA; establishment; and representative from North West DRDLR	In-person interviews and telephonic interviews
Phinda Game Reserve	KwaZulu-Natal (KZN)	Traditional leaders; representative of community; community trust; establishment; and representative from KZN DRDLR	In-person and telephonic interviews
Protea Village	Western Cape	CPA; community representatives; and	In-person interviews

		representative of WCRLCC	
Richtersveld National Park	Northern Cape	Establishment; board member; CPA; and community	In-person interviews
Wonderkop (Tale Ga Morudu)	Limpopo	Establishment; CPA; representative of community; and representative from Limpopo DRDLR	In-person interview

Questions

Open-ended questions were employed to solicit responses from stakeholders. Open-ended questions yield in-depth responses about people's experiences; perceptions; opinions; feelings; and knowledge whilst data collated consist of verbatim quotations with sufficient context to be interpretable (Patton 2002, p.4). Moreover, responses are neither systematic nor standardised but they permit one to understand the world as seen by the respondents and allow the interviewer to capture the points of view of other people without predetermining those points through prior selection of questionnaire categories (Patton, 2002, p.21). With regard to community interviews, group discussions were convened to solicit their responses. The approach allowed the NDT team to gain several perspectives on the issue under investigation. Group discussions have numerous advantages such as allowing the researcher to probe further unanticipated issues at relatively low cost.

Ethics and recording of interviews

Israel and Hey (2006, p.4) cautions that 'unethical research behaviour may lead to community withdrawal for social scientific research'. In preventing this, the NDT team sought permission to record interviews from each and every stakeholder interviewed. As customary, this was preceded by the request for stakeholders to participate in the study. Moreover, respondents were guaranteed confidentiality although this was not entirely their concern, given their eagerness to be open about challenges confronting them, post settlement of their land claims.

Recording of interviews has numerous advantages. It allows the researcher to focus on the interview without worrying about taking notes; prevents distortion of data and provides literal quotes that can be used when reporting results (Boeijie, 2010, p.72).

It also provides the researcher with the luxury of revisiting the recording in case of the need for further analysis. In the light of the above, all, except for one interview, were recorded following the granting of permission by respondents.

Limitations

Land claims from Free State and Gauteng were not included in the study. In Free State, the representative of DRDLR indicated that stakeholders opted for financial compensation in the majority of the land claims with tourism activities. QwaQwa National Park was the only land claim where beneficiaries opted for restoration, but the claim is yet to be settled. In the case of Gauteng, the representative of DRDLR indicated that the one claim with tourism activities is in a highly sensitive stage (Suikerbos Nature Reserve) whereas others either do not have tourism activities or are private game farms (Dinokeng). Furthermore, Isimangaliso Wetland Park and Mkhuze Game Reserve, which were part of the identified protected areas, were not interviewed due to their unavailability, despite numerous requests and follow-ups.

Nevertheless, the above limitations did not in any way compromise the research because participants identified were sufficient to mitigate for such limitations. Therefore, the omission of the aforementioned land claims did not affect the research findings.

Approach to the Analysis of Results

Numerous social scientists value the significance of categorising data and the development of themes for the purpose of enhancing analysis of research results. Dey (1993, p.21)) defines categorisation as bringing together a number of observations considered to be similar. Babbie (2008, p.445) acknowledges the importance of generating codes from data gathered to facilitate analysis through the identification of responses that may fit into a particular category. Accordingly, the analysis of research results began by grouping similar questions into categories. For example, questions exploring options considered during the settlement of the claim and benefits that accrued forthwith were grouped into one category. Each category was given a theme name that resonates with sets of questions. This then allowed the NDT team to structure the analysis into themes. The predominant themes applied in analysing results from the identified land claims are as follows:

- Land Claim Settlement Process and Stakeholders' Role
- Options and Benefits
- Tourism Products and Infrastructure
- Government Support
- Property Value and Registration

- Challenges

Summary of the Chapter

This chapter outlined the research problem, scope of the study and literature consulted. The literature consulted consisted of numerous legislative prescripts aimed at managing and resolving land claims' challenges.

Subsequently, this chapter provided a rationale for the methodology, sampling and questions chosen. The significance of maintaining ethical behavior during the process of data collection was also reflected upon. This was accompanied by a reflection on the importance of recording interviews for the purpose of enriching analysis.

The issue of unavailable respondents was then discussed under limitations. This entailed a reflection on possible implications of their unavailability on research findings. In conclusion, this chapter touched on the importance of categorising data and the development of themes for the purpose of analysis. This was followed by the process outlining the themes that guided the analysis. The next chapter focuses on the analysis of results.

CHAPTER 3: ANALYSIS RESULTS

The chapter presents the results of the study which examined the sustainability of tourism activities post land claims settlement. The results demonstrate that tourism activities after land claims' settlement are, to a large extent, not sustainable. This can be attributed to numerous factors such as conflicts within communities, lack of skills by beneficiaries and lack of coordinated government support post settlement.

The analysis section is tailored in such a way that it focuses on each land claim. Put differently, each land claim examined has its own dedicated results' section and each of these will be analysed following the themes outlined in Chapter 1 and 2. These are:

- **Land claim settlement process and stakeholders' role** which focuses on responses relating to the year of the land claim settlement, stakeholders involved and their role at the time of settlement.
- **Options and benefits** which focuses on, amongst other things, options considered and or chosen during the settlement. Moreover, the theme focuses on tourism related benefits to stakeholders, in particular communities, employment and other benefits before and after the settlement process.
- **Tourism products and infrastructure** which focuses on responses relating to tourism products, activities, occupancy rate and tourism services before and after the settlement process.
- **Government support** which focuses on post settlement support, in particular government support, provided to the beneficiaries.
- **Property value and registration** which focuses on responses relating to the value of the entire land prior and after the settlement as well as registration of property after the settlement process.
- **Challenges** which focus on responses to tourism related challenges after the land claim settlement process.

These themes allowed the NDT team to determine the sustainability of tourism after land claims' settlement.

SECTION 1: DWESA CWEBE NATURE RESERVE RESULTS

Theme 1: Land Claim Settlement Process and Stakeholders' Role

Stakeholders interviewed reported that the land was settled in 2001, but have not yet received the title deed. However, during consultations on the draft report, the Community Property Association (CPA) indicated that the Department of Rural Development and Land Reform (DRDLR) is conducting a survey on title deeds and they hope to get theirs by the end of 2014. Stakeholders involved in settling the claim included the Eastern Cape Development Cooperation; Eastern Cape Parks Agency; Transkei Land Service Organisation (TRALSO); Dwesa Cwebe Special Committee; the then Land Affairs; Department of Economic Development and Environmental Affairs (DEDEA); erstwhile Department of Environmental Affairs and Tourism; Department of Economic Affairs; Amathole District Municipality; Mbashe Local Municipality; Chiefs; Kings and Community members.

The respondents outlined the role of some stakeholders in the land claim process. Communities were responsible for logging the claim through elected structures. Eastern Cape Development Cooperation was the owner of Haven Hotel and therefore an interested party. Eastern Cape Parks Agency, as well as Marine and Coastal Management were interested parties because the land in question was a protected area under their management. The role of the Eastern Cape DRDLR was to negotiate on behalf of the community and facilitate settlement negotiations between the aforementioned stakeholders. Traditional leaders gave community space to discuss the land claims' process and supported claimants, whilst TRALSO workshopped communities on land claim processes.

Theme 2: Options and Benefits.

In respect of options, a representative of the Eastern Cape DRDLR highlighted that 'there was financial compensation for the land lost and land restoration'. However, land restoration was on condition that the land could be restored in title but not in occupation because it is a protected area. The CPA indicated that people were not going to be directly compensated but the funds amounting to R14 million, currently in the coffers of Amathole District Municipality, were allocated for community development. However, the community could not access these funds due to infighting. The same response was given by representatives from Dwesa Cwebe Nature Reserve.

With regard to benefits, some community members indicated lack of benefits before the land claim settlement and an improvement in benefits post settlement of the claim. These included the horse trail project wherein communities were leasing their horses to transport tourists at a rate of R80 per hour.

Others referred to arts related training done in East London after which communities could sell their artifacts in the Haven Hotel. However, the community indicated that everything stopped after infighting and the removal of the Land Trust. One resident said:

“there are things that delayed this process [lack of implementation of the agreement]. There is no single thing that has happened. Instead of this area getting better, it appears to be going down because of lack of cooperation between the department [Eastern Cape DRDLR] and communities”

The CPA was of the view that benefits before and after land claim settlement were similar. These entailed job opportunities during peak season wherein some community members provide laundry services, whilst others provide tour guiding services to visitors. In addition, the CPA touched on a project for fencing and fixing housing structures inside the reserve, although these are temporary. Apart from that, communities normally get opportunities to work in cleaning the Wild Coast but Dwesa Cwebe Communities, it was reported, are disadvantaged because of infighting. However, the CPA reported that their new structure is currently fully functional.

Traditional leaders indicated that ‘communities used to benefit through Coast Care Programme (removing alien plants) and as river rangers that used small boats to ferry tourists across Mbashe River’. However, traditional leaders remarked that ‘all these things disappeared’. The Eastern Cape DRDLR did not spell out benefits, but referred to the settlement agreement, which has not yet been fully implemented as the residents referred above.

It appears that all stakeholders acknowledged the benefits, however minimal, that accrued after the settlement of the claim. However, the benefits could not be sustained. Most of the projects which were undertaken discontinued and stakeholders attributed this to infighting within the community structures and lack of support from government. There was also a general feeling amongst stakeholders that things were getting worse than they were prior the settlement. Infighting between community structures appeared to be a huge challenge and had a potential of hampering community development. This could be attributed to the fact that the settlement process was structured in such a way that development is driven by elected community structures.

Also, lack of implementation of the settlement agreement could partly be attributed to a community structure that was not functioning properly. This perhaps signals the need for assistance in conflict resolution and monitoring of the developments after the settlement.

On employment opportunities, the community from Dwesa side indicated during the interview that 'the number of people employed is between 10 and 14 on the fencing project, whilst the Cwebe community indicated that they are +- 8'. According to communities interviewed, 'employment is not equally distributed between villages'. Some community members expressed dissatisfaction regarding job opportunities and access to the park. One resident said:

"We were two-timed in this thing after settlement...things were going well in the first six month...we used to be invited to collect firewood... But now...you get beaten when you go inside...or you go to jail or get fined R500."

The representatives of the reserve indicated that there are people employed on a temporary basis. Some community members repair bungalows at the Dwesa side, whilst others are employed at the Haven Hotel which is at the Cwebe side. The representatives of the reserve also indicated that numbers have gone down since DEDEA stopped directly managing the nature reserve.

The number of jobs created appears to be very minimal given the scale of surrounding villages. The area has seven densely populated villages and the reflected employment numbers above appear to be inadequate, hence communities reported lack of employment benefits. The expression of disappointment, lack of access and feeling by the community that they are being cheated has the potential of perpetuating conflicts and undermining the sustainability of the park as well as tourism activities. This has a potential of leading to poaching and trespassing, which already is the point of conflict with the community. Lastly, the withdrawal of DEDEA was seen as a significant contributor to the decrease in job opportunities.

Theme 3: Tourism Products and Infrastructure

When asked about tourism activities currently happening, traditional leaders unanimously stated that 'there is nothing going on'. According to traditional leaders, 'there used to be Pondo Community Resources Optimisation Programme (PondoCROP) which was promoting river rangers and horse trails'. This project stopped. One traditional leader said:

"We have not yet implemented the documentation [agreement] of Dwesa Cwebe land claim process or the settlement agreement. There were so many promises from that document that should have been implemented, but have not yet been implemented. That is why we are fighting against the department [Eastern Cape DRDLR]...we would like to see all the promises that the department promised these communities happening".

The same sentiment was shared by communities who referred to PondoCROP as a tourism activity that occurred immediately after the settlement, but later collapsed. The CPA stated that 'there were campsites before the area was turned into a nature reserve by the previous government'. Furthermore, the CPA pointed out that 'the building structure that ECPTA is currently using was built for the community to be used as a craft centre'. However, they've agreed that it can, in the meantime, be used by ECPTA for rental purposes. The CPA also indicated that there were proper roads inside before the settlement, which is not the case now.

A representative of the establishment reported the existence of bungalows in Dwesa and Haven Hotel as well as camp sites in Cwebe. These facilities were there even before the land settlement. Furthermore, a representative of the establishment indicated that Dwesa can accommodate 20 people i.e. 3 four-sleepers and 4 two-sleepers, but was not sure of the capacity of the Heaven Hotel. With regard to the occupancy rate at Dwesa, the representative did not give a specific number but pointed out that 'during peak seasons, the bungalows are fully occupied'. He said:

"sometimes we've got no space for other visitors. So, people need to book early...if somebody wants to visit Dwesa, he needs to book during January, because if he books late, he cannot get the space even for the camp sites".

A representative of Dwesa Cwebe Nature Reserve also indicated that there hasn't been any tourism related infrastructure development such as roads, lodges and chalets since the land claim settlement. The same sentiment was shared by the representative of the Eastern Cape DRDLR. A representative of Dwesa Cwebe Nature Reserve also felt that there isn't good infrastructure and the facility is not well advertised compared to other similar establishment for investment purposes.

In relation to the responses by traditional leaders and communities, both appeared to be of the view that PondoCROP was the only tourism activity that involved communities at that time. They were unanimous in reflecting the current lack of tourism activities wherein communities can participate. The collapse of PondoCROP Projects signaled lack of sustainability of tourism projects that enabled community participation.

Nevertheless, the suggestion by the reserve that visitors ought to book sometimes as early as January for 20 spaces during peak season in Dwesa signals the potential of the area but also highlights the need for development of more accommodation facilities. Poor road infrastructure as reflected by stakeholders does not augur well for tourism development. This is supported by the fact that the area can only be accessible by 4x4 vehicles and virtually inaccessible during rainy season.

Theme 4: Government Support

On the one hand, the CPA reported infighting within their structure and with the community as a stumbling block towards substantive progress. However, the CPA acknowledged community benefits through seasonal projects like fencing of the reserve and indicated that local communities are prioritised in employment opportunities inside the reserve. Similar to the CPA, a representative of the Eastern Cape DRDLR and the establishment felt that government support was hampered by disputes within the elected trust because of lack of feedback. This, the representative of the establishment highlighted, has been resolved with the election of the new CPA.

A representative of the establishment also pointed out that 'ECPTA, through their marketing department, assists with marketing the reserves'. On the other hand, some community members indicated that they haven't received any support from government, especially in tourism. One community member said:

"You see that craft centre, it has a group of various traditional dancers but there is no support that they got... there is also a program of tour guides... and the people are not getting paid...these are the people that are supposed to be supported by the tourism department. I was also involved in that thing of river rangers ...when we came back from training there was no intervention from the department to ensure that we get support so that the program can go forward. We came back from training and...it was quiet."

Some reflected on the support received through Coast Care Program (cleaning the ocean), fencing of the reserve and firefighting which are temporary in nature. Another resident said:

"in my opinion, a lot of things stopped...there was this thing called the nodal cluster team, where government departments will meet [at the end of each month]. Each department used to come with its program on the table. So, things were open at the time. So when this thing of nodal cluster disappeared, everything went quiet. So, things now come in bits and pieces and you don't know who remembered us in that government department".

Although there was some acknowledgement of seasonal benefits through fencing of the reserve, conflicts between the elected trust and communities appeared to have diminished potential government support or intervention. This was also acknowledged by all stakeholders. Perhaps the formation of the new CPA, through the assistance of Eastern Cape DRDLR, may pave the way for development and possible government support. This is because the Minister of Rural Development and Land Reform may intervene if there are challenges in the CPA, which is not the case with the land trusts.

In addition, it appears that the discontinuation of the nodal cluster meetings, where various government departments used to collectively plan development programs of the area, contributed to the reported lack of progress. Perhaps, this is an area that the NDT ought to take up with appropriate sector departments. The significance of departments collectively planning and providing support after land claims settlement was also emphasised by the Portfolio Committee on Tourism on the 20th of August 2013. This was the Portfolio Committee's sitting where the Land Claim Commission presented progress and challenges in settling land claims in protected areas.

Theme 5: Property Value and Registration

On property value, representatives of Dwesa Cwebe Nature Reserve did not know the value of the property, whilst a representative of the Eastern Cape DRDLR could not tell because he did not have files at the time of the interview. Furthermore, the Eastern Cape Department DRDLR indicated that the land was supposed to have been transferred to Dwesa Cwebe Land Trust, which never happened. This was attributed to the dispute between the department and a conveyancer, whom it later appeared, was not qualified. The dispute resulted in a court action. The other reason for not transferring the land to the community was because of conflict between the trust and community.

The disputes appeared to have hampered a lot of progress. Dwesa Cwebe was amongst the first land claim to be settled, yet nothing much has happened due to conflicts. This probably signals the need for expertise in conflict resolution and management to assist communities to resolve conflicts. This is critical because the issue of conflicts contributed to lack of sustainability in some tourism related projects which were benefiting the community directly.

Theme 6: Challenges

The common denominator on challenges identified by traditional leaders was poor state of the road infrastructure, which they all agreed have an impact on visitors. Similarly, all traditional leaders cited disputes with the land trust as a major stumbling block to tourism development in Dwesa Cwebe. Like traditional leaders, a representative of Eastern Cape DRDLR identified institutional challenges [disputes in the land trust]. Traditional leaders also identified shortage of staff with the ability to manage natural resources, and problems of vandalism (removal of fence) amongst other challenges. One traditional leader also saw government as the problem and said:

"I think the biggest problem is with government in my opinion and of course us. Government must come down and train people. People won't be knowledgeable about things if they are not taught..."

If I talk about tour guiding, who is going to provide training? It is government. When you talk about people who want to be entrepreneurs or they want to start a lodge, who will manage this lodge? It can't be managed by people who are not educated. Those are the things that government must follow-up so that this place can be alright”.

The CPA, Community representatives and a representative of the nature reserve identified poor roads as a huge challenge. A representative of the reserve said:

“The road is a big challenge here...during the rainy season, you cannot use a private car. We are targeting people with 4x4 vehicles...we don't target all people...Another challenge is that, when the river is full, you cannot cross...if there is improvement on the road, it can be simple”.

Furthermore, the CPA indicated that the area is not well marketed whilst communities felt that lack of permits for fishing is a deterrent for tourists to come to Dwesa Cwebe. They also indicated that they get arrested if they try and fish inside and are of the view that they should be allowed to fish in a sustainable manner that would satisfy the fisheries guidelines.

Other challenges identified include lack of knowledge and understanding of tourism and environment; lack of dining facilities like restaurants; lack of electricity in the bungalows and lack of interaction between locals and tourists. The CPA, however, contextualised the issue of electricity and indicated that there were different views on the installation of electricity inside the bungalows, with others advancing an argument for an authentic experience.

In light of the above responses, all stakeholders identified poor road infrastructure as a challenge undermining tourism development in the area. Moreover, lack of access into the reserve and challenges around fishing appear to be directly related to non-implementation of the settlement agreement. Interestingly, all stakeholders acknowledged that conflicts have played a major role in restricting the potential development of the area. Although communities acknowledged their part in delaying development as a result of conflicts, they were also critical of government whom they thought should have provided support for tourism activities such as cultural dance, horse trails and canoeing, which were the initiatives of PondoCROP. These perhaps could be elements that the NDT can explore possible intervention, as a start.

Summary of the Analysis of Results

Although stakeholders acknowledged seasonal benefits, it appears that tourism activities, especially those that were benefiting communities, have not been sustainable.

This was attributed to various factors such as lack of support from government departments and conflicts within the community and the elected structure. The collapse of PondoCROP Projects, which included river rangers, canoeing and horse trail is testimony to lack of sustainability. Communities used to rent their horses for a fee and some were employed as river rangers, guiding tourists to cross Mbashe River using the canoes. Moreover, the collapse of nodal cluster meetings, wherein departments used to collectively plan their programs for Dwesa Cwebe, appears to have aggravated lack of sustainability. Lastly, the poor state of road infrastructure inhibits tourism growth as the area is only accessible by 4x4.

Proposals

In light of the above results and analysis, the following is proposed:

- Explore ways of resuscitating tourism activities that were supported by PondoCROP (horse trail, canoeing and river rangers) and other stakeholders
- Provide funding for training of beneficiaries on tour guiding through relevant academies accredited by CATHSSETA
- Consider capacity building for the CPA and conservation managers on tourism
- Engage DRDLR on the need for conflict resolution management post settlement of the claims
- Engage appropriate relevant agencies on the need for post settlement support programs

SECTION 2: MKHAMBATHI NATURE RESERVE RESULTS

Theme 1: Land Claim Settlement Process and Stakeholders' Role

Stakeholders interviewed indicated that the land claim was settled in 2002 but the formal hand over was done in 2004. Stakeholders involved in the process of land claim included the Ingquza Hill Municipality; erstwhile Department of Land Affairs; Eastern Cape Department of Environmental Affairs; erstwhile Department of Environmental Affairs and Tourism; Eastern Cape Parks Board; and communities. With regard to the roles, communities and traditional leaders indicated that the process of negotiation was preceded by the protest action which led to the talks, whilst the process was facilitated by the erstwhile Department of Land Affairs.

Theme 2: Options and Benefits:

On options considered, a representative of the reserve could not provide an accurate answer. This was attributed to the fact that he wasn't there when the land was settled. The representative, however, indicated that communities were convinced to take the title of the land but not resettle to allow for the continuation of the reserve.

A representative of the Eastern Cape DRDLR highlighted three options which were considered. These were financial compensation; 50/50 i.e. 50 percent financial and 50 percent land restoration; and continuation of the nature reserve in perpetuity. According to the Eastern Cape DRDLR's representative, 'communities opted for land restoration and were also given money to the tune of R26 million for development as part of the settlement.'

With regard to benefits, communities, traditional leaders and the interim board indicated that they haven't seen any financial benefits. There was also an indication that profits were never shared and some genuine beneficiaries who were supposed to benefit never received compensation, while those not deserving were given. In addition, they also indicated that the community cannot access firewood and access the ocean to fish and pick mussels. Furthermore, the community feels that there is no feedback on the status of the activities happening as per the agreement. This therefore led them to conclude that there is no balance between environmental issues and community benefits. Meanwhile, a representative of the reserve indicated that they give 15% of the profit generated from the reserve to Mkhambathi Land Trust on a quarterly basis. The same percentage is given to communities from animal sales. The reserve, however, indicated that they have stopped giving money to the trust until conflicts are sorted.

A representative of the Eastern Cape DRDLR reported that people used to benefit through employment before the settlement. This was corroborated by communities who indicated that the number of people employed in the reserve used to be high prior settlement but very low currently. A representative of Mkhambathi Nature Reserve reported that they currently have a staff complement of 26, which was at 55 before the settlement of the land claim. The decline was attributed to downscaling and transfer of some employees to other provincial reserves due to budgetary constraints.

There appears to be differences in opinion in so far as community benefits are concerned. Communities, traditional leaders, and the new board are of the view that there are no benefits, whilst the establishment enumerated some of the benefits. The differences in opinions can perhaps be attributed to lack of communication between the community and the trust, which according to the community, has never reported back at a central point since its formation. Such lack of communication has led to conflicts between the community and the trust to a point where the community has elected its own new board parallel to the elected structure. This has now become the subject of legal processes.

Moreover, the reduction in the number of staff by almost half due to budgetary constraints gives credence to communities' concern of lack of benefits.

On a general note, there seems to be high expectations on what the reserve could deliver in terms of jobs and benefits. Perhaps the over reliance on nature reserves as the only source of employment in surrounding villages, without other opportunities, seems to complicate the situation.

Theme 3: Tourism Products and Infrastructure

With regard to accommodation, a representative of the nature reserve pointed out that the establishment is currently operating with 30 beds, which used to be 72 beds prior settlement. In terms of occupancy rate, a representative of the reserve indicated that they are normally at 65 percent off season, and then around 97 percent during December and January. The remaining percentage could, according to the representative, be attributed to no-shows. The accommodation referred to above include rondavels, which are treated as fisherman's cottages because of the fishing spot and luxury houses overlooking the beach.

On infrastructure, a representative of the Eastern Cape DRDLR cited poor road infrastructure towards the reserve. There was also an indication that the Parks Board invested some money to renovate some of the lodges and an educational centre for school children visiting the reserve. According to the representative, 'all animals available in the Mkhambathi Marine Area are displayed in the educational centre'. Communities, traditional leaders and the new board indicated that there was a structure which was built but never completed by the developer, who is apparently trying to secure funding. A representative of the reserve attributed the delay to conflicts between partners. In the meantime, the reserve has decided to revamp some of the structures because of the realisation that conflicts always delay investors.

There was also an indication that there's an investor who has signed a concession agreement with partners and is currently busy with the Environmental Impact Assessment. This has infuriated the community, traditional leaders and the interim board who reported that the investor has been given a lease for 49 years without consultation. They also claimed that some community members would be removed to make way for animals.

From the above responses, it seems that lack of proper feedback between Mkhambathi Land Trust and communities resulted in a complete communication breakdown. Communities appeared to be not aware of developments happening inside the nature reserve because of lack of feedback. This led to communities forming a parallel structure, further complicating the situation. Also, tourism infrastructure such as accommodation capacity declined due to planned investment initiatives which did not take off because of conflicts. This then resulted in a situation whereby building structures that the reserve used to have, could no longer be utilised because of demolition, which was making way for new investment.

Lastly, the issue of poor road infrastructure, which is a critical tourism infrastructure, was cited as a huge problem. This often resulted in instances where the reserve staff had to go and check whether there aren't visitors who are stuck on the way to the reserve. Perhaps the issue of conflict resolution expertise ought to be suggested to the DRDLR for current and future land claims.

Theme 4: Government Support

A representative of the reserve pointed out that the facility is supported by the Eastern Cape Parks, which assist with marketing the establishment, whilst the community reported that they've never received any support. This again is an indication that there isn't communication on the support provided by government agencies.

Theme 5: Property Value and Registration

A representative of the reserve wasn't aware of the property value and suggested that the question be posed to the Eastern Cape DRDLR. In turn, the representative of the Eastern Cape DRDLR could not recall any value which was put against the reserve and said:

"It was a bit difficult honestly, because it meant you must know the number of game [animals] that is in the reserve and how much it is worth. Someone had to fly over and count and the reserve was making money through gate takings and also people who are sleeping over. I don't remember seeing a value that was put against the game reserve".

On registration, the Eastern Cape DRDLR indicated that the property was transferred to the Mkhambathi Land Trust, although there were minor hiccups when the conveyancer lost critical documents.

Theme 6: Challenges

Numerous challenges were identified by the community. These included, lack of feedback from the Land Trust- which was alleged to have never reported at the central point where all board members can account; signing of lease agreements with investors without consultation; selling of timber and grass without consulting the communities; failure to balance environmental and community needs and lack of community benefits. A representative of the Eastern Cape DRDLR reported that communities are suspicious that Land Trust members are being bribed. According to the representative, 'the suspicion is exacerbated by the fact that communities don't get reports but they see the forest being harvested daily and don't see and enjoy financial benefits'.

Similar to the community and the Eastern Cape DRDLR, a representative of the reserve identified conflicts caused by poor communication between the Land Trust and community as a key challenge.

This was reported to be threatening the existence of the reserve, because communities are threatening to remove the fence so that animals which are prioritised over them can get out of their land. Shortage of staff; lack of proper cycling routes; and lack of support from the Eastern Cape DRDLR was also identified as a challenge post settlement.

It appears that failure of reporting back to communities has a potential of rendering the whole reserve, including current tourism activities inside the facility, more unsustainable and ungovernable. This can be deduced from the community's responses wherein they threatened to invade the reserve and remove the game occupying their land if all challenges identified are not resolved. Such conflicts placed the reserve in an untenable position as it is accused of being bias towards the old trust by communities. Apart from that, the prospects of tourism can be enhanced if conflicts can be resolved because respondents highlighted the readiness of investors to put money in the area. This suggests the need for the consideration of post land claim support, which includes investment and usage of conflict resolution expertise.

Summary of the Analysis of Results

In light of the above results and analysis, tourism activities at Mkhambathi Nature Reserve are not sustainable. The occupancy rate and employment opportunities, declined after the settlement. This lack of sustainability cannot solely be attributed to the land claim challenges but also to budgetary constraints. Conflicts have a potential of completely rendering the reserve and tourism activities unworkable given that communities are threatening to invade the reserve, remove the fence and the animals occupying their land. Moreover, conflicts which emanates from lack of proper feedback and community consultation on new developments by elected structures, have a potential of turning away prospective investors because of legal wrangling and uncertainty.

Proposals

- Consideration of possible post settlement support on claims with tourism activities
- Engagement with the DRDLR to consider conflict resolution support mechanisms after settlement
- Upon resolution of conflicts, consider tourism capacity building program for representatives of beneficiaries
- Engage DRDLR on the management of community expectations through transparency on possible benefits

SECTION 3: PHINDA GAME RESERVE RESULTS

Theme 1: Land Claim Settlement Process and Stakeholders' Role

Stakeholders interviewed highlighted that the land was settled in 2007. Stakeholders involved included community members; Qhubekani Mngqobokazi Community Trust (which was registered in 2007); Makhasa Community Trust; traditional leaders; representatives of KwaZulu-Natal DRDLR; Phinda Game Reserve; UMkhanyakude District Municipality and Ezemvelo KZN Wildlife. With regard to roles, community; community trusts; and in particular traditional leaders; logged the claim whilst the KZN DRDLR facilitated the process. Phinda Game Reserve was representing its own interest as the owner of the land at the time, Ezemvelo KZN Wildlife was looking at the interest of the environment, and UMkhanyakude District Municipality was involved by virtue of Phinda falling within its area of jurisdiction.

Theme 2: Options and Benefits

On options, a representative from Phinda Game Reserve highlighted that the process was concluded before he was employed but indicated that the option chosen was a lease. The Chairperson of Mngqobokazi Trust indicated that compensation (of R10 000) for those forcefully removed was considered and agreed upon, and that the land will continue as a game reserve. A representative of the KZN DRDLR reflected on the normal process often considered during the settlement. This includes checking whether the land is restorable and finding alternatives if it is not. A traditional leader from Mngqobokazi said:

"According to my understanding, we did not get the land back...when you bring it to western perspective, it talks about claiming back the land rights, not receiving the land. It's a right...so what happened was that when the land was settled...we formed a partnership with the game reserve".

The Makhasa Headman and the Chairperson of the Trust summarised the chosen options and said:

"We convened and negotiated whether we choose to become shareholders or lease the land to those people who were already using it, or rent it out. Those of us who were there ended up agreeing altogether that it should be rental, so that they pay rent per month. We gave them a go ahead to continue doing business for the period of 36 years. Then after the 36 years, we would sit to discuss whether we extend their contract to another 36 years".

With regard to benefits, a representative from Phinda Game Reserve pointed out that there was R9 million given to each community trust as a development fund, excluding the rental fee paid to communities. Apart from that, the game reserve representative indicated that locals are prioritised for job opportunities and currently the facility employs about 290 to 310.

Similar to the game reserve, the community member of Mngqobokazi acknowledged a monthly rental from Phinda Game Reserve, since they were given the land back. The traditional leader of Mngqobokazi and the Headman of Makhasa also acknowledged the monthly rental by Phinda. The latter indicated a new venture, where various game farms inside Phinda Game Reserve are planning to collaborate and the community has been invited as shareholders, whilst the former highlighted that they gave bursaries to 20 students to study in different universities and some are already working.

The Chairperson of Makhasa Land Trust highlighted various benefits emanating from Phinda. This included the establishment of an organisation called Africa Foundation by Phinda. The foundation built various community structures such as the clinic, special needs' school, and contributed towards the construction of 9 existing schools at Makhasa. These projects were supported by government, which provided additional funding. Mngqobokazi Land Trust chairperson acknowledged R9 million rand grant received from Phinda Game Reserve and enumerated a lot of benefits for communities. These include training of 20 young people with computer skills, funding of 40 students which now stands at 32 because others completed and are working, donation of computers to nearby schools after finishing aforementioned training and the building of a skills' centre and community hall worth an estimated R2.5 million.

The chairperson of Mngqobokazi Land Trust also said:

“Each and every year we hold an AGM where we present the budget for that particular year to say this is what we will be doing... we also give money specifically to those families that were removed...Usually it is not less than R3000 per household and we have about 224 beneficiaries...this normally amounts to R660 000. Some year back we gave them R5000 per household and we spent R1.2 million giving them that money in December. However, other community members benefit through service provision such as the hall...which is for the whole community...when we are issuing bursaries, we are not saying we are giving out bursaries to the beneficiaries but to all students. As we were installing electricity, we didn't say it's exclusively for beneficiaries, but we said the whole community”.

The chairperson also reflected on the new venture, where both the traditional leaders and the CPA are shareholders and indicated that they bought animals for about R650 000 for game farming in the Munywana Game Reserve (a game reserve inside Phinda Game Reserve). The chairperson further indicated that they own almost 75 percent of the Munywana Game Reserve and highlighted existing community partnership against poaching.

It appears that Phinda Game Reserve model is the best practice case study given the numerous benefits to communities and the sustainability of tourism activities. This however can be attributed to the fact that Phinda Game Reserve encompasses the big five and attracts both international and local tourists. This then allows the reserve to contribute enormously to community coffers through monthly rental estimated at R200 000 a month. It is also important to point out that community structures (i.e. land trusts) appear to be devoid of any conflicts hence the numerous benefits outlined. The stability can also be attributed to the fact that there are annual general meetings where budgetary issues are discussed with the community. Such transparency eliminates potential for conflicts and creates a climate of trust between communities and elected structures.

Theme 3: Tourism Products and Infrastructure

On tourism products and infrastructure, Makhasa Community Trust Chairperson advised that all operational related matters can be accurately responded to by Phinda Game Reserve. A representative of the reserve indeed gave a detailed account of the tourism products and infrastructure. Essentially, a representative of the reserve reported that nothing much has changed after the land settlement in tourism products and infrastructure and further said:

“We’ve got lodges, we’ve got wildlife game drives, we attract a lot of visitors...we have 125 rooms available on the reserve which is 125 beds. I don’t think the land claim has affected occupancy rates...we’ve been through tough times. Between 2006 and now, we’ve gone through a big recession and we definitely went through a drop in tourists. But we are starting to pick up again and we are sitting at 70 and 80 percent...we also have activities where we visit Sodwana Bay...we do a lot of activities on the beach...we do scuba diving, deep sea fishing, snorkeling...it is about an hour from here...we also do community trips where we go and visit various facilities in the community...in the reserve we do game drives to look at animals, we do bush walks, we’ve got a boat on the river and wellness spa for massages”.

Regarding tourism products before and after the settlement, it seems as if there is sustainability of tourism activities in Phinda Game Reserve. This is because tourism activities are continuing as they were before the settlement. The same applies to tourism infrastructure such as lodges and occupancy.

Theme: 4 Government Support

With regard to support given to communities, both Chairpersons of Mngobokazi Community Trust and Makhasa Community Trust indicated that they received training on governance of trusts.

The training specifically focused on the roles and responsibilities of trust members and their relationship with communities. Furthermore, a representative of Phinda Game Reserve indicated that they [reserve] get herbicides to kill alien plants from the Department of Agriculture in the province. The representative of the reserve also reported that the recently signed a deal with the Department of Environmental Affairs to receive funding to employ more game guards in EPWP. In addition, a representative of KZN DRDLR reported that they provide training and workshops on roles and responsibilities of the trusts, and co-management agreement practices. The representative also indicated that they provide training on housekeeping such as cleaning, kitchen and bar attendant, but not specifically in tourism.

In light of the above, it appears that Phinda Game Reserve receives support from government which then benefits communities e.g. EPWP game guards. The communities' structures also received training related to governance of community trusts, although it did not extend to tourism related skills. The issue of tourism related training was also raised by the Makhasa Land Trust, which indicated the significance of not only understanding the functioning of the trust, but also tourism broadly, so that they can effectively participate in the management of the reserve.

Theme 5: Property Value and Registration

A representative from Phinda Game Reserve did not have figures with him during the interviews, whilst a representative of KZN DRDLR estimated that they have spent around R126 million for the settlement, which included grants. With regard to registration, the KZN DRDLR representative indicated that the private properties, which were part of the claim, have been registered under community trust through the deeds' office. However, properties owned by the state, which were part of the approved settlement, are still in the process of being registered into community trust.

It appears that the process of transferring state owned land to beneficiaries is moving in a slow pace compared to transferring privately owned land. This was the point of discontent from the Chairperson of Mngobokazi Community, who felt that government ought to be quick in transferring land given that they are the facilitator of the land claim. But in this case, privately owned land has been completely transferred to communities on time.

Theme 6: Challenges

Makhasa's Headman and the chairperson of the trust highlighted challenges around skills' transfer and indicated that Phinda Game Reserve was supposed to assist with skills' transfer to community members so that they can participate meaningfully in future management of the reserve.

They also raised an issue about employment opportunities wherein they feel that local youths are not prioritised during the appointment of staff. Mnqobokazi Traditional Leader and a community member highlighted the issue of rhino poaching as a major challenge. The traditional leader also raised the issue of crime along R22 and felt that it reduces chances of visitors coming back into the area, which then affects the economy and impacts negatively on tourism activities. A representative from Phinda Game Reserve also touched on some of the challenges and said:

“We have no direct flights from Joburg...most visitors come from Joburg to Durban and obviously it is a long drive...there has been some discussion around using Mkhuze Airport as a getaway to this region, but I’m not sure what is the hold up there...the challenge is [lack of] affordable, cheap, and regular [air transport] access into this area to make it more convenient so that people don’t travel for longer periods...crime is also a challenge, we’ve had a lot of our fortuners hijacked, that is why we have stopped community trips...we had one of our guest hijacked in a fortuner...it was a big story for us...obviously rhino poaching is the big issue for us now. Poaching of rhinos has a big impact on our business. Another challenge is finding highly skilled staff...we have to employ a lot of people from the surrounding community but they are very unskilled”.

Phinda Game Reserve’s representative was also of the view that communities do not have necessary skills required by the facility, whilst a representative of the Makhasa Trust and the headman felt that local youth are not considered when there are vacancies. There was an indication that there will be a discussion with Phinda Game Reserve to discuss the statistical profile of the locals employed in the reserve.

The challenge presents an opportunity for NDT to explore possible skills development programmes that can empower locals, especially the youth. This is a golden opportunity, especially in Mnqobokazi, because the trust’s chairperson indicated their willingness to meet government halfway in terms of funding.

Summary of the Analysis of Results

Tourism activities at Phinda Game Reserve appear to be very solid and sustainable, making it a leading contender to be a best practice case. This can be attributed to the fact that communities chose the rental option and allowed Phinda Game Reserve Management to manage the facility on the same business principles as it was before the land claim settlement. Most importantly, Phinda is a busy game reserve, boasting local and international tourists because of its big five status. This allows the reserve to contribute enormous financial resources, estimated at R200 000 a month in rental fees. This is in addition to the R9 million given to each community trust for development.

Although stakeholders raised concerns on lack of skills development; employment; and skills' transfer, the tangible financial benefits appear to be an antidote to community conflicts with the elected structures.

Proposals

Following the analysis of results, below are the proposals pertaining to Phinda Game Reserve.

- Consider meeting Phinda Game Reserve halfway on youth training in light of their commitment to contribute in this regard
- Consider capacity building on tourism for members of the community trusts
- Consider Phinda model as the best practice case for current and future land claim settlement with tourism activities
- Consider linking Phinda with KZN Tourism Safety initiatives to assist in dealing with reported safety challenges

SECTION 4: NYALA GAME LODGE RESULTS

Theme 1: Land Claim Settlement process and Stakeholders' Role

The land claim settlement was processed in different phases and settled in 2007. Stakeholders involved included the North West DRDLR; Community of Mamerotse; North West Department of Agriculture; North West Department of Economic Development; North West Parks Board and Madibeng Local Municipality. With regard to roles, the North West DRDLR facilitated research; verified rightful beneficiaries; facilitated negotiations and conducted information sessions on the possible legal entity that communities can choose for the purpose of land administration. A representative of the North West DRDLR also indicated that North West Parks Board was involved because of their know-how of the enterprises operating in the area, whereas the Department of Economic Development was there to assist with funding of enterprises relevant to its mandate whilst the community logged the land claim.

Theme 2: Options and Benefits.

The chairperson of the CPA highlighted various options which were considered. Others wanted financial compensation, whilst others wanted the land back. The final decision taken was that the land be given back to claimants. However, due to lack of capacity in managing existing business enterprises, the land was leased back to previous owners. This, however, proved unsustainable because, it is alleged, some beneficiaries started to harass previous owners who had entered into a lease agreement. The harassment led to the cancellation of the lease agreement in some farms, which resulted in illegal invasions and vandalism of some properties.

On benefits, Mamerotse CPA Chairperson and a representative of the North West DRDLR reported that community benefited through leasing some of the properties. The CPA Chairperson also said:

“Benefits are a problem...we have not been able to set up our business so that we can generate income to such an extent that there can be dividends declared to members of the CPA...the first three years we were busy with the development of business plans...but let me also tell you something in terms of our settlement agreement with government...government was supposed to make resources available so that we can get necessary expertise to do the development of the plan...that support was not forthcoming. So, the income generated on the lease was used to develop the business plan that I had shown you...there hasn't been access to grants...lack of support brings an element of impatience...and that leads to conflicts. The people are not deriving what are called tangible benefits...now with conflicts, it becomes difficult to do planning”.

It appears that lack of patience and the desire for immediate benefits resulted into conflicts and cancellation of the lease agreement. This led to illegal occupation of some properties and subsequently vandalism. The conflict presents a huge challenge in that it prevents any prospects for development and benefits, and undermines the sustainability of tourism enterprises existing within these farms. There also appears to be an issue of unmanaged expectations from beneficiaries.

Theme 3: Tourism Products and Activities

The CPA reported that different families used to provide accommodation facilities in each farm within the land claim prior the settlement. The chairperson of the CPA also said:

“they [previous owners] had houses where they were staying and they would then develop smaller accommodation facilities. So, they ran...accommodation, lodges and they also managed game farming. They were doing game farming in two ways i.e. game breeding and hunting... With game breeding...Some of them were breeding luxury items like Nyala's, Buffalos, Rhinos, etc”.

On the number of people that can be accommodated, the chairperson of the CPA highlighted that they have the capacity to accommodate about 100 visitors in different lodges within various farms of the settled land claim. A representative of the North West DRDLR, however, pointed out that some of the infrastructure was vandalised after the settlement. The CPA also indicated that they are currently operating two lodges i.e. Kudu and Tholo lodges, whilst others are leased out to the previous owners. The CPA also reported the existence of road infrastructure, firebreaks, electricity, and water which is pumped into the dam using boreholes.

There appears to be lack of tourism sustainability in some of the farms e.g. Nyala lodge. This is a result of conflicts between beneficiaries and previous owners, who were given a lease to operate the farms. Such conflicts led to vandalism in some properties like Nyala Lodge. It also led to loss of income from tourism activities that could have been accumulated.

Theme 4: Government Support

A representative of the North West DRDLR indicated that there was no technical support provided after the settlement of the claim. He also said:

“There was no technical support and that was the biggest shortcoming in the settlement of claims...there was a huge gap where we were settling claims without us providing that technical support to the claimants, including making funds available, providing necessary skills and capacitating the claimants to take over those projects...only after the 2009 administration that these policies [recapitalisation and development] were deemed necessary”.

The CPA highlighted game to the value of R800 000 purchased as support from government during the settlement. The CPA pointed out that there was also an information session about the tourism industry and its various components by North West Parks Board; leadership training program; business management; and development and management of a community entity by the DRDLR.

Although the North West DRDLR acknowledged lack of post settlement support, the CPA was capacitated on the elements of tourism industry. It seems as if lack of continuous support after settlement of the claim is one of the contributing factors towards lack of sustainability of some land claims. Thus the DRDLR acknowledged the shortcoming and introduced the policy of recapitalisation and development, with a view to provide post settlement support.

Theme 5: Property Value and Registration

A representative of the North West DRDLR could not give figures of the first phase but provided an amount for settlement of the third phase, which was R48.1 million.

Theme 6: Challenges

A representative of the North West DRDLR highlighted few challenges. These are conflicts between beneficiaries; which destabilises the running of the CPA; lack of funding to sustain projects; and lack of capacity in managing the affairs of the elected committees. The chairperson of the CPA highlighted lack of exposure to tourism industry by CPA members, conflicts within the CPA, and facilities which are not compliant with the standards set by the industry e.g. grading. The chairperson of the CPA also said:

“It is the question of quick money...the community that we represent is poor and hungry and wants benefits now...and... now the tourism industry is by its very nature a medium to long term business project...we found that the tourism industry is a closed business environment ...it’s like a network that they have created...and it makes it difficult for the new entrants into the business. The other challenge is to attract investors...it appears as if government departments, in particular, the Department of Tourism are of the view that the restoration process has within it built-in support mechanisms for tourism...so I would say support from the tourism department has been very negligible. We are also struggling about information regarding sign boards. There is also lack of commitment from development finance agencies like your Land Bank, Development Bank of South Africa and IDC”.

Furthermore, the chairperson highlighted lack of support from the local municipality, provincial agencies and lack of cooperation in planning between CPA’s operating in the same area. The challenges enumerated above demonstrate lack of cooperation between sector departments, in so far as providing post settlement support is concerned. Moreover, problems between beneficiaries have impacted on the sustainability of tourism after land claims settlement. This is evident in some portion of the farms wherein beneficiaries vandalised some of the lodges. Apart from that, there appears to be a need for comprehensive support packages from relevant departments to ensure sustainability of projects after land claims. Another common denominator across land claims with problems is unmanaged high expectations from beneficiaries after the settlement of claims and conflicts with CPA’s. Most importantly, there appears to be a need for information on grading of the establishments and issues relating to signage.

Summary of the Analysis of Results

It appears that tourism activities in Nyala and other lodges within the land claim are not sustainable. This specifically applies to those farms where a rental agreement with previous owners was cancelled as a result of impatience and harassment by some beneficiaries. Nyala Lodge, for example, was vandalised and there are no tourism activities occurring currently there.

The fact that some farms which were rented to previous owners are still running well as opposed to those taken over by beneficiaries demonstrate lack of management capacity and signals the need for continuous mentoring post land claims settlement. As it is the case with other land claims with sustainability issues, conflicts and unmanaged expectations seem to be the common denominator. This therefore signals the need for conflict resolution management and transparency so that beneficiaries can distinguish what is possible from that which is not.

Proposals

Below are the proposals specific to Nyala Lodge

- Consider renovation of Nyala Lodge through SRI funding
- Consider subsidising Nyala (Land claims establishments) for the purpose of ensuring that their establishments are graded
- Consider linking Nyala with Route Numbering and Road Traffic Signs Committee and possibility of funding to improve signage
- Consider tourism capacity building for the CPA
- Consider mentoring support for beneficiaries through relevant SRI model to efficiently manage establishments
- Engage the Department of Rural Development and Land Reform on conflict resolutions support after settlement
- Facilitate the link between Nyala and the Development Financial Institutions for possible funding

SECTION 5: RICHTERSVELD NATIONAL PARK RESULTS

Theme 1: Land claim settlement process and stakeholders' role.

Stakeholders indicated that the land was settled in year 2000. Stakeholders involved included SANParks and the four communities namely Kuboes; Sandelingsdrift; Lekkersing; and Eeksteenfontein. With regard to the role of stakeholders, the four communities served as a pool of information for the facilitation of the claim, whilst SANParks negotiated with the Richtersveld Communities. The Northern Cape DRDLR's role could not be ascertained due to their unavailability for the interviews.

Theme 2: Options and benefits

Richtersveld Communities explored various options. These were mining rights; compensation for pain and suffering as a result of forced removal; compensation for rehabilitation or damages caused by mining activities; use of land for agricultural purposes; and getting the land back. The settlement covered all options except compensation for pain and suffering. With regard to benefits, a representative of the park highlighted an annual rental fee which is between R100 000 to R120 000, which goes to the Richtersveld Community Trust. All stakeholders reflected on employment opportunities at the park, which is currently at 25 permanent staff members. The other representative of the park reported on the indigenous nursery under construction and stock farming currently happening, which was part of the settlement agreement. Other community members felt that there were no benefits because the [park] is inaccessible to them.

The other community member said:

“My opinion is that before the land claim settlement, tourism was alive. Unfortunately after the settlement, the focus shifted towards the land claim issues and tourism was neglected... Opportunities were perfect before the land claim but after the land claim everything stuck...in terms of tourism I can't see any benefits to the community”.

Other community members acknowledged guest houses which were built by the erstwhile Department of Environmental Affairs and Tourism for the community. The other community member attributed lack of tourism benefits to conflicts which continued for six years, thus they are in the planning phase. Although there are employment opportunities and the annual rental fee, community members felt that there are no tangible community benefits from tourism.

Theme 3: Tourism products and infrastructure

A representative of the park reported that there was no tourism infrastructure prior to the settlement of the claim. However, a lot of infrastructure has been developed thereafter. The representative said:

“We have built a lot of infrastructure... We have three-hutted accommodation, about 6 camp sites and a trail hut. In 2002, there was a massive amount of money poured into the Richtersveld through the EPWP projects...most of the infrastructure was built with that funding and done by local contractors. We have 10 chalets in Sanddrift, 6 are two beds and 4 are four bed units. We have a campsite in Sandelingsdrift which has 12 sites, which can accommodate 8 people per site”.

With regard to occupancy rate, a representative of the park highlighted that Richtersveld is very seasonal. The representative reported that very few people come to Richtersveld around October because temperatures can get as high as 58 degrees in the shade. In general, the representative of the park indicated that the occupancy rate for camp sites is 25 percent and for hutted accommodation is about 32 percent. Lastly, the Board Member acknowledged the existence of guest house in Eeksteenfontein, Kuboes and Sandrift.

From stakeholders' responses, it seems that there has been a lot of tourism infrastructure development after the settlement of the claim at Richtersveld National Park. These range from chalets and camp sites, which were developed as part of the EPWP. The hot weather conditions, which can reach 58 degrees, appear to have a significant influence on the occupancy rate from October to March year on year.

Theme 4: Government Support

A representative of the park pointed out that most of the infrastructure was built by government through EPWP projects and is currently under the management of SANParks. The CPA reported that they get their support through the park. The community member said:

“There are EPWP projects from government and they are working on land biodiversity. So, there is a lot of funding that came through the park for projects...there are projects like working for water, working on land project and biodiversity special projects...they also trained participants in marketing skills and project management skills”.

Overall, it appears that there was considerable government support, including DEAT, after the settlement of this claim. This is evident through the infrastructure enumerated by communities and a representative of the park as funded by government. However, poor road infrastructure appears to be one aspect which is neglected.

Theme 5: Property Value and Registration

A representative of the park could not tell the value of the property and advised that the question to be referred to the Department of Agriculture in the province. The representative also said:

“it is a desert. From an economic wealth point of view, it does not have much value. It’s a mountain desert, it is not an economically viable area. It has definitely much value now because of the infrastructure that was put”.

Theme 6: Challenges

Community members identified numerous challenges. These include lack of marketing skills; extremely poor road infrastructure; poor road signage; lack of financial and project management skills; poor network signal; youth unemployment; and lack of funding for tourism. Another community member said:

“We must also be honest with you. R6 000 000 from DEAT was spent in the world heritage site for upgrading guest houses and campsites. Unfortunately, there was no policy in place to manage them after completion...All that infrastructure is demolished now...before we did not have a system in place so that once a [structure] was build...it be rented to a group of individuals who can run and maintain it...we also returned R4.2 million which was given to us by the World Bank because we couldn’t utilise the money [due to capacity constraints]. This created an impression that we don’t need support”.

A representative of the park highlighted challenges relating to the sustainability of guest house facilities in some of the communities. This was attributed to lack of training on the management of business and lack of community ownership. The other representative of the park said:

“The biggest challenge is the location. Looking at the current economic affairs and fuel prices, we are at the end of the world. So, people have to spend a lot of money just to get to the park. The second biggest challenge is maintenance of the facilities in the park with the number of staff we have. If you drive into one of our camps for cleaning, it takes 3 hours to get there and 3 hours to come back...where camps are located within the park...the distance is massive...it is a difficult area to manage from a maintenance point of view and from a budget point of view”.

The issue of road infrastructure and signage seems to be the biggest challenge. This is because all stakeholders identified it as one of the major challenges. The area is very difficult to access without a 4x4 and the road infrastructure prolongs traveling time. This was corroborated by the manager of the park who indicated that, ‘it takes almost 6 hours for a return journey to do maintenance on other parts of the park’. Furthermore, there appears to be lack of skills development programmes to empower communities to manage tourism assets built for them. The two guest houses at Lekkersing and Sandelingsdrift have been vandalised as a result of lack of appropriate management skills. This perhaps signals the need to ensure that investment on infrastructure is coupled with mentoring for management of facilities.

Summary of the Analysis of Results

It appears that considerable investment from government was provided to the Richtersveld National Park and stakeholders acknowledged this. There seems to be sustainability of tourism activities and facilities under the management of the Park. However, there appears to be lack of sustainability on some of the tourism products like guesthouses which were built for community. Some of the guest houses which were built for the community have been vandalised. This was attributed to lack of skills to manage these and lack of community ownership. The issue of poor road infrastructure extends the travelling time for visitors; makes it difficult for the park to maintain different sites; and makes it extremely difficult for drivers without 4x4 to access the area. This has a negative influence on tourists intending to visit the destination.

Proposals

- Consider renovation of the vandalised facilities and mentoring on management of such facilities
- Consider capacity building on tourism for CPA to ensure sustainability
- Consider skills development for youth given that Richtersveld’s youth are far from everything when compared to other regions

- Engage sister departments (Transport, Arts and Culture-SAHRA, Public Works) on access and road infrastructure given that Richtersveld is a world heritage site
- Consider linking Richtersveld National Park and communities with the Route Signage Committee and possibility of funding to improve signage

SECTION 6: HLUHLUWE-IMFOLOZI PARK RESULTS

Theme 1: Land Claim Settlement Process and Stakeholders' Role.

Stakeholders interviewed indicated that the land claim was settled in 2007 and handed over in 2010. Stakeholders involved included Hluhluwe-Imfolozi Park; KZN DRDLR; Hlabisa and Mpukunyoni Communities; and later the Corridor of Hope Community Trust, which was registered in 2007. The Traditional Leaders of Mpukunyoni and Hlabisa indicated that they were not involved in the land claim settlement. With regard to stakeholders' role, communities officially logged their claims individually which were later consolidated into one claim. They then appointed a committee, whose role was to assist the Regional Land Claim Commission to validate authenticity of the claim. A representative of the park indicated that they assisted with research towards the identification of beneficiaries. The role of the trust was to manage land related issues on behalf of the community after restoration.

Theme 2: Options and Benefits

On options, the Corridor of Hope Community Trust's Chairperson indicated that the land was restored back in title but will continue to be used as a protected area in perpetuity. A representative of the park highlighted options considered, which were rental and co-management and the latter was chosen. Regarding benefits, the chairperson of the trust indicated that there were no tourism related community benefits before and after land claims' settlement. In terms of employment opportunities, the chairperson said:

"there are few community members that are working within the park...and that was not as a result of the restoration of the land, they were just being picked as members of the neighbouring community. We also need to clarify that after the land restoration, there was no one from the beneficiaries whom we brought into tourism projects but people were just randomly employed as usual".

A representative of the park reflected on social and economic benefits to communities. According to a representative, the agreement was that all land claimants will have free access to the park to perform rituals. The representative of the park also said:

"we also issue bursaries to community members...but for some reason the community decided to stop the bursaries...you know it is not easy to take someone to ...co-manage with the park and

expect the person to be on the same level with us. That's why we put the guys under training. We identified different training that we need for our guys. We also took them around to see co-management in other areas where it has been successful. Over and above that, we involve them in our operation. The community identified the need for young people to have driver license and we apportioned money to do that. Also, 80 percent of our staff working in the park was recruited from communities”.

A representative of the park also reflected on funding provided to other community projects like sewing. Apart from that, a representative of the park reflected on the couple of rhinos being auctioned for sale, the proceeds of which were allocated to the communities. Although a representative outlined the above benefits, he acknowledged that this is not enough hence the identification of an area for development in the park. This development will be driven by the developer who is supposed to develop, train and handover to communities.

There appears to be different perspectives in so far as tourism community benefits are concerned. The chairperson of the trust reported that there are no benefits whilst the park representative enumerated the benefits. This demonstrated lack of cooperation and team work needed in co-management agreements. This is also evident with the non-involvement of traditional leaders during the settlement of the claim, who are key stakeholders.

Theme 3: Tourism Products and Infrastructure

On tourism products and infrastructure, a representative of the park reported that infrastructure has been the same as before the land claim. Furthermore, the representative reflected on various tourism activities inside and outside the park and said:

“There are quite a number of privately owned lodges in the park. There's game viewing, there is snorkeling, there is a sea, we've got a sea in Isimangaliso, we have False Bay and there is a lot of lodges around this game reserve. There is also no change in the occupancy rate. We've got plus or minus 240 beds in the park and Mpila camp is seating at 80 to 90 percent occupancy rate. Hill Top is between 40 percent and 60 percent”.

A representative of the park further reflected on the Ntseleni Bush Camp, which was built through a community levy. According to a representative of the park, a community levy is a percentage charged to everybody visiting the park, which is then transferred to the community. The chairperson of the trust indicated that they don't have an idea on tourism activities happening in the park because its management does not recognise them as a partner.

The chairperson also said:

“From where we are as a community, we would say tourism is on its best at Hluhluwe-Imfolozi Park. It has never been bad because the park is classified as one of the big five. So, tourists are flocking but we cannot say whether that is good or bad because...we are not part and parcel of tourism...what I’m saying is what I’m observing as an outsider”.

In light of the above responses, it appears that there is, to a large extent, sustainability of tourism activities post settlement. This is because there hasn’t been much change in tourism activities after land claim settlement. The sustainability is evident from the occupancy rate, which is hovering at 80 to 90 percent in one camp and 40 to 60 percent in another camp. As indicated in the previous theme, there seems to be lack of cooperation between the trust and park management, given that the trust seems to be unaware of tourism activities being undertaken inside the reserve. This suggests poor implementation of co-management agreement and perhaps the need for post settlement conflict resolution.

Theme 4: Government Support

On the one hand, the chairperson of the trust reported lack of support from government and indicated that government settled the land and moved away. On the other hand, a representative of the park could also not highlight any support from government and said:

“It’s very very poor...that’s why I have a problem with these guys [Community Trust]. They are unhappy and losing patience. It is very very poor...I can’t pinpoint any project that was supported by the Department of Tourism”.

A representative of the park seems to be aware of the unhappiness and acknowledged that the trust is losing patience. What seems to be also coming out strongly from all stakeholders is lack of support from government departments. This is a challenge in that communities do not have skills, as reported by the park’s representative, to participate actively in the economic activities occurring in the settled land. Therefore, lack of post settlement support packages has a potential of resulting into conflicts, which in turn may affect tourism activities.

Theme 5: Property Value and Registration

A representative of the park could not provide details around property value and registration and proposed that the question be posed to the KZN DRDLR. This could be attributed to the fact that evaluations were done by the aforementioned department. KZN DRDLR was not interviewed regarding Hluhluwe due to the unavailability of the person delegated.

Theme 6: Challenges

A representative of the park mentioned lack of skills from communities as well as environmental and community related challenges. The chairperson of the trust enumerated a lot of challenges. These include, amongst others, lack of intergovernmental relations to provide support and lack of involvement of the trust in the affairs of the reserve.

The chairperson of the trust also said:

“Without funds you can’t go any further...our funds are tied up in Pretoria...there was money that was supposed to come from Pretoria which is R60 million...we also need training on how to run finance...we need to have workshops, we need to acquire people with skills to come to the trust and get ourselves going because we’ve got a lot of things to do in the park. Some people got R10 000 in compensation...Others did not receive the money...because it was getting dark on the day of compensation and they haven’t come back...there is also an issue of the title deed...we need to undergo the so called state land disposal to change this land into a communal land...and then the Department of Rural Development and Land Reform will issue a title deed”.

It appears that lack of sound relations between the park and the trust is exacerbated by the fact that the land claim settlement agreement is not fully implemented. This is evident from the trust’s responses which lamented at the slow pace of releasing the funds as envisaged in the settlement. Like other settled land claims with challenges, it seems as if post settlement support by various relevant departments is non-existent. This is an important issue government ought to consider in future, given that communities who take over the land are in most cases not skilled. This was also acknowledged by the trusts, which emphasised the need for training so that they can implement initiatives in the park.

Summary of the Analysis of Results

The persistence of tourism activities as they were prior settlement of the claim gives an impression of tourism sustainability. This is evident from responses of the trust and that of a representative of the park, who both noted the uninterrupted continuation of tourism activities as it was before the settlement. Nevertheless, the brewing discontent from the community trust due to alleged lack of consultation and benefits has a potential of creating instability in future.

Like in other settled land claims, there appears to be a need for continuous support of beneficiaries after settlement. This was also a gap identified by beneficiaries who saw the need for capacitation so that they can properly manage resources bequeathed to them.

Lastly, the delay in land disposal belonging to the state so that the title can be transferred to beneficiaries seems to be a stumbling block to the community trust. This has led to delays in accessing funding meant for community development.

Proposals

- Consider capacity building on tourism for members on areas pertaining to tourism development and financial management
- Explore support packages for future land claims settlement with tourism activities
- Engage the DRDLR on post settlement conflict resolution support
- Engage DRDLR to have mechanism to monitor strict adherence to co-management agreements

SECTION 7: WONDERKOP TALE GA MORUDU. RESULTS

Theme 1: Land Claim Settlement Process and Stakeholder's Role.

Stakeholders indicated that that the land was settled in 2004. Stakeholders involved in the settlement included Tale Ga Morudu Community; Limpopo Department of Economic Development, Environment and Tourism (LEDET); and Limpopo Tourism and Parks (LTP). With regard to roles, the community logged the claim whilst LEDET and LTP represented the interest of the nature reserve. Limpopo DRDLR investigated and gazzetted the claim, facilitated the discussions between claimants and owners of the land and the entire process.

Theme 2: Options and Benefits.

On options, all stakeholders indicated that they were given their land back. A representative of Limpopo DRDLR provided more clarity by indicating that the community wanted their land back but it was restored to them in title. In other words, communities could not go back and settle in the land but would instead continue as a nature reserve, with communities benefiting from the proceeds. With regard to benefits, a representative of Limpopo DRDLR, community and the Tale Ga Morudu CPA unanimously agreed that there were no benefits to community before the land claim, except for two people who were employed in the park. Post settlement, Limpopo DRDLR and the CPA reported on the rental fee that the community receives from Limpopo tourism agency.

Furthermore, there was an indication of an amount totaling R640 000 from game sales, which was given to communities. A representative of the reserve also reported that the community and the facility share 50/50 in proceeds and there are 15 people employed in the reserve.

The community expressed dissatisfaction regarding benefits because Wonderkop doesn't generate enough income as anticipated. Regarding employment, the community highlighted that there are 8 people who were employed after the settlement of the land claim.

It appears that there are certain benefits that the community is getting after the settlement. This however seems to be minimal especially when looking at people employed from the community. This of course was attributed to the limited income that the park generates, thus the community expressed the desire for it to be declared big five nature reserve, so that it can be able to generate more income. They also highlighted the need for government to assist with accommodation facilities, donate wild animals like big five and assist with the development of the website and marketing.

Theme 3: Tourism Products and Infrastructure.

The CPA felt that the status of the reserve is going down due to lack of development in the park. The CPA also said:

"There were chalets, which were working and in good condition [outside the reserve]. The roads were better. They were managed by private people. After land claims, Infrastructure is worse...Chalets are damaged by monkeys and there is no maintenance. We also had to call our neighbouring establishments to assist with their fire brigades because employees of the Park knock off at 16h00".

A representative of the establishment indicated that there is no accommodation inside the park except for the hunters' camp for public hunting which can only accommodate 6 people. A representative further reported that the infrastructure at the hunters' camp was renovated after the settlement. Although a representative reported limited accommodation inside the park, there are accommodation facilities outside the facility in privately owned game reserves.

In addition, a representative of the park reflected on tourism activities being undertaken. These include game drives (to see giraffe; antelopes; impala; kudu and zebras) and public hunting. There seems to be very minimal tourism activities and limited tourism infrastructure in Wonderkop Tale Ga Morudu. This perhaps explains the dissatisfaction of communities with benefits they get from the reserve. The fact that the reserve can only accommodate 6 people in the Hunters' Camp is perhaps a signal for the need to explore more tourism investment. Possible investment could be in game and then accommodation facilities, which are virtually non-existent currently.

Theme 4: Government Support

Both the CPA and community highlighted lack of support from government, especially when it comes to funding and skills. The community ended up forming a partnership with the private operator to run the Salt Lake Lodge. Similarly, a representative of the park could not recall any financial support but mentioned that there was training on hospitality care and farming. Although a representative of the park indicated that there was training, the responses from communities and the CPA suggest that it did not reach far enough.

Upon close scrutiny of community's responses, it appears that the training was limited to those employed in the park. This is a challenge in that neither members of the CPA nor communities are familiar with managing tourism facilities. Thus, they ended up entering into an agreement with a private operator.

Theme 5: Property Value and Registration

A representative of Limpopo DRDLR reported that the land was not valued because it was state land. In other words, the department did not pay any money because the land belonged to government. A representative of the park reported that the 16 000 hectares of the land at Wonderkop Nature Reserve is currently estimated at R30 million.

Theme 6: Challenges

Stakeholders identified various challenges. On the one hand, the CPA is struggling to meet the parks' board to discuss management and maintenance of the land, as well as the issue of support when there are wildfires. The CPA also reflected on their challenges and said:

"Wonderkop Nature Reserve does not have resources. The management of the park does not communicate with the forum on developments in the park and do not share the information e.g. job applications. There is no partnership. The biggest challenge is [lack of communication] with community members on job opportunities .e.g. for positions like field rangers. We are not informed on time. We are only told a day before the closing date. At the end, people who are employed in the park are not from the community, whereas there is a lot of youth unemployment at Tale Ga Morudu Community. Those who are employed are the only ones who get training opportunities".

On the other hand, a representative of the park said:

"The problem now is the provision of water and electricity on the renovated infrastructure...We do not have tourism facilities. When I talk about tourism facilities I'm talking about overnight accommodation and the roads".

The non-existent overnight accommodation facilities in the reserve signal the need for the development of new facilities. This in turn may improve income generation and benefits to communities, given that there is a 50/50 profit sharing agreement. From the community responses, it appears that there is also a need for improved communication between the reserve and the elected structure. This extends to arrangements on dealing with emergency cases like wildfires after hours.

Summary of the Analysis of Results

Wonderkop Nature Reserve seems to have minimal tourism activities with the ability to accommodate merely six people. Although communities appear to understand the limitations of the reserve, the relationship appears to be strained because of lack of benefits in other minimal opportunities like jobs. Be that as it may, there is however a huge potential for exploring investment in accommodation facilities and animals for game. There is also an opportunity to assist the community with, for example marketing, especially for the private lodge that they recently handed over to the private operator to run.

Proposals

- Consider linking communities with marketing agencies to profile the lodge which is adjacent the nature reserve
- Explore investment in accommodation facilities and game
- Consider capacity building training for the CPA
- Consider relevant training for youth within the existing NDT programs
- Explore feasible projects proposed on the Wonderkop Feasibility Study which was later shared with NDT long after the completion of the interviews

SECTION 8: MATSHAKATHINI MADIMBO CORRIDOR RESULTS

Theme 1: Land Claim Settlement Process and Stakeholders' Role

Stakeholders interviewed indicated that the land was settled in 2004. Stakeholders involved were Limpopo DRDLR; Department of Defence (DOD); National Department of Public Works (DPW); LEDET; Nkusi Development; traditional leaders and communities (i.e. Tshendzelani; Gumbu; Sigonde; Bennde Mutale; Masisi; Tshikuyu and Madimbo). On stakeholders' role, communities protested; logged the claim; contributed money for the elected committee's transport needs; and bailed out protesters who were arrested. The elected committee, together with traditional leaders, coordinated and mobilised all seven communities towards achieving a common goal when claiming back the land.

The elected committee also submitted the claim to the Land Claims Commission. Limpopo DRDLR's role was to investigate the claim and facilitate negotiations between claimants; DOD; DPW; and LEDET.

Theme 2: Options and Benefits

On the one hand, communities, traditional leaders and CPA outlined various options considered. These included mining; farming along the river; fishing; game; tourism and resettlement of residence. On the other hand, a representative of Limpopo DRDLR reported that they are still dealing with the land claim and said:

“Communities have always insisted that they want their land back...But there is this defense and conservation element...communities want to utilise the land...they think there is potential for mining...it took quite a number of years of negotiations between our department and Department of Defence...it was not until the two Ministers agreed that the land will be restored in title to the claimants...the Department of Defence will continue to utilise the eastern portion of the land for military purposes and the community will utilise the western part...so that was the conditional settlement...we are trying to implement the conditional settlement...we are facilitating the lease agreement...it has been dragging for a number of years now...the community wants LEDET to de-proclaim Matshakathini as a nature reserve”.

With regard to benefits, all stakeholders stated that there were absolutely no benefits before and after the land claim settlement. Communities indicated that the land is currently occupied by the Department of Defence and there is no progress. Community members also stressed that the land has never provided employment opportunities and are still waiting for a hunting permit they applied for. Apart from the temporary security guard jobs locals get from the military, the CPA indicated that there aren't benefits because the funds from the Land Claim Commission have not been transferred to the community. The CPA also said:

“With the mandate from the community, we wanted to develop a bridge between Zimbabwe and South Africa. The bridge will be used as a cross border between Zimbabwe and South Africa. We also plan to build offices, the garage and the shop. Our plan is to lease the offices to government like SARS, police and border post officials and rent out shops...we wanted to develop the area into a tourism area by conserving animals because that is a nature reserve. We wanted to continue with game farming to attract tourists...the idea was to demarcate the area into zones e.g. agricultural zone, etc”.

The CPA also indicated that they have plans but could not implement them because they don't have a title deed. They only received the certificate which shows that they will be given land and are still waiting for the title deed.

Although this land claim was settled a decade ago, there seems to be teething problems. The conditional settlement has not yet been implemented and as a result communities have not benefited at all. The tourism activities that the communities envisaged have not taken off due to the presence of the military. It appears that the settlement processes are very slow in cases where the area has been a state owned land. This has led to a lot of frustration for Matshakathini Communities, to a point where they want the land to be de-proclaimed as a conservation area and the complete evacuation of the military.

Theme 3: Tourism Products and Infrastructure

Community members and traditional leaders highlighted that there are no tourism activities happening currently. A representative of Limpopo DRDLR reported that since the land was declared a conservation area, he could not recall any tourism activities occurring in the area. It only has animals that cross the river freely between South Africa and Zimbabwe because there is no fence. The CPA said:

“There was game farming and hunting. There are elephants, crocodiles and all other games. Going forward we could get a special hunter to come and operate for few years while mentoring few of the local youth who will take over after the contract”

From the responses of all stakeholders, it is clear that there are no tourism activities in the area, although the area was declared a conservation area and has wild animals. The status quo seems likely to continue until the lease agreement is amicably agreed to and conditional settlement implemented.

Theme 4: Government Support

Communities unanimously indicated that there was no government support and pointed out that the land is not in their hands. Community members also highlighted the need for government departments to work together given that there is no liaison between Department of Public Works, Department of Agriculture, DRDLR and Department of Tourism. The Chairperson of the CPA said:

“No support from government at all...the CPA did an application to the Department of Tourism [provincial]...which approved their tourism plans, but indicated they are not the responsible department for such developments. So, they sent us to the Department of Public Works, who referred us to the Department of Nature and Conservation [LEDET]. We are currently in talks with nature and conservation for permission to get hunting quotas. We are still waiting for the Head of Department to sign our request”.

The community responses suggest lack of intergovernmental coordination. This is because they reported that departments engage communities individually without any synergy. The responses from stakeholders also suggest the need for a comprehensive post settlement support. This is evident in communities' attempts to get support from various government departments without success.

Theme 5: Property Value and Registration

A representative of Limpopo DRDLR reported that there was no money paid for the land to be settled because it belonged to government. It was also indicated that the land currently belongs to the Department of Public Works, but the Department of Defence is the user.

Theme 6: Challenges

On challenges, the community indicated that the land suitable for tourism is still occupied by the military, whilst the CPA highlighted challenges of poaching by private game farmers. The CPA also raised concerns regarding lease negotiations. The CPA favours a five year renewable lease agreement, whereas government argues for 99 year lease. The community also raised concerns with lack of access to the park. They indicated difficulties in entering the area to collect Mopani worms and firewood because soldiers are denying them access to the reserve. They get arrested and fined for collecting firewood.

Moreover, the community feels that even if it happens that they get the land, there won't be animals left for game farming due to poaching by private game farmers and are tempted to get in there illegally. The challenge extends to their livestock. If the livestock crosses into the reserve, they cannot get it back until it is tested for foot and mouth disease. According to the community, 'the process takes long'. Communities also raised concerns about lack of progress in finalisation of the agreement. Tshikuyu Traditional Leader lamented at lack of progress and said:

"We have won the land back in 2004 but there is nothing, not even a paper of the agreement that shows that the land is ours. The land is still theirs even though we won it back and the community is not benefiting anything...government indicated that if the CPA doesn't agree on the lease they will go to court and take the land back because they are government...this is too much".

There are also conflicts between traditional leaders and the CPA. According to the CPA, the conflict is as a result of the newly appointed senior traditional leaders, who are not beneficiaries and currently want to be included. Overall, it appears that numerous challenges highlighted by communities are a direct result of lack of progress in the finalisation of the lease agreement.

Lack of access to the reserve diminishes any potential for tourism and other planned economic activities. The threats of court action may result in further delays and is a stumbling block to any chance of tourism development.

Summary of the Analysis of Results

Challenges besetting Matshakathini Communities can be traced back to two factors. These are lack of progress in concluding the lease agreement because of extremely divergent interests and non-implementation of the conditional settlement. The stalemate is a stumbling block to any potential tourism development thus there aren't tourism activities being undertaken currently.

Proposal

- Consider engaging DRDLR to complete the claim by facilitating dialogue with the implicated departments, with a view to explore possible intervention
- Consider a tourism feasibility study once the settlement agreement is finalised
- Explore possible tourism support to communities upon the resolution of disputes on lease agreement
- Consider existing skills' development initiatives to assist the youth

SECTION 9: LETABA RANCH NATURE RESERVE RESULTS

Theme 1: Land Claim Settlement Process and Stakeholders' Role.

Stakeholders interviewed indicated that the land is not yet settled and is in court due to competing claims. Stakeholders involved are Limpopo DRDLR; traditional leaders; LEDET; and Seloane; Makhuva; Makhushane; Majeje; Mthimkhulu Communities. On stakeholders' role, Limpopo DRDLR is facilitating the claim; LEDET participated as a custodian of the land; and communities logged claims in different portions of the land. Also, Mthimkhulu and Majeje communities contributed part of their land to Letaba Ranch Nature Reserve.

Theme 2: Options and Benefits

On options, a representative of the reserve reported an existing memorandum of understanding which was signed with stakeholders. The agreement was that the land will continue as a conservation area, but communities will benefit from the proceeds generated. With regard to community benefits, a representative of the reserve outlined numerous benefits. These include rental fee paid by the reserve, equal sharing in profits generated; hunting quotas; and access to mopani worms, though there are question marks in terms of equal access.

Similar to the representative of the reserve, communities reflected on the monetary share of revenues collected, access to mopani worms and permit to fish inside the reserve during the summer season. The stakeholders also indicated that there are only five local people employed at Letaba Ranch.

Although some community members were dissatisfied with the way benefits are allocated, they were at least all aware of the benefits dispensed from the reserve. The problems of allocation appear to be on the side of community and their elected structure. Employment opportunities appear to be very low. This may be attributed to limited accommodation facilities available (five tents).

Theme 3: Tourism Products and Infrastructure.

On tourism activities, stakeholders identified camping, trophy hunting and hiking trail. A representative of the reserve also indicated that there is an African Ivory Route Camp. According to the representative, 'the camp has only five tents and ten beds'. Regarding the average of visitor numbers, a representative of the reserve pointed out that such depends on the season. During peak season, the average is at 75 percent, whilst the annual average is estimated at 25 percent. Stakeholders indicated that there hasn't been any change when it comes to tourism infrastructure since the land claim process.

A representative of the reserve also highlighted that there were approximately 80 camps before 1995. These however were destroyed in favour of hunting by previous administrators. In addition, communities reported that there were tented camps and a lodge, which were destroyed by the floods in the year 2000. These facilities were not revamped by government due to the fact they were closer to the flood line. On current developments, a representative of the reserve reported on the hunting camp that was under construction, whilst the community emphasised the importance of balancing hunting and conservation needs. The reserve also reflected on a survey they conducted, which showed a huge potential for development of several lodges. However, the challenges surrounding the land claim, such as the court case, are a stumbling block.

In light of the above responses, there seems to be tourism activities going on but on a very limited scale. The reserve only has 10 beds, which indicates the need for more tourism investment in marketing and facilities. The fact that the reserve does not have a border separating it from the Kruger National Park, serves as an advantage for game drives. This is because of free movement of animals between the reserve and Kruger National Park.

Theme 4: Government Support

With regard to government support, a representative of the reserve highlighted that the reserve is funded by government (LEDET) whereas Limpopo Business Support Agency (LIBSA) assists with marketing. The community members indicated that there is no support from government. One community member said:

“In Letaba Ranch, as far as I can remember, there is nothing. The only time I can remember government support is from Kruger National Park. They took the youth from the community and trained them as rangers and for other things in the park”.

Contrary to the community, the forum member from the Seloane Community said:

“We as the CPA applied for hunting. They gave us 69 wild animals. So we looked for a hunter so that he can hunt those animals and sell them so that we can generate revenue. There are still other outstanding animals...The revenue generated from the animals sold was saved in the trusts’ account. The community wants to use the money to build the community hall. But first, they have to write a letter to our lawyer to release the money. If there will be savings left after building the hall, the community plans to buy a car for Seloane CPA to be able to conduct their duties”.

Although communities were given wild animals, there appears to be lack of support focusing on community empowerment. Beyond that, the divergent responses by the community and forum member in terms of government support, signals lack of communication and feedback between communities and the elected structure.

Theme 5: Property Value and Registration

A representative of the reserve could not tell the value of the land claim and advised that the information be sought from Limpopo DRDLR. Limpopo DRDLR could also not articulate the property value due to the on-going court case.

Theme 6: Challenges

Communities outlined numerous challenges. These include lack of job opportunities for youth; killing of their livestock by wild animals like lions; destruction of their fields by wild animals such as elephants; and conflicts resulting in lack of tourism investment. Communities also reported that Letaba Ranch has not been doing well in attracting tourists since the floods in the year 2000. Forum members reported during consultation that they are not yet registered as a CPA that will represent the three communities, due to conflicts. This resulted in the delay in training of the forum on their roles and lack of cooperation between the reserve and the structure.

A representative of the reserve identified poor road infrastructure and lack of accommodation facilities as challenges preoccupying stakeholders. This was attributed to floods and lack of support for tourism development. Apart from that, Letaba Ranch seems to be an area with a potential given that there used to be almost 80 camp sites before 1995, which is currently at 5. Lastly, the issue of wild animals destroying the community's fields and livestock suggest the need for frequent maintenance of the fence.

Summary of the Analysis of Results

From stakeholders' responses, it appears that tourism activities have been continuing but on a very limited scale. This is evident from the accommodation capacity which can only house 10 visitors. The fact that Letaba Ranch used to have approximately 80 camp sites prior 1995 and was doing well before the 2000 floods demonstrate its potential for attracting and accommodating more visitors. The issue of a court case due to numerous claims by communities has a potential of further delaying tourism investment. Moreover, the non-existent fence between Letaba Ranch and Kruger National Park presents an opportunity for more tourism activities such as game drives.

Proposals

- Consider investment in accommodation facilities/ camp sites after completion of the land claim
- Explore investment in game after the completion of the land claim
- Through EPWP program, explore provision of assistance such as fencing for wild animals
- Consider existing training initiatives for prioritisation of the youth around Letaba Ranch
- Consider capacity building on tourism for CPA upon settlement of the land claim

SECTION 10: BOURKE'S LUCK POTHOLES RESULTS

Theme 1: Land Claim Settlement Process and Stakeholders' Role.

At the time of the interview, stakeholders indicated that the land was validated in 2006 and was to be settled in October 2014. Stakeholders involved in the process included Mpumalanga Tourism and Parks Agency (MTPA); Moremele; Leroro; Matibiti; and Bushbuckridge Communities. There is also the Project Advisory Committee, which is made up of community representatives and government. In terms of the roles, the community representatives conducted workshops to explain the proposed settlements and manage expectations whilst the MPTA's role is to manage assets.

Theme 2: Options and Benefits

On settlement options, Bourke's Luck Potholes' stakeholders chose co-management. The MTPA also indicated that there was a Memorandum of Agreement between DEAT and DRDLR,

which stipulated that the property will be returned in title and remain as a conservation area in perpetuity. Furthermore, the MTPA will remain the management authority and the property cannot be bonded (or used as collateral) but can be sold back to the organ of state. Stakeholders also agreed that the Blyde River Canyon Nature Reserve, which consists of Pinnacle Rocks; Bourke's Luck Potholes; Gods' Window; Three Rondavels and Swadini, should be managed holistically.

With regard to benefits, the MTPA indicated that the net-profits (for the whole nature reserve) are shared according to the agreed percentages i.e. 60 percent from tourism goes to claimants and 40 percent ring-fenced for conservation. The CPA representative pointed out that there are no tangible benefits, however, they do receive donations from tourists through cultural performances. The representative of the establishment indicated that they have 52 employees currently. Both the CPA and the representative of the establishment pointed out that more people were employed previously than currently. However, when employees pass away or retire they are not replaced. To emphasise the aforementioned point, the CPA representative said:

"From 1991 to 2004 those figures changed greatly...employees retire, they don't get replaced. People die, they don't get replaced and...that is frustrating the society because they asked why can't they be replaced and they said there is no money...I said no, you cannot say that because you had a budget for this person. Had he not died, were you going to stop his money on the way to say there is no budget...they said no we paid other debts...what is more ridiculous is that now...more people visit that place, double the number...they don't go in free and the entrance fee is higher but there is no money. During that time when [tourists] were paying less, people were many and getting their salaries".

Although there is a co-management agreement between claimants and MTPA, it appears the representatives of the claimants are not satisfied with benefits. This was raised more vociferously on issues relating to the replacement of retired and deceased employees. The specific complaint around the issue was that people do not get replaced when they retire or pass away hence the decline in employment opportunities.

Theme 3: Tourism Products and Infrastructure.

On tourism activities, the representative of the establishment indicated that there is hiking trails; guest houses; white water rafting; abseiling; boat riding at Swadini; museum and potholes.

According to the establishment and MTPA representatives, 'the Blyde River Canyon, where some of the activities are occurring, is the largest green canyon in the world and the 3rd largest canyon in the world'. The representative from the MTPA clarified that the hiking trails are currently closed due to renovations.

Similarly, accommodation has been closed down due to security reasons and lack of electricity. In relation to communities, the MTPA indicated that there were tourism activities such as training of community guides; printing of curios; kiosk; internet café and visitor centre used for conservation education. However, some of these activities fell flat. The visitor centre used to receive 25000 children. The CPA representative highlighted that tourists used to visit the neighbouring communities with the intention of making friendship, eating local cuisine and sleep over. However, the practice disappeared because there was no proper policy or model. In addition, the CPA representative highlighted the significance of understanding tourists' needs.

The CPA representative also said:

"a friend of mine from Germany came to my place...and wanted to eat, I wanted to take him to KFC, but he said...that thing comes from us, we don't want it...and then I took him to shisa-nyama [place to braai meat]...that is where I realised that we undermine ourselves. We need to interchange...now we are facing a challenge with our curio sellers. They have a different interest...tourists leave their wallets unattended in the curio shop while shopping and wallets disappear...now we have information centre where they lodge their complains...that is why now I'm busy with a course to workshop them on hospitality under customer care".

The representative of the establishment indicated that the average number of visitors in Bourke's Luck Potholes was estimated at 600 000 yearly, however they are now looking at 720 000 visitors per year. With regard to accommodation, the CPA indicated that there are no facilities for sleeping overnight and the MTPA indicated that accommodation closed down. On infrastructure, the representatives of the CPA and Bourke's Luck Potholes establishment highlighted current developments such as the construction of restaurant. The representative of the establishment also indicated that there are renovations underway of the existing structures.

The MTPA further indicated an intention to develop a five star hotel closer to the potholes to ensure that visitors stay in the area. There was also an indication that tenders for this initiative have been evaluated and there will be an appointment of the service provider. There are other plans to enhance the destination nodes, which are Pinnacle; God's Window; Potholes; Three Rondavels; and Swadini. These plans include the development of a glass-sky-walkway to view Gods' Window and development of Blyde Cable Car,

similar to Table Mountain, to view the Three Rondavels. Both projects are funded by IDC and their feasibility studies are at different stages.

It appears that tourism activities in and around Bourke's Luck are somewhat viable. Bourke's Luck in particular is a hive of activity with an average of 720 000 visitors per annum. There were however community related activities that collapsed due to lack of policy or model. Nevertheless, there are initiatives by MTPA to enhance the destination. Initiatives include the development of accommodation facilities, restaurants etc. with support from development finance institutions.

Theme 4: Government Support

On the one hand, a representative of the establishment pointed out that government funds the MTPA, which is responsible for the Bourke's Luck Potholes. On the other hand, the representative of the CPA indicated that there isn't government support to communities. However, the MTPA highlighted funding for various projects from IDC to enhance the existing attractions. Lack of support as indicted by the CPA could perhaps be linked to the collapse of some of the afore-mentioned tourism related community initiatives.

Theme 5: Property Value and Registration

The MTPA indicated that the Regional Land Claims Commission has to do the valuation.

Theme 6: Challenges

The representative of the establishment identified crime as a challenge affecting Bourke's Luck Potholes. The MTPA identified lack of expertise on their side in so far as advising claimants when it comes to signing of legal contracts, good business deals and partnership with investors. The representative of the CPA also identified tourism challenges and said:

“tourists complain about facilities...they say the place doesn't look attractive and it charges a lot of money at the gate. But inside, the facilities are not enough. That restaurant was one of their demands ‘that we leave here because of hunger instead of us feasting here’... some tourists come with family members who are disabled but they leave them here...but they said they are taking them for a tour. So, those facilities for the disabled need to be made available”.

From the responses above, Bourke's Luck Potholes is not universally accessible in particular to people with special needs. This presents an opportunity for NDT to assist with Responsible Tourism programs in the proposed destination improvement initiatives.

Summary of the Analysis of Results

The findings reveal that the land claim process in Bourke's Luck is about to be settled (October 2014). However tourism activities are somewhat sustainable. This can be attributed to the steady increase in visitor numbers and improvement of facilities. There are challenges which may compromise sustainability such as poor accessibility for tourists with disability, lack of tangible benefits for communities, decrease in employment opportunities and closure of accommodation facilities hence no overnight visitors.

There are numerous development initiatives in the pipeline led by the MTPA and Project Advisory Committee representing land claimants. The initiatives will enhance tourism development and contribute towards the sustainability of tourism activities post settlement. The current and proposed infrastructure developments present an opportunity for the NDT to assist in ensuring that the destination is compliant with universal accessibility standards.

Proposals

- Leverage on infrastructure development (e.g. training of chefs for restaurants currently under construction, provision of relevant support for the proposed five star hotel such as linen; cutlery; training; grading and furniture, etc.)
- Ensure that current infrastructure development comply with universal accessibility standards
- Provision of funding to improve infrastructure leading to potholes and the broader tourism nodes to ensure universal accessibility

SECTION 11: MANALA MGIBE RESULTS

Theme 1: Land Claim Settlement Process and Stakeholders' Role.

Stakeholders indicated that the land claim was settled in phases i.e. Thabane Lodge in 2005 and Thulile Lodge in 2008. The stakeholders involved were Manala Mgibe Community and Mpumalanga DRDLR. With regard to roles, the CPA is responsible for managing the restored properties and to settle people to different portions of the land. Currently, the CPA is looking for investors to develop the land. The government role was to investigate the claim, drive the settlement process and transfer the land to beneficiaries.

Theme 2: Options and Benefits

The representatives of the DRDLR and Manala Mgibe CPA indicated that stakeholders opted for land restoration. Representatives of government went further to highlight that the claimants opted to lease Thabane Lodge, but that did not work out. Thulile Lodge was also shut down immediately after transfer,

but there are people looking after the property. On benefits, the CPA indicated that people used to get temporary employment prior settlement but currently they only have four people just to look after the property, to avoid leaving the place abandoned. The government's representatives concurred with the CPA on the status quo after settlement and indicated that there was no community benefits prior settlement. It appears the settlement process had a negative impact to beneficiaries. This is evident from the discontinuation of temporary employment for communities and the closure of lodges post settlement.

Theme 3: Tourism Products and Infrastructure.

With regard to tourism activities, government representatives; community representative; and CPA indicated that there was game and hiking at Thabani Lodge prior the settlement of the claim. A government representative also indicated that the chalets were leased to community members for some time after settlement for the purpose of maintenance and other things. However, the arrangement was reconsidered and chalets were taken back due to lack of funding, and there aren't any activities currently. All stakeholders pointed out that there is nothing happening currently at Thulile Lodge, despite the presence of game. On infrastructure, government indicated that they bought the infrastructure in totality to ensure that business continued as it was before. When asked about the state of infrastructure before and after settlement, the CPA said:

“Before it was good because it was held by the previous owners. It was good, it was well managed. But after that, it deteriorated...[because of] lack of management and funding”

In addition, the CPA indicated that there was an incident of fire in one of the lodges, which damaged the main hall and are suspecting arson. The CPA and community representative further pointed out that chalets are not working and the state of the property requires financial injection. Regarding future tourism development plans, the CPA and a community representative stated that they don't have tourism plans due to lack of support, which makes it difficult to plan. They also indicated that they are currently seeking assistance from the MTPA.

From the analysis above, it can be concluded that the settlement of the claim resulted in the closure of the lodges and the collapse of tourism activities. However, the underlying cause of these is lack of support and skills post settlement. This therefore requires comprehensive support from relevant departments, given that communities have never managed such amenities before.

Theme 4: Government Support

The representatives of government indicated that they bought properties for communities to ensure business continuity. There was also an indication that grants are outstanding because they couldn't be released due to disputes. The intention, according to government representatives, was to stabilise the situation so that they can give full post settlement support. The representatives further acknowledged lack of support to communities due to the discontinuation of a unit within the Mpumalanga DRDLR, which used to offer post settlement support. In addition, government representatives acknowledged other state initiatives. This includes an assessment of Manala Mgibe, with a view to declare it a private nature reserve.

Government representatives also highlighted the need for involvement of other government departments given that their mandate is limited to settlement of claims. The CPA and community representatives expressed concerns regarding the government's approach to land settlement. They indicated that government restores the land without providing sufficient community support such as tourism skills development for claimants. Although government bought properties for communities, there is however apparent lack of support post settlement for communities to sustain both infrastructure and amenities.

Theme 5: Property Value and Registration

Regarding property value, government representatives stated that the land was valued at R3.6 million for Thabani Lodge and R1.9 million for Thulile Lodge excluding movables such as furniture, cutlery and animals. The properties are now registered under the community and the land was transferred back to the claimants in 2005 for Thabani Lodge and in 2008 for Thulile Lodge.

Theme 6: Challenges

All stakeholders identified a number of tourism challenges which included lack of management skills; lack of financial assistance; and lack of marketing skills for the lodges. Government representatives also highlighted lack of proper handover from previous owners and skills' transfer. Furthermore, government representatives stated that 'the restructuring of the DRDLR has affected the release of grants and there are poor intergovernmental relations'. It seems there's general consensus from all stakeholders on lack of support.

Summary of the Analysis of Results

The findings reveal that tourism activities at Manala Mgibe are not sustainable post land settlement. The two lodges which were handed over to the community are not operational and one has been damaged in a fire. There is also lack of government support post settlement of the claim to ensure sustainability. There has also been a delay in post settlement support due to disputes as alluded to by government.

Proposals

- Consider the use of SRI mentoring model as a form of support
- Consider capacity building on tourism and management of tourism assets
- Provision of platforms to market the lodges and activities, led by South African Tourism and provincial agencies
- Leverage on MTPA's assessment of the area to explore the sustainability of game and other activities
- Consider investing in the renovation of existing infrastructure using SRI and/or Tourism Incentive Program, in partnership with Development Finance Institutions

SECTION 12: CYBELE FOREST LODGE RESULTS

Theme 1: Land Claim Settlement Process and Stakeholders' Role.

Stakeholders indicated that the land was settled in 2013. The stakeholders involved included Manzimhlophe Community, with particular reference to the Matsabe Clan who elected their representatives and Mpumalanga DRDLR. The role of government' was to facilitate the process of the claim during settlement whereas the Matsabe Clan the claimed the land.

Theme 2: Options and Benefits

The land was returned back to the Manzimhlophe community. Afterwards the community entered into different agreements with an investor. The establishment (investor) stated that:

"basically on the forest side, we've got a profit sharing agreement with the community...whatever profits are made, they get to have a share with the community. Whatever we do, it's like a co-management agreement on the forestry side. Then on the lodge side it is more of a lease agreement, so we've signed a lease with them...one thing I should clarify on the leasing, it is not going to be a lease indefinitely but until we get recapitalisation...when that happens, we will be converting the lease into a strategic partnership. So, we will still be here as shareholders but the community will get an equity share as well. "

With regard to tourism benefits, the community indicated that they were merely chased out of the land without deriving any benefits. The same sentiment on tourism benefits was shared by the investor. On employment prior settlement, the community indicated that few people were employed and they attributed this to the fact that the place used to be contracted from one person to the next.

Post settlement, the community stated that there was no community members employed due to current resuscitation initiatives. The investor indicated that 45 people were employed before settlement and they are targeting 35 people to be employed because it is a startup business.

Furthermore, the investor indicated that the number of staff will grow as the business grows but currently there are only two cleaning staff and garden maintenance people. Both the community and the investor highlighted lack of benefits prior to the settlement except for employment. However, it appears that the settlement had a negative impact on the only benefit that community used to derive, which is employment. At the time of the interview, only garden maintenance and two cleaning staff were employed. This perhaps suggests the need by government to consider mechanisms for proper handover of products and activities to beneficiaries by previous owners, such that the process does not put communities in a worse off position (to cushion the negative effects of change).

Theme 3: Tourism Products and Infrastructure.

The investor stated that the tourism products offered at Cybele before settlement included accommodation; spa; gym; bicycle rides to the waterfall; picnic spots; horse riding; functions/ weddings for 50 people and tours. Furthermore, the investor indicated that the target market for the lodge was primarily international tourists. The previous owner provided the January to December 2013 figures to the CPA, which were approximately 2500 tourists. On overnight stay, the investor indicated that the lodge could accommodate approximately 36 people per night prior settlement.

Currently the investor is renovating the facilities and is intending to continue targeting international tourists without neglecting local market. The investor further indicated that most of the activities that were offered before will be brought back except for horse riding because it was not profitable. For the helicopter tours, the investor stated that if the service continues they will outsource it to service providers. There is also an intention to focus on hosting mega-events. The investor identified the area where a temporary structure will be built until recapitulation funds are received.

Following the collapse of tourism activities post settlement, it seems the investor is trying to resuscitate most of these. This includes targeting the same market as the previous owners, coupled with an additional focus on the local market.

Theme 4: Government Support

Regarding government support, the community indicated that they did not receive any support from government after settlement.

The investor echoed the same sentiment except that the MTPA will be hosting a function at the lodge at the end of the year (2014), which will provide them with more exposure. Similar to other land claims, there was no concrete government support to beneficiaries post settlement.

Theme 5: Property Value and Registration

Stakeholders indicated that the land was valued on 30th September 2008 and the valuation was for the whole farm, which includes the forest and the premises where the lodge is located.

Theme 6: Challenges

The community and CPA identified various tourism related challenges, which include lack of business advisory services from government to ensure that the community understands the agreements they enter into with investors; lack of financial support, and lack of various skills for developing and managing the area. The investor indicated that there was no proper handover to familiarise new owners with business operations. According to the investor, 'the previous owners indicated that they had to cancel bookings amounting to R2 million because of uncertainty'.

The investor also highlighted a challenge around electricity disconnection which took three months to re-connect. This prevented maintenance personnel to carry out maintenance of the property. Furthermore there are no telecommunication systems such as telephones etc. The investor also indicated that:

"basically nothing, you are given a shell to start from...if the Department can make a link, especially with government departments [public enterprises], municipalities, and SARS. So that when somebody takes over a lodge there are people who are a link, they can go to Eskom and SARS to try and fast-track things...to register for VAT you need to have made R50, 000.00 because now the problem is that we are spending all this money but we cannot claim our VAT input because we have not billed anyone...if there was a land claim, maybe they must make a ruling that whatever the expenses they incur, they can claim their inputs back especially if there's a solid business plan and funding in place...for us to operate the spa we need a trading license, for us to operate a kitchen...we need a trading license...so you go there you speak to this person, they send you somewhere else...[this person sends you to the next person, and so forth]"

The responses from the investor suggest a need for a proper system of handing over to allow sustainability of both tourism activities and administrative issues such as electricity; water; trading licenses; and tax, etc.

Summary of the Analysis of Results

The findings reveal that tourism activities at Cybele Forest Lodge are not sustainable post land settlement. This can be attributed to the fact that there was no proper handover of the lodge, forest and other tourism activities by previous owners to claimants. As a result, this led to unemployment, discontinuation of tourism activities due to lack of management skills and loss of tourism clientele. Other factors such as the disconnection of electricity and telecommunication systems also contributed to the claim being unsustainable post settlement. The process of reconnecting these systems was reported to be slow and complex, which essentially impacted on any attempts to revive the business.

Proposals

- Provide skills development for claimants on managing tourism assets and activities
- Provide funding for training of beneficiaries on tour guiding through relevant academies accredited by CATHSSETA
- Consider providing relevant marketing platforms for accommodation and tourism activities in the area
- Engage DRDLR to consider mechanisms for proper handover of the land and its enterprises from previous owners to beneficiaries

SECTION 13: DISTRICT SIX RESULTS

Theme 1: Land Claim Settlement Process and Stakeholders' Role.

Stakeholders interviewed indicated that the settlement process is at an advanced stage i.e. phase one and two has been settled whereas phase three of the settlement process is about to start. However, the settlement agreements and title deeds are still outstanding for phase one and two. In addition, the government representative highlighted that there are about 1200 claimants and the settlement process is at the final stage.

Stakeholders involved during the settlement process included the District Six Reference Group which is responsible for the broader settlement and development process; District Six Community Forum which is responsible for local economic development and tourism; WCRLCC which is responsible for driving the land claim process; and the City of Cape Town which is currently holding the land in Trust.

Theme 2: Options and Benefits

The District Six Reference Group indicated that there were only two options considered during the settlement process namely, financial compensation and resettlement with the latter being the priority.

The Reference Group representatives highlighted that the District Six Community does not benefit from tourism activities currently in the area. This could perhaps be attributed to the fact that the land claim is not yet finalised in totality and they do not have title deeds for the phases that have been settled.

Theme 3: Tourism Products and Infrastructure.

Regarding tourism products and infrastructure, stakeholders highlighted a number of tourism activities such as the Cape Town Minstrel Carnival which is a massive event attracting about 75, 000 people every year, The Red Tour Bus which transports predominantly international tourists to District Six every half an hour, and the District Six Museum which currently organises township tours. As indicated earlier, the District Six Community does not directly benefit in all of the abovementioned tourism activities. The District Six Museum representative was also interviewed-as per the recommendation of the Reference Group- and highlighted a number of tourism activities the museum is involved in. These include training of ex-residents to be story-tellers; booking of various tours; township tours; site-walks and hiring of ex-residents for story-telling who receive a share of the takings in case there are group tours.

On future tourism development plans, the District Six Reference Group representatives mentioned that they are trying to bring on board the existing businesses to partner with them for skills' development in the area. In addition they stated that:

“As part of Socio-economic upliftment of our community, the Reference Group intends partnering with all major hotels in Cape Town to form agreements with them... to use only District Six tourist guides from our community for their international visitors touring District Six. Cape Peninsula University of Technology has also offered that they will open an e-learning centre, where our people can come and do digital story-telling and recorded story-telling...that is the overall broad strategy of how we envisage tourism”.

A government representative highlighted some of the tourism initiatives they are planning to do. These revolve around the development of Hanover Street as a business and tourism hub based on the concept of a carnival corridor. According to the government representative's input, “this entails construction of balconies on both sides of the Hanover Street, to provide for a kind of Sambadrome¹ which will be suitable for carnivals; street processions; Malay Choirs; Klopse; street parties and celebrations. The back of the proposed balconies would be the business area where there would be a range of offerings such as restaurants; cultural offerings; heritage; hotel; and other tourism facilities set up as something to rival the Waterfront”

¹ Sambadrome is an exhibition place for samba schools' parades during Carnival consisting of spectator viewing areas along the alley.

The government representative also emphasised the need for funding a feasibility study, tourism plan, and tourism infrastructure development. He further stated that:

“if we can have a decent tourism plan that is done by people who know what they are talking about, they can say [these are] the groups that we are appealing to; these are activities that would possibly be structured into the event; this is the infrastructure that would be needed for those activities; this is the uptake from the city/province/country; this is what the market is experiencing in terms of hotels...so you would want that kind of plan done...how often do you have this chance of rebuilding a part of the city”.

Other future ideas by the District Six Reference Group and the Forum include homestays²; District Six Hotel; having a District Six information welcoming centre; and establishing a national monument that will represent District Six as a footprint of slavery in South Africa. Apart from these ideas, the community is also launching the market in District Six, with the intention of linking it to other markets in Hanover Street. Meanwhile the District Six Museum indicated that they're in the process of declaring District Six as a national heritage site.

Although the District Six Community is not benefiting from tourism activities currently happening, the Reference Group has initiated partnerships with existing tourism establishments and are in the process of finalising tourism plans, which they have expressed interest of sharing them with NDT.

Theme 4: Government Support

The District Six Reference Group and District Six Community Forum stated that ‘there is no tourism related government support’ except for the housing project facilitated by WCRLCC. However, they indicated the desire to share their tourism plan with the department upon completion. The District Six Museum highlighted the need for funding to train story-tellers and stipends to subsidise the transport cost for ex-residents staying far from District Six.

Theme 5: Property Value and Registration

On property value and registration, the District Six Reference Group representatives indicated that the land was not valuated because it is not a community claim but has individual claimants from the District Six community. The same sentiments were shared by the government’s representative.

² Homestay is a form of tourism that allows visitors to stay in the home of a local family.

Theme 6: Challenges

Regarding tourism related challenges, the District Six Reference Group and District Six Community Forum identified numerous challenges in the area such as safety and security; bylaws regulating homestays; and lack of community consultation and compensation on street closures when filming movies.

Summary of the Analysis of Results

The findings revealed that the District Six land claim settlement process is towards finalisation. Currently there are tourism activities happening in the area although there are no community benefits. However, there are a lot of tourism opportunities identified by stakeholders which are currently being conceptualised. These include local storytellers; tour guides; homestays; hotels; and a welcome information centre.

Proposals

- Explore feasibility of setting up a visitor information centre given the existence of the District Six Museum
- Consider feasibility of funding proposed tourism related infrastructure such as a hotel and restaurants, etc.
- Consider funding and training of local story-tellers in partnership with the District Six Museum
- Provide funding for training of beneficiaries on tour guiding through relevant academies accredited by CATHSSETA

SECTION 14: COVIE RESULTS

Theme 1: Land Claim Settlement Process and Stakeholders' Role.

Stakeholders interviewed indicated that the land claim was settled in 2009. The stakeholders involved during the settlement process included Covie CPA, which was responsible for negotiating on behalf of the community; SANParks whose role was to manage the land; and the WCRLCC which was facilitating the land claim process.

Theme 2: Options and Benefits

With regard to options, stakeholders interviewed indicated that two options were chosen. Others opted for financial compensation whilst others opted for land restoration. Regarding tourism related benefits, stakeholders indicated that there are no community benefits, however, there are community members working on the camp site and hiking trails on a voluntary basis. Lack of benefits can be attributed to the fact that tourism activities happening are not in the land claimed but in the surrounding establishments.

Theme 3: Tourism Products and Infrastructure.

There are a number of tourism products and infrastructure mentioned by stakeholders. These include the Otto hiking trail; Tsitsikamma National Park; Nature's Valley, which is a holiday resort on the Garden Route along the Southern Cape coast; and bungee jumping at the Bloukrans Bridge near the Tsitsikamma. These tourism products and infrastructure have been in existence prior and post land settlement but the Covie Community is not involved and does not benefit from them.

Similarly, a government representative stated that 'though there are trails going through Covie such as the Otto trail, there is very little money in people walking over trails'. The CPA and community representatives also highlighted that there is a camp site and hiking/ cycling trail in Covie that has potential to attract more tourists. During the December 2013 period they had more than 57 tourists using the hiking/ cycling trail, which was through word of mouth. On future tourism development plans, stakeholders interviewed highlighted that they have a Covie Resource, Business and Implementation Plan which they shared with the NDT team. The plan seeks to develop amongst other things, a Tourism Information Hub; Cultural Village; Adventure and Eco-Tourism; Conference Facility; and Accommodation Lodges.

It appears that there are a lot of tourism activities in and around Covie and this present an opportunity for beneficiaries to link their initiatives to these. In addition, they have the Covie Resource, Business and Implementation Plan which NDT can explore its feasibility and identify tourism elements that can be funded.

Theme 4: Government Support

Regarding tourism related government support, stakeholders indicated that there has been no support provided to the Covie Community. However, they indicated that they would like financial support to implement the Covie Resource, Business and Implementation Plan. The close proximity of SANParks, which manages Tsitsikamma National Park, presents an opportunity for NDT to facilitate the development of Covie, in partnership with SANParks.

Theme 5: Property Value and Registration

The government representative indicated that the land was valued at R12 392 475.00.

Theme 6: Challenges

Regarding tourism related challenges, stakeholders interviewed highlighted lack of financial support, and skills' training for the community. Furthermore they indicated that they experience marketing challenges and stated that:

“Covie cannot [advertise at Plettenberg’s Bay Information Centre]...because in discussions with Bitou Municipality, they indicated that unless we have got proper infrastructure...we cannot even put the signage...so that people can go hiking and camping”.

The challenges highlighted above, signals the need for proper conceptualisation of support to beneficiaries post settlement. This is important in that, although beneficiaries have the plan in place, they still need skills, funding and mentoring for proper implementation of the plan.

Summary of the Analysis of Results

The findings revealed that there are tourism activities in Covie and the surrounding areas, however the claimants were neither involved nor benefited from these activities. Nevertheless, there is a Covie Resource, Business and Implementation Plan developed by Sauls and Associates, which outlines proposed tourism development initiatives such as the Tourism Information Hub; Cultural Village; Adventure Eco-Tourism; Conference Facility; and Accommodation Lodges.

Proposals

- Consider a partnership approach in providing financial support to implement the existing Covie Resource, Business and Implementation Plan and support any other viable tourism development initiatives
- Consider providing relevant skills’ training through NDT programmes to sustain products which were proposed in the Covie business plan
- Consider linking Covie to marketing agencies for advertising current and future tourism activities
- Consider partnering with SANParks, which is operating the Tsitsikamma National Park, towards the development of tourism in Covie

SECTION 15: MAMRE RESULTS

Theme 1: Land Claim Settlement Process and Stakeholders’ Role.

Stakeholders from Mamre indicated that the land is not yet settled, however they are on the final stage of phase 1 of the settlement process, with phase 2 on-going. Stakeholders involved in the Mamre land claim include Mamre Council of Stakeholders, whose role is to ensure economic sustainability within the community; Mamre Restitution Committee which functions as an interim structure responsible for the restitution process; Mamre CPA which is a land holding entity; and Western Cape Regional Land Claims Commission whose role was to facilitate the settlement process.

Theme 2: Options and Benefits

On options considered during the land settlement process, the representatives from Mamre Restitution Committee indicated that they are considering land restoration and utilising the land for agricultural purposes. Mamre CPA stated that:

“the land currently, in terms of Transformation of Certain Rural Areas Act 1998, is kept in trust ... it was kept by the Minister in trust, it was first kept by the missionary church, Queen Victoria gave it ...to the community at that time and the church at that specific time kept the land in trust and after the township establishment...the responsibility became too big for the missionary church and ...the church decided to put it in government trust at that time”

With regard to tourism benefits, a representative of Mamre CPA indicated that there are no benefits and employment opportunities. The CPA representative further stated that:

“we must still go seat around the table, which is the CPA, the Khoi, the church and committee, so there is quite a lot to be done, at this point of time people are promoting west coast tourism route something like that, which Mamre will be part of, but we must really make up our mind, those who are in the tourism business...what do we want and that is the big problem. You see there are too many politics involved in this, unless we as the community go seat around the table and make a positive decision”.

The representative of Mamre Council of Stakeholders highlighted that the Moravian Church benefits through tourists visiting the church, which is a heritage site. The same sentiments were shared by the representative of the Mamre Restitution Committee, who indicated that tourists visit the community on their way to the church but do not pay anything therefore there are no benefits to the community.

It appears that Mamre does not have tourism activities except for the Moravian Church, which is in the privately owned land. This therefore suggests the need for the different stakeholders to agree on tourism development and ways to tap into the tourists visiting the church.

Theme 3: Tourism Products and Infrastructure.

Regarding tourism products, the CPA representative indicated that tourists come to see historical buildings such as the Missionary Church, which has buildings of historical value. The Restitution Committee also stated that:

“There were a lot of tourists that came to Mamre, especially to the church buildings, because all the houses of the village used to complement that church complex [Dutch Architecture]. We’ve seen a lot of artists for instance sitting here doing paintings...”

in the meantime there is a guest house...and there is a committee that organises the wild flower festival...but it needs to be developed...it's still not up to a standard where you attract a lot of tourists”.

The Restitution Committee further stated that ‘Mamre was a mission station until 1950, but lost its status’. There was also an indication by the committee of the existence of the wind energy project, which the community has supported. The Council of Stakeholders indicated their involvement in the arts and culture group and the flower show. On tourism activities in the church, the Council of Stakeholders indicated that there is a Heritage Committee responsible for promoting tourism.

The representative of government emphasised the historical significance of the Mission Station and the pristine state of the village. In addition, the representative of government indicated that Mamre is unknown in the greater Cape Town as a tourism destination. Also, the government representative reflected on the wind energy development at Laastestuiwe farm and the possibility of an interpretation centre relating to the use of sustainable energy. There was also an indication that the area is environmentally sensitive and ideal for sustainable nature tourism.

Regarding tourism development plans, the CPA representative indicated that there is a group that wants to promote west coast tourism which Mamre is part of. This is where the CPA felt the community should be involved in order for them to benefit. The representatives of Mamre Restitution Committee indicated that they have identified opportunities like nature conservation, which will lead to eco-tourism and the wind energy project.

Although there are no tourism activities benefiting the community, there are many opportunities that the Mamre Community can tap into. The missionary station where there’s a church attracts a lot of visitors who pass Mamre to access the church; the flower show and the proposed wind energy project presents an opportunity for tourism development.

Theme 4: Government Support

With regard to government support, the representatives of the Restitution Committee indicated that the Minister of Rural Development and Land Reform is involved and very passionate about the development programmes in Mamre. His involvement extends to monitoring each and every development in Mamre. The representative of the WCRLCC also indicated that they are facilitating the wind energy project at Mamre.

According to the representative of the WCRLCC, the windmill project on a restitution farm could become a tourism attraction. On the required support, the Mamre Council of Stakeholders highlighted the need for capacity building, in particular, professional training in tourism and youth support programs.

Although there is no tourism related support, the Mamre Community has been receiving support from WCRLCC on various projects such as the facilitation of the wind energy initiative. The existence of the missionary station which is of significant historical value presents an opportunity for heritage tourism.

Theme 5: Property Value and Registration

The representatives of the Restitution Committee pointed out that the land claim is about to be settled. With regard to the portion of land given back, the representative of WCRLCC stated that 'each individual claim and each individual property is different, because each individual gets paid out compensation at a different level'.

Theme 6: Challenges

The representative of the CPA indicated the need for a discussion to decide on what needs to be done in terms of tourism and benefits to the community, especially because different structures have conflicting interests. Representatives of the Mamre Restitution Committee highlighted training as the most important factor. They stated that:

“you see the challenge that we have with our people is they don't come forward to take ownership...for instance, the information centre, it was built in 2008/2009 and at the end of the day nobody from Mamre is taking ownership of that building or doing something about the heritage to get the visitors, like the information sharing and stuff. Nobody there, because they don't know, what it is all about but the building is there, it was built for the community. But now the nature reserve is occupying the building”.

In addition, the Restitution Committee indicated that there are various role players with competing interests and that presents a challenge when it comes to the development of tourism. These role players are the CPA for TRANCRAA Land, Restitution Committee for the current claim, Council of Stakeholders for development initiatives, and the Church which is in the privately owned land.

Summary of the Analysis of Results

Although the land claim processes are at different stages, the findings reveal that the tourism activities in Mamre are not sustainable. This can be attributed to the fact that the tourism activities happening in the church do not benefit the Mamre Community and the wild flower festival does not attract enough tourists.

As a result, there are no employment opportunities for the community. Also, it appears that there is a need for proper coordination from existing community structures to tap into the tourism potential in Mamre. This was also raised by the representative of the WCRLCC, which is currently facilitating the wind energy project.

Proposals

- Consider heritage support such as funding for an interpretive centre (for representation of the wind energy project, the history of the Missionary Station and Mamre, including its historical Dutch architecture)
- Train frontline staff through the VIC training to manage the interpretation centre
- Consider providing capacity building on tourism for the Council of Stakeholders, CPA and Restitution Committee
- Explore possible role of the NDT in the current wind energy initiative (including interpretation centre) with a view to link it with broader tourism activities

SECTION 16: PROTEA VILLAGE RESULTS

Theme 1: Land Claim Settlement Process and Stakeholders' Role.

The CPA indicated that the land was settled in 2006 and stakeholders involved included DRDLR, 86 families who were the claimants and the CPA. On stakeholders' role, the CPA, which was registered in 2006 represented claimants; the DRDLR facilitated the land claim settlement process; whilst the families' role was to claim the land.

Theme 2: Options and Benefits

The Protea Village claimants opted for both financial compensation and land restoration. The CPA representative indicated that:

"we had, prior to settlement, 132 claimant families. Of which 46 took the financial compensation and that left us with 86...so all of the 86 has opted for the development option".

On benefits, the CPA representative indicated that there are no tourism benefits before and after settlement.

Theme 3: Tourism Products and Infrastructure.

Regarding tourism products, a CPA representative stated that 'there are three stone cottages; a church; and a portion of Kirstenbosch Botanical Gardens'.

The Western Cape Regional Land Claims Commission highlighted that claimants used to live and work in Kirstenbosch Gardens and Cecil John Rhodes then gave them the land as stated in his will. The CPA representative further highlighted that there has been an agreement between SANBI (South African National Botanical Institute) and claimants to use one of the stone cottages as a museum.

On future tourism development plans, the CPA representative indicated that Kirstenbosch Botanical Gardens is an international tourist attraction without overnight facilities. Therefore the CPA is thinking of investing in accommodation facilities for tourists such as a boutique hotel, which will create job opportunities for the community. The CPA is also looking at various options to develop the area. They have put up an expression of interest for developers to finance the project and lease part of the land for a business component as well as consider other possibilities for tourist attractions.

The representative of government suggested the construction of an organic shop to sell organic vegetables products and wines. A Government representative also shared a presentation of planned projects. For Protea Village, the plan indicates that one piece of land is partly wetland and would be ideal for development of a tourism offering linking it with Kisternbosch Botanical Gardens.

From the responses, it is clear that there are no tourism activities within the land claimed however there is a proposal to turn one of the stone cottages into a museum. The tourism activities happening are adjacent to the land claimed at Kirstenbosch Botanical Gardens. There are however attempts to attract investment into the land claimed for tourism development.

Theme 4: Government Support

With regard to support, the government representative indicated that there is a business plan for a housing project in Protea Village. Likewise, the CPA representative also indicated that they are looking at having 86 houses to be built for their community. The government representative reflected on ideas of building an organic shop on the property, which will sell organic products and wines, and also building a theme park for children in the area. This, according to the government representative, requires a feasibility study. The only tangible government support that was identified from the above responses was the housing project for beneficiaries. There is no tourism related support hence the proposal for a feasibility study by the representative of WCRLCC.

Theme 5: Property Value and Registration

Regarding the valuation and registration of the Western Cape land claims, the government representative stated that:

“For every claimant, you see if a claimant has a piece of land we do a historical valuation to see what the value of that land was, at the same time of dispossession. We then see whether any financial compensation was paid. If there was compensation paid, you take that away from the value of the land. We then pay that person out what’s left. So we escalate that to today’s value and we pay out that amount. Each individual claim and each individual property is different, because each individual gets paid out compensation at a different level...you see you must not imagine, there’s no one piece of land where you can say okay that’s a big piece of land. Each individual person had individual property rights over a particular piece”.

Theme 6: Challenges

The CPA representative highlighted some challenges regarding tourism in the area, stating that ‘they have limited tourism expertise and would therefore depend on the department’s guidance on their development initiatives’. In addition, they also highlighted lack of research expertise to allow the CPA and community to make informed decisions regarding tourism. The government representative stated that there are no tourists in Protea Village, however there are tourists visiting the adjacent Kirstenbosch Botanical Gardens.

The fact that there are no tourism activities in Protea Village suggests the need for a study to determine tourism feasibility. The feasibility study could explore possible linkages with Kirstenbosch Botanical Gardens, which attracts an international market, predominantly.

Summary of the Analysis of Results

The Protea Village land claim did not have tourism activities before settlement except for the Kirstenbosch Botanical Gardens next to the area. The status quo still remains post settlement. Stakeholders, however, identified tourism opportunities for the area, which include the development of accommodation facilities to cater for tourists visiting the botanical gardens, organic shop and theme park.

Proposals

- Consider heritage support (such as funding for interpretive signage) in light of the initiative to convert one of the stone cottages into a museum by SANBI and claimant’s
- Consider providing capacity building on tourism for CPA
- Consider feasibility study of other possible tourism activities

SECTION 17: LUYOLO RESULTS

Theme 1: Land Claim Settlement Process and Stakeholders' Role.

Stakeholders interviewed indicated that the land settlement process in Luyolo claim is divided into two, i.e. financial compensation and development. Those who opted for financial compensation were paid in 2013 and the process for those who opted for development is yet to be settled. Stakeholders involved during the settlement process included the Simonstown Restitution Development Trust, responsible for facilitation of the land claim for all communities removed from the land; WCRLCC responsible for facilitating the land claim process; and the Project Steering Committee-comprising of all affected parties- responsible for driving the settlement process.

Theme 2: Options and Benefits

The trust representative indicated that Luyolo claimants opted for both financial compensation and land restoration and further stated that:

“The Luyolo claim is divided into two claims. Others opted for financial compensation and others opted for land restoration. All the people in this claim are a group of 250 people. They [government] paid the money for 23 [people] ... and they were out of the settlement process. The people we have now are those who opted for land restoration...the claimants who have opted for land are still waiting and nothing has happened as yet but the process will continue shortly...the people who were given R22 800.00 as financial compensation are now causing havoc and are complaining about the amount of money they were given”.

Similarly, WCRLCC representative also highlighted that the settlement process is at a final stage and a couple of people that have chosen land restoration haven't been settled. With regard to community benefits the trust representatives indicated that there are no benefits and that Luyolo community is excluded from Western Cape tourism activities.

The issue of lack of benefits to communities can partly be attributed to the fact that the land is not yet settled. Put simply, beneficiaries who opted for financial compensation received their payments whereas the settlement process for those who opted for land restoration is towards finalisation.

Theme 3: Tourism Products and Infrastructure.

Regarding tourism products and infrastructure, the trust representative indicated that there is a penguin zone between Cape Point and Simonstown. Another tourist attraction is the Simonstown Museum.

Although there are these attractions, the trust representatives highlighted that the Luyolo community are not involved in any type of tourism activities in Simonstown. They further stated that:

“We need actually to sensitise those responsible in the museum itself...I won't say it's a true reflection of Simonstown you understand. Certain communities are more favoured than others. So in Simonstown, even people outside the Western Cape they don't even consider us...All in all the Luyolo community does not even sit in the board anymore. We use to be part of the committee, we use to be part of the planning, so we are basically excluded...We just come and we are invited as speakers and it ends there. So it's pointless to go there without having the community that was staying in Simonstown to share their stories.”

On future development plans, representatives of the trust indicated that Simonstown has a lot of heritage potential which dates back to the 1890's. However, there was an indication that there is still a need for proper consultation and a forum to address tourism development. The WCRLCC representative shared an idea of a potential tourism development initiative such as refurbishing a Whale Train into a luxury train to run between Cape Town and Simonstown which could be run as a business venture to the benefit of claimants. According to the government representative, 'the forefathers of the Luyolo claimants built the railway line linking Cape Town with Simonstown'.

In light of the responses, it is important to highlight that the tourism activities alluded to are not in the claimed land. Currently, the land in question has neither infrastructure nor tourism activities. This was seen as an opportunity by the WCRLCC representative to influence the development of the area, which is a rare opportunity in urban settings.

Theme 4: Government Support

Regarding support, stakeholders indicated that there is no government support provided to the Luyolo community. It appears the focus rather is on finalising the settlement process for those who opted for land restoration. On future support, the representative of the Trust stated that support needed includes workshops for communities, a broader forum to facilitate tourism, and support for arts and culture activities.

Theme 5: Property Value and Registration

Regarding the valuation and registration of the Western Cape land claims, the WCRLCC representative indicated that each individual property claim is different, treated individually, and each individual gets paid at a different level.

Theme 6: Challenges

The representatives of the trust could not provide a response when asked about tourism related challenges because the land has not yet been restored to the Luyolo Community. However, beneficiaries who received financial compensation are now complaining about the money that they received and complicating the process of finalising the outstanding settlement. This may further delay the settlement process.

Summary of the Analysis of Results

The findings reveal that the Luyolo community is neither involved in any tourism activities in Simonstown, nor are there tourism activities in the land in question. This could partly be attributed to the fact that the land has not been restored back to claimants who opted for land resettlement.

Proposals

- Consider funding a feasibility study for potential tourism development for the land in question
- As part of feasibility assessment, explore financial viability of refurbishing Whale Train as proposed by WCRLCC and potential spinoffs to beneficiaries before any possible funding
- Upon completion of settlement, consider providing capacity building on tourism for the Simonstown Restitution Development Trust

SECTION 18: INTERPRETATION OF THE FINDINGS RESULTS

In the process of synthesising the core findings presented in each chapter above, it emerges that tourism activities are to a large extent not sustainable after the settlement of land claims. Firstly, the majority of stakeholders interviewed reported lack of tourism related support from government post settlement, with the exception of Richtersveld, Phinda Game Reserves and Bourke's Luck Potholes. The notion that communities, elected community structures, and co-management partners will effectively manage settled land claims without comprehensive support packages from various government sectors proved impractical. Besides the settlement money, there seems to be a need for continuous support packages until there is sustainability.

Secondly, numerous settled land claims with tourism activities are/were full of conflicts. Dwesa Cwebe Nature Reserves, Mkhambathi Nature Reserve, Matshakathini Nature Reserve, Letaba Ranch, Richtersveld National Park, Nyala Game Lodge and to a lesser extent Luyolo and Mamre land claims have experienced conflicts. The conflicts were between community and the nature reserves; between communities and elected structures and between various elected structures.

Some of these conflicts have hindered the potential for tourism development. In the case of Mkhambathi Nature Reserve and Letaba Ranch, potential tourism investment has been delayed due to in-fighting and court challenges.

Similarly in Dwesa Cwebe Nature Reserve, an elected community structure could not access millions of rands meant for development due to in-fighting and legal challenges. In Nyala Game Lodge, conflicts led to cancellation of a lease agreement between previous owners and beneficiaries thereby resulting in vandalism of the structure. In the case of Luyolo beneficiaries who opted for financial compensation are now questioning the sufficiency of the amount of settlement, thereby causing chaos and delaying the settlement of those who opted for restoration. In Mamre, there are different community structures dealing with settlement processes and there's an imminent conflict with land holding rights.

Thirdly, tourism activities in some of these settled land claims either declined or collapsed post settlement. In Dwesa Cwebe Nature Reserve, there were tourism activities like river rangers, horse trailing and canoeing post settlement. These were benefiting communities in various ways. Communities used to avail their horses for hiring, they were employed as river rangers and would ferry tourists through the canoes. These collapsed as a result of conflicts. In Mkhambathi, the reserve used to have about 70 beds and 50 staff, this has gone down to 30 beds and 25 staff because of delays in attracting investment due to conflicts.

Letaba Ranch and Wonderkop have limited tourism activities, with accommodation capacity of 6 and 10 visitors respectively. This creates unavoidable conflicts with communities who have higher expectations regarding benefits. In Matshakathini, there are absolutely no tourism activities taking place due to disagreements over the length of the lease agreement. In Nyala Game Lodge, tourism activities in that part of the farm are no longer continuing because the lodge was vandalised. This is a result of beneficiaries who harassed previous owners that entered into a lease agreement with them leading to the cancellation of the lease and resulting in illegal occupation. In Mamre, Covie, Luyolo, Protea Village and District Six, there were tourism activities happening prior settlement, and still continuing however, the communities are neither involved nor benefiting.

Fourthly, unmanaged high expectations appear to contribute to the lack of tourism sustainability. Communities inherit the land without necessarily understanding potential benefits that may accrue or rather limitations. This leads to conflicts between communities and elected structures if benefits are not forthcoming.

In addition lack of feedback by the elected structures also contributes to the cloud of suspicion and results in conflicts which affect the viability of tourism. Upon observation, some land claims with tourism establishments are not profitable given that they can only accommodate more or less than 20 people. It is therefore not surprising that there are crippling conflicts in tourism establishments that are not profitable but minor to none in those that can accommodate more than 200 people. Phinda, Hluhluwe-Imfolozi Park and Bourke's Luck Potholes, to some extent, are examples of profitable land claims that have tourism establishments with limited conflict.

The fifth point is that, lack of tourism related support, skills development and mentoring post settlement contributed to lack of sustainability. Communities or elected structures who have never managed tourism enterprises are likely going to fail in managing such enterprises or will be unable to contribute constructively in the co-management of tourism establishments. Thus communities emphasised the need for skills transfer in particular skills for Community Property Associations/Trusts. In addition, delays in transferring recapitalisation funding to beneficiaries also contributed to the lack of sustainability of tourism activities post settlement.

The sixth point which contributed to the lack of sustainability not only in tourism but broadly in the settled land claims seems to be the delay in the disposal of state land so that beneficiaries can be given title deeds. The majority of beneficiaries has not yet received title deeds but only certificates which show that they will be given the land. This, according to community, prevents them in having a say on how tourism establishments under co-management ought to be run to benefit communities. This also leads to delay in the planning and implementation of tourism related plans by communities.

The last point which led to the lack of sustainability not only in tourism but broadly in settled land claims appears to be poor intergovernmental coordination. There is no coordinated government support aimed at creating stability and providing support after settlement of the claims. This was also raised by some communities who expressed dissatisfaction with government departments approaching communities individually and at different times.

The issue of integrated and comprehensive support through proper intergovernmental relations after land claims settlement was also raised by the Portfolio Committee on Tourism on the 20th of August 2013. The Portfolio Committee emphasised the significance of relevant departments providing support after land claim settlement to ensure sustainability.

CHAPTER 4: LESSONS LEARNED RECOMMENDATIONS AND CONCLUSION

Lessons Learned

Numerous lessons were gleaned out of the study. From the analysis of results and findings, it seems that conflicts are inevitable in the settlement of land claims and after. This was evident in the majority of tourism establishments that participated in the study. The issue of exploring conflict resolution assistance by government post settlement of the claim appears to be critical.

It appears that there is a need for an improvement on intergovernmental relations after the settlement of claims. This point is important in that the Department of Rural Development and Land Reform focuses solely on restoring the land to the rightful owners. The issue of sustaining tourism activities or any other activities not related to their mandate is outside their scope. Although, the DRDLR introduced the Recapitalisation Programme to try and infuse the level of sustainability by providing technical expertise to assist communities with business plans, relevant line departments whose activities are existing in the settled land claim ought to assist. This perhaps requires an assessment of existing activities and the extension of invitations to implicated sector departments before the finalisation of land claims.

Another lesson learnt was that conflicts appear to be plaguing those tourism establishments where communities reported the least of benefits. This perhaps can be attributed to lack of substantive revenue generated by the establishments with conflicts. Phinda Game Reserve for example, contributes about R200 000 a month in rental fee. This is a substantive amount compared to some reserves which contribute a little more than that in a year. The contribution allows Phinda to engage in various community development initiatives and eliminates opportunities for conflicts. This point also underlines the need for transparency on the side of elected structures and the management of expectations in so far as potential benefits to communities.

It is also apparent that communities inheriting the land have neither skills nor experience in the management of tourism enterprises. The problem gets compounded by the fact that previous owners are not requested to do proper handover to beneficiaries but instead take their assets and leave, resulting in the collapse of activities. In some cases, this has led to a situation where communities lease or rent the land back to the previous owners to continue with operations. This is not a problem if the tourism establishment is modestly profitable like Phinda Game Reserve, but it is a huge problem to establishments that are unprofitable, because it means further sharing of limited income generated.

During consultation, it also emerged that the type of settlement has a bearing on the sustainability of activities after settlement of the claims. It came out clearly from stakeholders that the implementation of co-management agreement is a challenge. This was attributed to power dynamics. Stakeholders indicated that lack of support post settlement disadvantages communities during decision making in co-management. Put differently, previous owners, who are currently partners in co-management and have experience, turn to overlook communities' concerns during decision making. This results in conflicts and failure in the implementation of co-management agreements.

On property value, most respondents could not give accurate figures for various reasons. These range from lack of information on hand or settlement agreement during the interviews, continuing court processes, and the fact that some settled land claims that were occupied by the state and were not valuated. In other cases, the claims were not community claims but were individual claims. This therefore means there won't be a consolidated property value but beneficiaries getting paid individually.

Interestingly, almost all stakeholders interviewed appeared to be keen on the NDT programmes that can potentially assist the youth, and elected structures, in particular. This perhaps signals the need to consider communities whose land has been restored for comprehensive capacity building interventions. Although the purpose of the study was clearly explained to respondents, the presence of the National Department of Tourism staff seems to have raised expectations. This can be deduced from their closing remarks wherein they expressed the hope that this is not the last time they see the representatives from department. In addition to that, all stakeholders involved requested access to the report after completion of the study so that they can assess if their views were accurately captured.

Recommendations

The findings of the study examining the sustainability of tourism post land claim settlement cannot be generalised across the country. However, the qualitative nature of purposive sampling allowed for in-depth understanding of sustainability challenges in settled land claims with tourism activities. The following recommendations are therefore proposed to the NDT:

- Engage DRDLR to constantly update the NDT on settlement of tourism related land claims with a view to determine whether there are tourism enterprises that warrants support.
- Consider the provision of comprehensive tourism training to CPA's/Trust's, with a view to ensure sustainability of tourism after land claim settlements.
- Consider Heritage support or funding for viable interpretive centers in areas with rich heritage.

- Engage Tsogo Sun to adopt some land claims establishment through their “Book-A-Guesthouse”³ program for the purpose of mentoring.
- Consider enrolling the youth from settled land claims into existing tourism youth programmes and further conceptualisation of relevant support that could be provided.
- Consider skills development initiatives to relevant beneficiaries of future land claims with tourism activities.
- Provide funding for training of beneficiaries on tour guiding through relevant academies accredited by CATHSSETA.
- Explore the potential for investment on accommodation facilities and game in some of the settled land claims.
- Engage the Department of Rural Development and Land Reform on the possibility of conflict resolution support and management after settlement of the claims.
- In line with the recommendations by the Portfolio Committee on Tourism, engage the Department of Rural Development and Land Reform on the possibility of inviting all relevant departments before settlement of each claim for potential support packages.
- Identification of strategic partnerships for support after settlement of claims.
- Support packages ought to be tailored to the conditions or needs in each settled claim and or community and consider type of settlement.
- Consider engaging provincial tourism departments to support some tourism projects in settled land claims.
- Consider investment in tourism activities that could not be sustained because of conflicts.
- Consider prioritising funding of viable tourism enterprises in settled land claims with tourism activities within the current Social Responsibility Programmes of the NDT.
- Consider funding land claim beneficiaries through Tourism Incentive Program to ensure grading of their establishments by the Tourism Grading Council of South Africa.
- Link beneficiaries with the National Route Signage Committee and support their submissions for the purpose of improving signage to their respective establishments.
- Provide marketing platforms led by South African Tourism and provincial marketing agencies to profile tourism establishments for land claimants.
- Facilitate the engagement between beneficiaries and Development Finance Institutions through workshops.

³ Book-a-Guesthouse is Tsogo Sun's skills-based entrepreneurial development programme that provides support to black South Africans, particularly women, who operate their own guesthouses.

- Consider exposing some of the establishments to potential markets through Tourism Incentives Program.
- Engage DRDLR to re-look at monitoring and accountability mechanisms especially in co-management agreements.

Conclusion

The report briefly provided background of the land claims' process and traced legislative evolution in the literature review. Subsequently, the report outlined the research problem, methodology undertaken and case study areas. This was followed by the analysis of the research results; interpretation of the findings; recommendations and lessons learned.

Based on the analysis of the land claims' settlement process; stakeholders' roles; options and benefits; tourism products and infrastructure; government support; property values and registration, the study showed that tourism activities in the case study of settled land claims with tourism activities are to a large extent not sustainable after land claims settlement.

As outlined in the recommendations, it appears that there is a need for coordinated efforts by various sector departments to assist beneficiaries with support packages after land claims settlement. This will contribute significantly to the sustainability of any economic activities that were occurring prior to the settlement of the claims.

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