**Key Questions for Discussion Session**

1. What are the **skills and capabilities** that the South African municipalities need to develop to implement inclusive participatory models for the provision of housing and services?
   1. What are the soft skills that **officials** should develop to manage community’s expectations? How can they be effectively applied in practice, given the short timelines and performance targerts that need to be achieved?
2. What **skills (and level of knowledge) are requested for the community** to drive the upgrading of informal settlements? (E.g. Negotiation capacity, communication, project management, construction management, etc.)
   1. Skills enhancement in construction: what are the **construction and project management skills** required for local communities to be actively involved (possibly ‘driving’) the upgrading process in informal settlements?
3. What **decision support techniques and tools** would be more appropriate to apply for the community driven/participatory upgrading of informal settlements?
4. How to develop a **new concept of BIMM for Slums and Shacks** (something like “SIMM” or “BIMMS”) as an intuitive, easy-to-use model for managing construction or upgrading processes in informal settlements with the active participation of the community. This model could be easily being connected to a GIS platform and allow the residents to “understand”, “visualise”, “interact” and “design” their own houses. Moreover, this could be part of a wider process of Information Technology Development within the Slums, towards more liveable and Smart Slums.

**Panel Discussion – List of Questions**

1. How should one find the right balance between regulation and voluntary policy tools (e.g. incentives) in the context of informal settlement upgrading? Are there any examples from other contexts that we could learn from?
2. Upgrading often takes place in informal settlements that are on land that is not ‘ready to build’. How can we develop criteria and key performance indicators to incorporate upgrading in contexts where land is deemed unsuitable and where traditional & complex tenure schemes might apply?
3. What are the challenges in implementing micro financing schemes in slum-upgrading and how they are related to community empowerment and leadership?
4. Based on your experience, what are the different definitions of “successful” community-led upgrading from the perspectives of the community, the NGO and the municipalities involved? What are the synergies and potential conflicts? How can different expectations be managed by the various stakeholders?
5. From your experience what are good examples of “community participation and “co-production” of knowledge with communities?

Additional questions:

1. What do you see as the distinct challenges facing South Africa with regards to informal settlements, particularly in relation to its history of apartheid and inequality?
2. The South African government in the last two decades has made land and housing a central priority, yet these issues have yet to be resolved. Why do you think that is?

The discussion focused on critical questions affecting upgrading in informal settlement. It is essential to build trust with the communities, who should take ownership of the upgrading process. This should be reflected in the skills and capabilities that communities and local authorities need to develop further for effective community-led upgrading, including: 1) the development of effective interim tenure forms to enhance the occupational rights of local communities, 2) local administration and central accounting that incorporate community self-regulation and microfinancing schemes.

We were delighted with the attendance and discussion at the event, which demonstrated that ISULabaNtu is an applied research project focusing on accurate and on-the-ground research. We would like to thank wholeheartedly the Panel and the audience who engaged in critical discussions, which will inform the subsequent project Phases.