

Section: Our Projects

Sub Section: Urban Land

Title: Managing the Interface

Source: UL Team / Practice Brief

**Resources/product name (title):** Managing the Interface: exploring the need for intermediation in informal settlement upgrading (2014)

**Description:** This document argues that actors who are able to hold the space between key stakeholders in the process of informal settlement upgrading have a significant role to play in strengthening development practice in South Africa. Given the complexity of informal settlement upgrading – an approach that requires the involvement of multiple actors with often divergent interests – the practice brief suggests that intermediation is critical to the success of this approach. It shows that those who perform intermediary functions bolster the capacity of urban residents to communicate with the state, strengthen the state’s capacity to understand the needs of communities, and manage the interface at which stakeholders meet to ensure mutually beneficial outcomes.

**Type:** Practice brief

**Practice area:** Urban land

**Keywords (filters):** Informal settlement upgrading, community of practice, participation, intermediation, Khayaletu Initiative, stakeholders

