

- MINUTES -

**OF THE MEETING OF THE CORPORATE SERVICES PORTFOLIO COMMITTEE
HELD IN COMMITTEE ROOM 2, 6TH FLOOR, PODIUM BLOCK, CIVIC CENTRE,
CAPE TOWN ON WEDNESDAY 5 JUNE 2019 AT 11:00**

PRESENT: COMMITTEE MEMBERS

DEMOCRATIC ALLIANCE (DA)

Cllr TA Uys (Chairperson)
Cllr JS Mbolombo (Deputy Chairperson)
Cllr F Ah-Sing
Cllr U Barends
Cllr JP Fitz
Cllr HW Jacobs
Cllr A Skippers
Cllr FC Walker

AFRICAN NATIONAL CONGRESS (ANC)

Cllr N Dilima
Cllr Komeni
Cllr M Nqulwana

MAYCO MEMBER

Cllr Cottle

OFFICIALS

A Tarr	Senior Professional Officer: General Policies, Organisational Policy and Planning
B Mothibi	Departmental Support Services Manager: Executive and Council Support
C January	Director: Organisational Performance Management
C Kesson	Executive Director: Corporate Services
G Jeffries	Director: Legal Services
K Smith	Director: Information and Knowledge Management
L Bungane	Senior Control Prosecutor, Legal Services
M Gaffley	Manager: Municipal Courts, Legal Services
N Farao	Senior Professional Officer, Finance (CS)
O Naidoo	Director: Information Systems and Technology
P Lockwood	Manager: Customer Relations
P Reddy	Director: Communications

R Pollard	Head: Organisational Management, Human Resources
W Cochius	Head: Individual Performance Management, Human Resources
Z Mandlana	Director: Organisational Effectiveness & Innovation

LEGAL ADVISOR

B Mtati

MEMBERS OF THE PRESS AND PUBLIC

None

EXECUTIVE COMMITTEE SERVICES

D Daniels
G Josephs

LEAVE / APOLOGIES

Cllr G Bosman
Cllr SS Mfecana
Cllr J Woodman

CRSPC 01/06/19 OPENING

The Chairperson, Councillor T Uys, opened the meeting at 11:07 and extended a warm welcome to the members of the Portfolio Committee, a special welcome to Cllr Cottle, the Mayco member, the ED and officials in attendance.

The Chairperson noted that this is the last PC meeting for this financial year and the final one before recess. She mentioned that as part of the duties of the Chairperson, she has to report on the activities of the PC. She stated that it is a great honour for her to submit her report as she is proud of the work achieved by the Corporate Services PC under the guidance of the ED and oversight of the Mayco member.

She thanked the members of the PC for their input and positive contributions and applauded the team of officials for their competency.

She remarked that the main role of the PC is to oversee policies and said that in this regard, the PC did well. She referred in this regard to the policy workshop that was held where the distinction between policies, operating procedures, external policies and internal systems and procedures, were clearly explained. She received an updated policy and systems and procedure list per Directorate from the responsible Department and will make this list available to the members of the PC. A follow up policy workshop must also be arranged.

The Chairperson lauded the Resilience workshop held where the Resilience Strategy that is currently in a draft stage, was presented. She complimented the Resilience Department on the public participation process followed thus far.

She further mentioned that the workshop on the SDBIP and Budget was well attended and that it provided clarity and insight into those processes.

The site visit report on the occupational health and safety sites where problems were experienced, prompted the need for another site visit that will be conducted after recess.

Council on 30 May 2019 supported the recommendation on the way forward with the Broadband Project. The Chairperson commended the ED and the responsible staff members for good management in having the Broadband strategy and project reviewed. The workshop

on the Broadband project will be held during the new financial year.

A presentation on Communication will be presented to the meeting today. The Chairperson is of the view that corporate communication is extremely important in developing, cultivating and maintaining a corporate identity or brand image. Corporate communication is about building a reputation and identity. The PC has to ensure that the communication strategy is in line with this vision.

The Chairperson indicated that after the apologies, she will hand over to Cllr Mbolompo, the deputy Chairperson, who will chair the remainder of the meeting.

CRSPC 02/06/19 APOLOGIES / LEAVE OF ABSENCE

NOTED that the following leave of absence and apologies were received

Councillors

- (a) Cllr G Bosman
- (b) Cllr SS Mfecana
- (c) Cllr J Woodman

Officials

- (a) Mr H Cole
- (b) Mr T Mangena
- (c) Mr G Morgan
- (d) Ms R Razack
- (e) Ms L Sithole
- (f) Mr W Taliep

The Chairperson on behalf of the Portfolio Committee wished the Muslim community Eid Mubarak. She mentioned that the focus during this time is on the values of humanity and humility and wished the Muslim colleagues a blessed day and an enjoyable time with their family and friends.

ACTION: C MINNAAR

CRSPC 03/06/19 CHAIRPERSON'S ADDRESS

The Chairperson's Address is contained in the Opening item CRSPC 01/06/19.

ACTION: C MINNAAR

CRSPC 04/06/19 CONFIRMATION OF THE MINUTES OF THE MEETING HELD ON

3 APRIL 2019

p7: Item CRSPC 03/04/19: Chairperson's Address

The word humiliation be replaced with humility

RESOLVED that the Minutes of the Corporate Services Portfolio Committee meeting held on 3 April 2019, as amended, be confirmed.

PROPOSER: CLLR A SKIPPERS

SECONDER: CLLR F AH-SING

ACTION: C MINNAAR

CRSPC 05/06/19 MATTERS RECEIVING ATTENTION

The matters receiving attention list is attached as Annexure A.

In respect of item 4, the Broadband Project, Cllr Nqualwana expressed the ANC caucus' disappointment about the fact that the financial modelling options in terms of the Broadband Project was escalated directly to Council and that it was not, as is custom, first tabled at the PC meeting.

The ED replied that due to the cancellation of the PC meeting for May, this matter unfortunately could not be submitted to the PC but mentioned that, as per the Council resolution, the new business plan will be presented to the PC before it goes to Council.

In respect of item 6, the PC has to indicate the sites to be visited.

RESOLVED that items 1 to 3 on the Matters Receiving List, be removed.

ACTION: C MINNAAR

CRSPC 06/06/19 PRESENTATION: COMMUNICATIONS DEPARTMENT

Ms Reddy did a presentation on the various services offered by the Communications Department and the initiatives and campaigns it run. Due to the size of the presentation exceeding the maximum email limit, it will be forwarded once it has been reduced.

The presentation was well received and elicited lengthy discussions

Cllr Walker is of the opinion that a media release educating communities on the role, functions and responsibilities of councillors should be piloted. She mentioned that the link that had to be used by shelters to register for the 'Give Responsibly' campaign for street people, did not work properly since one of the shelters in her ward could not register and did not receive assistance from the City. She also enquired about the possibility of a whatsapp link for City jobs.

Cllr Ah-Sing echoed Cllr Walker's sentiments and expressed the view that there is a disjoint between the information being sent out by the City and what is being processed by communities. Communities must be made aware of what the City must do and what the councillors are can do.

Cllr Barend's enquired whether restrictions will be placed on the intended vouchers that could be purchased for street people and whether the storm water drains campaign is taken to where the problem areas are.

Cllr Komeni commented that there is oftentimes little to no synergy between a campaign message and the responsible line department. He used flooding as an example and pointed out that there has to be a strategy in place from the relevant department to address this issue once the message has gone out to communities.

Cllr Dilima spoke on littering and dumping and said that it is not enough to put out banners. She proposed that campaign messages be printed on the uniforms of staff working in communities. The EPW's could also be instrumental in carrying out the messages sought to be conveyed by the campaigns.

Cllr Mbolombo commented that the City's achievements should be communicated to residents.

Ms Reddy replied that the Communications Department engage extensively with the various line function Departments before campaigns are piloted but that their mandate is limited to creating awareness and ensuring that communication is being done; their mandate does not extend to solving issues. With regards to Cllr Walker's enquiry regarding the flood pamphlets, Ms Reddy indicated that it will be sent to the offices of the various Chief Whips and that it can be collected from there. She furthermore undertook to look into the issue of Tahilla, the shelter in Elsie's River that could not register for the 'Give Responsibly' campaign for street people that ran last year due to the link being faulty. She said that HR could look into the possibility of whatsapp links for City jobs. She confirmed that there will be restrictions placed on the goods that

could be purchased by the vouchers. She agreed that communication at the point of behaviour is imperative and indicate that there are stencilled messages at the biggest problem storm water drains. She requested that incomplete communication, like the invitations mentioned by Cllr Barends that went out without indicating a time, be brought to her attention. Ms Reddy noted that rebranding City gear is a very expensive exercise but agreed that messages like 'Stop Illegal Dumping' would withstand the test of time and is worth looking into.

In response to Cllr Uys' enquiry about a status update on the media protocol that is in the process of being reworked, Ms Reddy replied that the redrafted protocol is currently with the Strategic Policy Unit. She iterated that it is not only a media protocol but a comprehensive communications handbook detailing, amongst others, the basket of services offered by the Department, what can be expected from them and what it expects from the other role players. Cllr Uys requested that a copy of the document be made available to herself and the Mayco member.

Cllr Uys furthermore enquired how the large campaign posters displayed at the Civic Centre can be made available to subcouncil and ward councillors' offices. Ms Reddy replied that according to the information in the monthly collateral reports she receive, the big posters are being displayed at subcouncil offices and at libraries and clinics, particularly for external campaigns. Cllr Uys mentioned that large quantities of the water pamphlets were handed to line departments and was consequently not distributed. She proposed that this type of marketing material instead be handed to the subcouncil offices, from where it can be circulated to communities.

With regards to Cllr Uys' question on the issue of coordination of communication, Ms Reddy indicated that she was not aware that councillors are expected to submit communication items to Urban Management. Cllr Uys explained that with regards to projects and good news stories, ward councillors must submit these communication items to subcouncils; subcouncils in turns must submit it to Urban Management. Her question is where does this communication go after it was submitted to Urban Management. This PC should have oversight over communications to ensure that messages are conveyed to the public at large. Ms Reddy undertook to liaise with the Directors from Urban Management about this matter.

Cllr Uys furthermore brought up the issue of media statements and indicate that where a ward councillor was instrumental in bringing a service to the community, for instance a traffic circle, the ward

councillor disappears on the background when media interviews are done. The Mayco member, who in the majority of instances, has no or limited knowledge of the matter, is asked for comments, which could lead to a lack of detail in the media release.

Cllr Uys in closing requested that Communications widens the net for input on campaign messaging in order to obtain comprehensive comments from a bigger audience as opposed to only the PC providing feedback.

Cllr Uys lastly pointed out that the northern suburbs don't have MyCiTi busses; the messaging displayed on the back of the busses therefore do not reach those communities.

Cllr Ah-Sing reiterated his earlier point that the Communications Department should prioritise the message to citizens about the services provided by the City and what councillors are mandated to do. He emphasised the point made by Cllr Uys about the Mayco members being asked for comments by the media when projects are showcased, whereas it was the ward councillors that tirelessly pursued these projects to its successful conclusion.

Ms Reddy concurred on the matter of the education awareness campaign for residents on the services that the City offer to, the responsibilities of the councillors and how it all link together. Consultation on this campaign will be done with representative councillors.

The ED cautioned the PC about their expectations of the intended education awareness campaign as it has been proven over and over that the public at large is not always receptive to the messaging that these campaigns aim to convey and that even the best driven campaign cannot make people embrace the information that it attempts to communicate.

With regard to the issue of the Mayco members being interviewed for projects that were driven by ward councillors, the ED replied that contrary to what was said in the meeting, the Communications Department is not interested in promoting any particular individual. The sole focus of the Department is to promote the City as an institution and service provider to its residents. The City's leadership has determined that Mayco members are the spokespersons for the City and as such, they are approached for media releases. If the protocol in this regard is amended, the Department would need adequate resources to accommodate this.

RESOLVED that the presentation on the Communications

Department, be noted.

CRSPC 07/06/19 REFORMATTING THE INDIVIDUAL PERFORMANCE MANAGEMENT AND DEVELOPMENT POLICY FRAMEWORK AND RECOGNITION AND REWARD POLICY FRAMEWORK AS INTERNAL ADMINISTRATIVE PROCEDURAL DOCUMENTS

On 6 February 2019, the Strategic Policy Unit did a presentation to the Corporate Services Portfolio Committee on the distinction between a policy and system and procedure.

Council approved the Individual Performance Management & Development Policy Framework and Recognition and Reward Policy Framework respectively on 24 April 2014 (Item C54/04/14) and 31 March 2016 (Item C 13/03/16).

These framework documents were approved by Council as policies, however, following the presentation by SPU, it was concluded that the documents are in fact internal administrative procedural documents and not policies.

The Corporate Services PC is therefore requested to recommend that the Individual Performance Management & Development Policy Framework and the Recognition and Reward Policy Framework be repealed by Council and repackaged as administrative systems and procedures for approval by the City Manager in terms of his delegated powers.

In respect of Cllr Nqulwana's enquiry regarding the process of repealing policies, the ED and Cllr Uys explained that the reformatting of these policies is to ensure that the policies and internal administrative systems and procedures are correctly categorised. In repealing the policy, Council does not relinquish its oversight powers over the execution of the administrative system as the City Manager still has to report on it to Council.

The ED, in answering Cllr Nqulwana's concern over the absence over the word, 'or' between the first and second part of the recommendations, replied that the 'or' in this instance could be that the PC does not agree with the recommendation and does not support it for onward submission to Mayco and Council.

Cllr Nqulwana requested that the recommendation be rephrased to include the word rescind, instead of repeal. The meeting agreed that the word repeal be replaced by the word rescind in the recommendation.

RECOMMENDED that

- (a) Council rescinds the Individual Performance Management and Development Policy Framework and the Recognition and Reward Policy Framework approved at the Council meetings on 24 April 2014 (Item C54/04/14) and 31 March 2016 (Item C13/03/16) respectively.
- (b) Council approves that both documents are repackaged accordingly as an administrative system and procedure for approval by the City Manager in terms of his delegated powers.

ACTION: C PRINSLOO / L SITHOLE / C KESSON

CRSPC 08/06/19 DIRECTORATE SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN (SDBIP) FOR 2019/20

The Portfolio Committee reviewed the Corporate Services Directorate's SDBIP for 2019/20 and subsequently recommended it for approval to the Executive Mayor together with the Mayoral Committee.

Cllr Uys commended the responsible officials for a clear and well-prepared document.

Cllr Nqulwana indicated that the Broadband Project will be closely monitored according to the implementation plan.

RECOMMENDED that the Executive Mayor together with the Mayoral Committee approve the Directorate's SDBIP for 2019/20.

ACTION: MS C MINNAAR

CRSPC 09/06/19 CORPORATE SERVICES: 2018/19 THIRD QUARTER'S PROGRESS REPORT ON THE DIRECTORATE AND DEPARTMENTS' PERFORMANCE

The Portfolio Committee considered the progress report on the Directorate's and Departments' performance during the third quarter of the 2018/19 financial year.

Cllr Nqulwana noted the below target spend on the Workplace Skills Plan and proposed that a long term plan for training would prevent underspending on this item.

Cllr Uys commended the author of the report on it being reader friendly and easy to follow. With reference to the absenteeism for

Customer Relations, she enquired about the staff being absent due to mental illness. Ms Lockwood confirmed that the call centre environment is very stressful and that officials do experience high incidents of stress, anxiety and depression and are routinely hospitalised. Staff are being rotated to relieve the stress and there is a fully trained member of staff who assist the officials with work related and personal issues and they have a close relationship with EAP, who is also instrumental in assisting staff.

RECOMMENDED that

- (a) the Executive Mayor together with the Mayoral Committee evaluate and review the 2018/19 third quarter's progress report and submit the report to Council for noting;
- (b) Council notes the 2018/19 third quarter's progress report.

ACTION: C MINNAAR

**CRSPC 10/06/19 CORPORATE SERVICES DIRECTORATE: APRIL 2019
FINANCIAL MONITORING REPORT**

Ms Nicolene Farao represented Mr Taliep who was on leave and provided a brief overview of the Directorate's Financial Monitoring Report for April 2019. An updated Capex document as at 4th June 2019 was tabled at the meeting and the PC noted that the Directorate's spend is on target.

RESOLVED that the Corporate Service Directorate's Financial Monitoring Report for April 2019, be noted.

ACTION: C MINNAAR

CRSPC 11/06/19 STAFF ESTABLISHMENT

Mr Pollard was in attendance to answer any questions from the PC on the Staff Establishment Report.

RESOLVED that the report on Staff Establishment be noted.

ACTION: C MINNAAR

**CRSPC 12/06/19 WORKPLACE SKILLS PLAN 19 (WSP) PROGRESS REPORT AS
AT 31 MARCH 2019**

Ms Ntubane noted that the quarterly report outlined the progress in respect of workplace skills and other matters and indicated that she

would be answering any questions from the PC in this regard.

Cllr Ah-Sing commended the HR Department for the information contained in the comprehensive report and acknowledged that its efforts in filling vacancies, are appreciated. In response to his request for a report tracking the promotions of staff, the ED indicated that this information could be made available in a future report.

RESOLVED that the progress report on the Workplace Skills Plan be noted.

ACTION: C MINNAAR

**CRSPC 13/06/19 REPORT ON THE FUNCTIONING OF THE MUNICIPAL COURTS
FOR THE PERIOD 1 JANUARY 2019 TO 31 MARCH 2019**

Ms Jeffries introduced Mr Mark Gaffley, the newly appointed Manager for Municipal Courts, to the meeting. The Control Prosecutor, Lungile Bungane, was in attendance as well.

In respect of Cllr Walker's request that reports per wards be made available to ward councillors, Cllr Uys replied that such reports should be requested by the subcouncil manager and that it can be drawn from the system. The contact details of the responsible officials in this regard must be provided to the PC.

RESOLVED that the report on the Functioning of the Municipal Courts for the period 1 January 2019 to 31 March 2019, be noted.

ACTION: C MINNAAR

CLOSURE

The meeting ended at 13:02.

CHAIRPERSON: T UYS

DATE