

- 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 3 APRIL 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 G Bosman
Cllr JP Fitz
Cllr HW Jacobs
Cllr A Skippers
Cllr FC Walker

AFRICAN NATIONAL CONGRESS (ANC)

Cllr N Dilima
Cllr M Nqulwana

MAYCO MEMBER

Cllr Cottle

VISITING COUNCILLOR

Cllr Sakathi ANC

OFFICIALS

T Bosman	Manager: Telecommunications
P Dlamini	HR Business Partner (CS & CM)
E Engelbrecht	Acting Director: Executive and Council Support
J Henn	Manager: Occupational Health & Safety, Human Resources
C January	Director: Organisational Performance Management
G Jeffries	Director: Legal Services
G Joyce	HR Business Partner: SG
C Kesson	Executive Director: Corporate Services
P Lockwood	Manager: Customer Relations
G Madjan	Senior Professional Officer, Human Resources

Z Mandlana	Director: Organisational Effectiveness & Innovation
S Mbuli	Head: Occupational Safety, Human Resources
T Mangena	Manager: Support Services: Corporate Services
G Morgan	Director: Resilience
R Razack	Manager: Executive Committee Services
P Reddy	Director: Communications
L Sithole	Director: Human Resources
K Smith	Director: Information and Knowledge Management
W Taliep	Manager: Corporate Services Finance

LEGAL ADVISOR

S Bezana

EXECUTIVE COMMITTEE SERVICES

N Damon
C Minnaar

PRESS AND PUBLIC

None

LEAVE

Cllr A Arnolds
Cllr N Mfecane
Cllr J Woodman

ABSENT

Cllr Komeni

CRSPC 01/04/19 OPENING

The Chairperson, Councillor T Uys, opened the meeting at 11:05 and extended a warm welcome to the members of the Portfolio Committee, the ED and the officials in attendance. She requested that a moment of silence be observed.

CRSPC 02/04/19 APOLOGIES / LEAVE OF ABSENCE

RESOLVED that the following apology be noted

(a) Cllr Woodman

DEVIATION FROM AGENDA

Cllr Uys at this point brought it to the attention of the meeting that an additional item dealing with a presentation on the Consequence Management Policy will be added to the Agenda. The meeting noted that the Auditor-General of South Africa found that the City lacked a policy dealing with consequence management that hold officials accountable that incurred irregular or fruitless and wasteful expenditure.

The meeting **AGREED** that the Presentation on the Consequence Management Policy be added to the Agenda.

PRESENTATION: CONSEQUENCE MANAGEMENT POLICY

Mr Alex Tarr and Ms Somaya du Toit presented the Consequence Management Policy to the meeting.

It was requested that the PC forward feedback on the policy to the Chairperson, who in turn will submit a consolidated response to Mr Tarr and Ms du Toit.

Complaints in respect of the City's website must be forwarded to the Chairperson, who will submit a consolidated response to the ED. The task team will soon commence with its meetings and this is one of the matters that will be escalated to it.

RECOMMENDED that the Consequence Management Policy in principle be supported.

**ACTION: PC MEMBERS / CHAIRPERSON / A TARR / S DU TOIT
/ C MINNAAR**

CRSPC 03/04/19 CHAIRPERSON'S ADDRESS

The Chairperson opened the meeting and welcomed all present.

A moment of silence was observed.

The Chairperson acknowledged the Mayco Member, Cllr Cottle, as it was her first time attending the Corporate Services PC meeting for 2019.

The Chairperson acknowledged the ED, Mr Kesson and made mention of the acting Director arrangements while Gillian Kenhardt is on long leave.

The Chairperson thanked Cynthia Minnaar and Rehana Razack for their assistance and contribution in finalising the PC Agenda, despite several challenges. The Chairperson advised that the first item on the agenda would be a presentation on the consequence management policy presented by Alex Tarr and Somaya Du Toit.

The Chairperson advised that over the past 2 years, the Auditor-General of South Africa had complained about the lack of consequence management against accountable officials for incurring irregular or fruitless and wasteful expenditure. To illustrate the importance of this matter, she drew everyone's attention to the Auditor-General's presentation regarding the AGSA's contribution to improve accountability in local government.

The Chairperson advised that consequence management is not achieved by transforming organisations, but by people. Values will be the human dimension of the process to achieve organisational effectiveness and she therefore reminded all of the City's Values Framework, viz Integrity, Service Excellence, Accountability, Trust and Accessibility.

The Chairperson advised that it is always good for the City of Cape Town to compare itself with other international City's or company practices and then, by way of illustration, shared the values of a Japanese company since Japan is known as a country where employees have excellent Service Delivery Values. These values are courtesy and humility, fairness and honesty, co-operation and team spirit, untiring effort for improvement, adaptability and gratitude. The Chairperson commented that gratitude is often neglected as a vital motivator for service excellence.

The Chairperson advised that while the COCT is constantly trying to improve its service delivery, it is also sadly failing its residents as

contacting the City proves to be challenging and is a major concern. To address these concerns, the PC resolved to form two working groups i.e.

- Group 1 – IT requirements: SAP System and Website
- Group 2 – Call Centre & Customer Relations

The Chairperson concluded her address by reminding the members of the EAP Wellness workshops scheduled for 12th April and 31st May 2019 and encouraged all to find the details on the City Web.

ACTION: C MINNAAR

CRSPC 04/04/19 CONFIRMATION OF THE MINUTES OF THE MEETING HELD ON 6 MARCH 2019

p 12: CRSPC 09/03/19: DEPARTMENTAL SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN (SDBIP) FOR 2019/20

This matter was incorrectly indicated as being withdrawn from the Agenda for the meeting of 6 March 2019. This item will be tabled at the meeting of 5 June 2019.

RESOLVED that the Minutes of the Corporate Services Portfolio Committee meeting held on 6 March 2019, as amended, be confirmed.

ACTION: C MINNAAR

CRSPC 05/04/19 MATTERS RECEIVING ATTENTION

The matters receiving attention list is attached as Annexure A.

CRSPC 06/04/19 CORPORATE SERVICES DIRECTORATE: FEBRUARY 2019 FINANCIAL MONITORING REPORT

The financial monitoring report for February 2019 reflected the progress made on the implementation of the 2018/19 Capital and Operating Budgets for the Corporate Services Directorate.

The Portfolio Committee **NOTED** the Corporate Services Financial Monitoring report for February 2019.

CRSPC 07/04/19 CORPORATE SERVICES DIRECTORATE: REQUEST TO PRESENT THE 2019/20 TO 2021/22 TABLED BUDGETS

Mr Taliep did a presentation on the 2019/20 to 2021/22 tabled budgets to the meeting.

The Committee agreed that the following two reports be submitted to the next PC meeting in June 2019

- (a) integration of Customer Relations units across the City; and
- (b) a presentation on the Communications Department, with specific reference on the focus areas and range of communications.

In respect of the concern regarding the filling of vacancies, the meeting noted that Cllr Uys will provide feedback to the PC on this matter after her meeting with the Mayco member and the ED.

RESOLVED that the 2019/20 to 2021/22 Tabled Budgets for the Corporate Services Directorate, be noted.

ACTION: MS LOCKWOOD / MS REDDY / MR KESSON

CRSPC 08/04/19 PROPOSED TARIFFS FOR THE COMMUNICATIONS DEPARTMENT: 2019/20

The Communication Department provided its revised tariffs for print functions and branded corporate merchandise for the 2019/20 financial year.

RECOMMENDED that the proposed Communication Department Tariffs for 2019/20 be supported for submission to the Executive Mayor together with the Mayoral Committee and for approval to Council.

ACTION: C MINNAAR

CRSPC 09/04/19 HEALTH AND SAFETY SITE VISITS BY COUNCILLORS OF CORPORATE SERVICES PORTFOLIO COMMITTEE – 30 OCTOBER 2018

Mr Henn presented a brief overview of the report on the PC's site visit of 30 October 2018 to health and safety sites. It is noted that a visit to an additional site must be undertaken and a date for this will be determined.

The Portfolio Committee **NOTED** the report on the health and safety site visit of 30 October 2018.

ACTION: MR HENN / MS MINNAAR

CLOSURE

The meeting ended at 12:43.

CHAIRPERSON: T UYS

DATE