

# PUBLIC ENGAGEMENT POLICY CITY OF CAPE TOWN

APPROVED BY COUNCIL : 30 MARCH 2009

C 60/03/09

**PUBLIC ENGAGEMENT POLICY  
CITY OF CAPE TOWN**

**1. PURPOSE**

The purpose of this Policy is to help people to understand and encourage them to contribute to the decision-making processes of the Municipality.

**2. OUTCOMES TO BE ACHIEVED**

Everyone will have the opportunity to influence how the Council functions through effective and meaningful public engagement processes, leading to more relevant policies in the governance of the City.

**3. PRINCIPLES**

Public engagement processes should be flexible, appropriate, informed, inclusive and responsive.

**4. MECHANISMS AND PROCESSES FOR PUBLIC ENGAGEMENT**

The City has set up a system of Sub-councils and ward forums which are the mechanisms referred to in the Procedure Guidelines.

**5. PROCEDURE GUIDELINES**

Procedure Guidelines for public engagement are attached per Annexure A.

**6. LANGUAGE**

Public Engagement is conducted in terms of Council's Language Policy.

**7. APPLICATION**

The policy applies to the processes and sequence of activities as outlined in the Procedure Guidelines.

# ANNEXURE A.

## PROCEDURE GUIDELINES

### 1. THE DEVELOPMENT AND AMENDMENT OF POLICY AND BY-LAWS

<b>STEPS</b>	<b>RESPONSIBLE PERSON</b>	<b>NOTES</b>
1. A motivated proposal may originate within Council's structures or externally.	Line Department	
2. The proposal is referred to the Office of the Speaker in consultation with the Executive Mayor or his/her nominee for agreement on legal compliance and the way forward.	Office of the Speaker Executive Mayor or Nominee	
3. The Draft Engagement and Communication Plan is developed between the Mayor's nominee and Communications Dept.	Manager : Public Participation Unit (MPPU)  Manager : Implementation and Co-ordination  Manager : Sub-councils  Line Department  Legal Department  Communication Dept.	
4. The public is notified of the intention to commence the By-law / policy process, and its context.	Identified Sponsor Communications	
5. The motivated proposal and draft engagement plan is submitted to the relevant Committee of Council to commence the drafting process.	Line Department	

6. The draft By-law/Policy is submitted to the Office of the Speaker to ensure legal compliance.	Line Department	
7. The Engagement and Communication Plan is finalised.	Manager : Public Participation Unit (MPPU)  Manager : Implementation and Co-ordination  Manager : Sub-councils  Line Department  Legal Department  Communication Dept.	Every Engagement Plan will at least contain a budget as to cost, a determined time-frame for completion, the appropriate mechanisms for communication with the Community, and the Process Plan for feedback to the Community on the results of the Public Participation Process. The draft By-laws may contain options on which the public will be allowed to express an opinion.
8. The draft By-law/Policy document is submitted to the relevant Committee of Council together with a summary and motivation.	Line Department	
9. Portfolio Committee(s) refer the Draft to geographic, sectoral or other bodies, for at least one of the following : 1) noting, or 2) comment, or 3) consultation, or 4) debate, or 5) recommendations.	Portfolio Committee(s)	The Portfolio Committee must also provide a concise summary of the policy or By-law in all three official languages and give directives (with reasons) as to the date by which it requires the matter to be re-tabled for consideration.
10. Repeat step 2 above, where required.	Office of the Speaker Exec. Mayor or Nominee	

<p>11. The Public Engagement and Communication Processes are formally launched.</p>	<p>Relevant structure/ person of Council</p> <p>Communications</p> <p>Manager : Public Participation</p> <p>Manager : Sub-councils</p>	<p>The draft document is distributed to Councillors, ward forum members, organisations on each Sub-council database and organisations operating across the City, for preliminary consideration and perusal.</p> <p>Other methods of distribution will be used where appropriate.</p> <p>A variety of communication methods can be used.</p>
<p>12. The advert for the Sub-council meeting must include a footnote advising the public of hearings to be held where appropriate.</p>	<p>Manager Sub-councils</p>	
<p>13. The By-law/Policy is then tabled and/or considered at Sub-councils, depending on the directives issued by the Portfolio Committee.</p>	<p>Manager : Sub-councils</p>	
<p>14. Feedback from Sub-councils is submitted to IDL (Inter Directorate Liaison). IDL gives consolidated feedback to Line Department. The receipt of all comments submitted is acknowledged.</p>	<p>Manager : Sub-councils IDL / Line Department</p>	
<p>15. The Draft By-law/Policy feedback and line department comments are re-submitted to the Portfolio Committee.</p>	<p>Line Department</p>	

<p>16. The By-law/Policy is re-submitted to the Office of the Speaker for final legal scrutiny.</p>	<p>Line Department</p>	
<p>17. The By-law/Policy is submitted to MAYCO for approval, and/or Council for adoption and thereafter to the Office of the Speaker for proclamation /promulgation.</p>	<p>Line Department</p>	
<p>18. The Public Engagement Process is evaluated and all internal stakeholders are invited to rate the process and comment if they wish to do so.</p> <p>All relevant stake holders are required to sign off on the report.</p> <p>Report back to all stakeholders on outcomes.</p>	<p>Public Participation Unit (PPU)</p> <p>Portfolio Committees</p>	<p>Use different methods to provide feedback to the Community.</p>
<p>19. A review of the effectiveness of each engagement process is conducted by the Office of the Speaker in consultation with the Executive Mayor or his/her nominee.</p>	<p>Public Participation Unit (PPU)</p>	

## 2. DEVELOPMENT, IMPLEMENTATION AND REVIEW OF THE INTEGRATED DEVELOPMENT PLAN (IDP) AND ORGANIZATIONAL PERFORMANCE MANAGEMENT SYSTEM

June – September

STEPS	RESPONSIBLE PERSON	NOTES
1. Agree on Public Engagement Plan and Communication Plan, and the requisite process to be followed.	IDP Process Manager  Manager : Subcouncils  Manager : Public Participation  Communications	Consider the local circumstances, including Travel.
2. Capacity building and awareness sessions with Ward Forums, Sub-councils and Sector Organisations, <b><u>when and where required.</u></b>	Office of the Speaker  Director : Governance & Interface  IDP Process Manager	Initiatives such as “Imagine Cape Town” and “Helen’s Hints” sms campaign can be considered.
3. Annual Public Perception Survey and summary of conclusions for submission to line management to influence decision-making.	Manager: Strategic Information (SDIG)	Perception Survey needs to be planned in such a manner to ensure that results are available during strategic review (end December). The Report would need to be available by October of the previous year, and commissioned by February of that year.
4. Advertisement is placed <b><u>for a maximum period of</u></b> 30 days before the formal launch of the Public Engagement Process, <b><u>when and where required.</u></b>	IDP Process Manager  Manager : Sub-councils	Refer to Section 7, <b><u>“Public Engagement Tools”.</u></b>
5. Interactive engagements to be arranged in such a manner to ensure substantive participation.	IDP Process Manager  Manager : Sub-councils	Refer to Section 7, <b><u>“Public Engagement Tools”.</u></b>
6. Analysis and user friendly reporting of operational and statistical data.	Manager: Strategic Information (SDIG)  IDP Process Manager	All City data to be reflected sectorally and geographically.

7. Submit revised draft document to Portfolio Committee(s), MAYCO and Council with recommendations to approve the document for consultation with the public.	IDP Process Manager	
8. Advertisement is placed 30 days before the formal launch of the Public Engagement Process, <b><u>when and where required.</u></b>	IDP Process Manager  Manager : Sub-councils  Communications	Adverts will be part of the monthly adverts advising of meetings of Sub-councils. In media and on the City web etc, Smart Cape access, sms messaging and radio programmes and other print and electronic media such as CDs or taped versions, where appropriate. Copies of advertisements to be submitted to Sub-council Managers for information and distribution to organisations on database.
9. Formally launch the Public Engagement process. The document to be made available for public comment for <b><u>at least</u></b> 21 days.	IDP Process Manager  Manager : Sub-councils  Communications  Political structures	Copies of the document will be emailed to all stakeholders on the City database as well as neighbouring municipalities and Provincial Government Departments. Interactive engagement with stakeholders mentioned above.
10. Acknowledge receipt and respond to all public comments.	IDP Process Manager	
11. Summary of inputs and revised/amended document to be submitted to the relevant committee(s) with recommendations to MAYCO and Council.	IDP Process Manager	
12. Publish the document.	IDP Process Manager  Manager : Sub-councils	Refer to Section 7, <b><u>“Public Engagement Tools”</u></b> .
13. Compile report on the Public Engagement Process conducted.	Public Participation Unit (PPU)	Use different methods to provide feedback to the Community. All relevant stakeholders are required to sign off on the report. Report back to all stakeholders on outcomes.

**3. TO CONSULT WITH THE PUBLIC AND RECEIVE COMMENT ON THE FOLLOWING :**

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Annual Report												
Draft IDP & OPM System												
SDBIP'S												
IDP Process plan												
Sect 57 Performance plans												
Quarterly reports												
Municipal Entity Business plan and SDBIP's												

STEPS	RESPONSIBLE PERSON	NOTES
1. Agree on Public Engagement Plan and the requisite process to be followed.	IDP Process Manager  Manager: Sub-councils  Manager: Public Participation	This could include Sub-council meetings, public hearings, briefing sessions, or public meetings based on the desired outcome. Every public participation plan will consider the local circumstances of those who experience difficulty in attending meetings.
2. Advertisement is placed 30 days before the formal launch of the Public Engagement Process.	IDP Process Manager  Manager: Sub-councils  Relevant officials at the various venues	Adverts will be part of the monthly adverts advising of meetings of Sub-councils. In media and on the City web etc, Smart Cape access, sms messaging and radio programmes and other print and electronic media such as CDs or taped versions, where appropriate. Copies of advertisements to be submitted to Sub-council managers for information and distribution to organisations on database. People who are unable to write are assisted by officials at the venue as per the advert.
3. Formally launch the public engagement process. The document to be made available for public comment for <b><i>at least</i></b> 21 days.	IDP Process Manager <b><i>Communications</i></b>	Copies of the document will be emailed to all stakeholders on the City database as well as neighbouring municipalities and Provincial Government Departments.
4. Acknowledge receipt of all public comments and respond to participants.	IDP Process Manager  Manager: Sub-councils	

5. Summary of inputs and revised/amended document to be submitted to the relevant committee with recommendations.	IDP Process Manager	
6. Publish the document.	IDP Process Manager	The advert notifies the <b>public to inspect the approved Budget</b> and is also displayed for at least 21 days at all Sub-council offices, some administration buildings, all libraries and on the City's website Copies placed on website, libraries and Council buildings, email to stakeholders and place advertisements in local newspapers to inform the public where the document can be accessed.
7. Compile report on the Public Engagement Process conducted.	Public Participation Unit (PPU) <b><u>Communications</u></b>	Use different methods to provide feedback to the Community. All relevant stake holders are required to sign off on the report. Report back to all stakeholders on outcomes.

**4. MECHANISMS FOR MUNICIPAL SERVICE DELIVERY.  
LOCAL GOVERNMENT MUNICIPAL SYSTEMS ACT 32 OF 2000  
(S77-80: SYSTEMS ACT) ; AND**

**4.1 ESTABLISHMENT OF INTERNAL MUNICIPAL SERVICE  
DISTRICTS (S85)**

<b>Section 1</b>	Line department Public Participation Unit (PPU)	<ol style="list-style-type: none"> <li>1. A Municipality must review and decide on the appropriate mechanism to provide a municipal service in the Municipality or part of the Municipality - (e) when requested by the local community through mechanisms, processes and procedures established in terms of Chapter 4 [Section 77(e)].</li> <li>2. If a Municipality decides in terms of sub section 2 (b) to explore the possibility of providing the municipal service through an external mechanism, it must - <ol style="list-style-type: none"> <li>(a) give notice to the local community of its intention to explore the provision of the municipal service through an external mechanism;</li> <li>(b) assess the different service delivery options in terms of section 76 (b), taking into account - (iii) the views of the local</li> </ol> </li> </ol>
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		<p>community; and (v) the views of organised labour (Section 78[3]).</p> <p>3. Before a Municipality enters into a service delivery agreement with an external service provider, it must establish a programme for community consultation and information dissemination regarding the appointment of the external service provider and the contents of the service delivery agreement. The contents of the service delivery agreement must be communicated to the local community through the media [section 80 (2)].</p> <p>4. <b>Establishment of Internal Municipal Service Districts</b></p> <p>Before establishing an internal municipal service district, the municipality must -</p> <p>(a) consult the local community on the following matters :</p> <ul style="list-style-type: none"> <li>(i) the proposed boundaries of the service district;</li> <li>(ii) the proposed nature of the municipal service that is to be provided;</li> <li>(iii) the proposed method of financing the municipal service; and</li> <li>(iv) the proposed mechanism for the provision of the municipal service;</li> </ul> <p>and</p> <p>(b) obtain the consent of the majority of the members of the local community in the proposed service district that will be required to contribute to the provision of the municipal service (Section 85).</p>
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## 5. THE BUDGET

The Budget related By-laws, Policies and budget documents are prepared and processed in terms of the Municipal Finance Management Act 56 of 2003, Municipal Systems Act 32 of 2000, Municipal Property Rates Act 6 of 2004, Municipal Structures Act 117 of 1998 as amended Act no. 33 of 2000 and the Constitution of the RSA no. 118 of 1996.

### 5.1 BUDGET RELATED BY-LAWS (STATUTORY)

STEPS	RESPONSIBLE PERSON	NOTES
1. Prepare an advert which is placed in all of the major and community newspapers.	ISL (Inter Service Liaison - this is an internal unit of Council)	
2. The advert invites public comments via the City Manager's office and is also displayed for at least 30 days at all Sub-council offices, some administration buildings, all libraries and on the City's website.	ISL and relevant officials at the various venues	It is recommended that notice of processes be given in the monthly accounts sent to ratepayers and other service users.
3. People who are unable to write are assisted by officials at the venue as per the advert.	ISL and relevant officials at the various venues	
4. Comments are collected from the Office of the City Manager and logged in a register kept by ISL indicating contact details, summary of comments and dates received and responded.	ISL	
5. Input is also solicited from relevant officials who implement the policies in terms of clarity, application and uniformity.	ISL / Revenue / relevant Service Directorate <b><u>Communications</u></b>	The By-law gives effect to the policy.
6. Sub-councils are included in the Public Engagement Process in that the reports appear on their agendas. It is expected that Sub-councils solicit input from Ward Forums which comment to be routed via the City Manager's Office.	ISL / Subcouncil Managers	
7. Prepare and submit a report to the Tariff and <b><u>Budget Advisory Committee</u></b> , Finance Portfolio Committee, MAYCO and Council reflecting process, full details iro comments received and action taken.	ISL	

## 5.2. DRAFT BUDGET

The Draft Budget includes the following:

- All relevant budget information including Tariffs, Fees and Charges;
- Budget related policies which lead to the setting of a rate, tariff, charge or fee:
  - These policies include the Rates Policy and Tariff Policy (incorporating individual policies for Electricity, Water & Sanitation and Solid Waste).
- Other Budget related policies which include:
  - Credit Control and Debt Collection Policy (incorporating Property Rates and Services, Housing, Indigent and Property Management).
  - Grants-in-Aid Policy.
- The Integrated Development Plan.

ISL co-ordinate and drive all the budget related Public Engagement Processes whilst the IDP deals exclusively with the Integrated Development Plan Public Engagement Process.

The Public Engagement in respect of the Draft Budget consists of a March/April and a May/June process.

### March / April Process

The Executive Mayor tables the Draft Budget at the March Council meeting and it is then subject to the Public Engagement process which includes:

1.	Preparing an advert which is placed in all of the major and community newspapers.	Inter Service Liaison (ISL)	
2.	The advert <b>invites public comments</b> via the City Manager's office and is also displayed for at least 30 days at all Sub-council offices, some administration buildings, all libraries and on the City's website.	ISL and relevant officials at the various venues	
3.	People who are unable to write are assisted by officials at the venue as per the advert.	ISL and relevant officials at the various venues	
4.	Comments are collected from the Office of the City Manager and logged in a register kept by ISL indicating contact details, summary of comments, dates received and when responded. IDP also collect comments from feedback boxes at the various venues and forward budget related comments to ISL for processing whilst ISL refer service related responses to IDP. ISL solicit responses from relevant Services for inclusion in a	ISL / IDP	Office of the City Manager acknowledges receipt of comments.

	corporate report and in response to individuals.		
5.	Input is also solicited from relevant officials who implement the policies, tariffs, fees and charges, in terms of clarity, application and uniformity.	ISL / Revenue / relevant Service Directorate	
6.	Sub-councils are included in the Public Engagement Process in that the reports appear on their agendas and public are invited to make representation at the Sub-council meetings. These comments are for <b>recording only</b> and not debated. It is expected that Sub-councils solicit input from Ward Forums which comment to be routed via the City Manager's Office for processing by ISL.	ISL / IDP / Sub- council Managers	This is in conjunction with the IDP process.
7.	Prepare a report to the Tariff and Rating Political Advisory Committee (TARPAC), MAYCO and Council reflecting process, full details iro comments received and action taken.	ISL	

### May / June Process

Council has to approve the Draft Budget (incorporating the IDP) for implementation with effect from 1 July. The Public Engagement Process serves to notify the community that they can inspect the approved Budget at the identified venues.

8.	Prepare an advert which is placed in all of the major and community newspapers.	Inter Service Liaison (ISL)	
9.	The advert notifies the <b>public to inspect the approved Budget</b> and is also displayed for at least 30 days at all Sub-council offices, some administration buildings, all libraries and on the City's website.	ISL and relevant officials at the various venues	
10.	Feedback is provided to relevant officials who implement the policies, tariffs, fees and charges in terms of clarity, application and uniformity.	ISL / Revenue / relevant Service Directorate	

11.	All comments received are responded to after Council approval reflecting resolution and actions taken where relevant.	ISL	
12.	Where required conduct post Public Engagement Process capacity building through ward forums and other structures on request from SCM.	PPU	

### 5.3 TARIFFS AND CHARGES PROCESS

#### GUIDELINES FOR ANNUAL TARIFF REVIEW

STEP	ACTION	TIMELINES	RESPONSIBLE OFFICIAL
1	As part of the annual budget process, services are requested to <b>draft reports</b> and accompanying schedules reflecting any changes (ie. Increases, decreases, deletions, additions, etc.) to their previous year's tariffs for their service and submit these to the Tariff Team for perusal.	December / January	Service
2	These reports and schedules are to be sent to the <b>Tariff Team</b> , on the template provided, <b>for</b> checking (compliance with guidelines / laws, calculations, contents of reports including motivation) prior to submission to the respective Portfolio Committees.	Mid. January - begin. February - see calendar on the Cityweb for dates of meetings - also see Web for format of report.	Tariff Team
3	Services are to ensure that the reports and schedules reach <b>Executive Support at least 2 weeks prior to the Portfolio Committee Meeting. All signatures are to be obtained by the author of the report before submission to Executive Support.</b>	Begin. February	Service
4	Executive Support will then ensure that your report is submitted to the relevant <b>Portfolio Committee and thereafter MAYCO.</b>	February / March	Executive Support
6	An <b>advert</b> is <b>prepared by the Tariff Team</b> together with the IDP Office in terms of the following legislation : The Municipal Systems Act and the Municipal Finance Management Act, advising the public of the City of Cape Town's intention.	End February / March	Tariff Team / IDP
7	This advert is emailed to the Legal Advisors to ensure <b>legal compliance.</b>	March	Tariff Team

8	The <b>advert</b> is emailed to the translator's office for <b>translation and</b> publication in the local and community newspapers.	March	Tariff Team
9	The advert should advise the public of the City of Cape Town's intention to increase/decrease, delete or change the tariffs for that financial year and welcome any objections by them. (Objections only apply to rates and related tariffs, although <b>comments</b> are welcome with regards to any of the other tariffs.)		
10	The Tariff Team will then liaise with Communications Directorate to do <b>radio adverts</b> in terms of the Municipal Systems Act (usually as part of the Mayor's radio talks).	April	Tariff Team / IDP
11	The abovementioned advert and Council report/resolution is then <b>distributed to the various old Administrations, Sub-council/Area Managers and Libraries</b> for display, together with a <b>display</b> register for the responsible official to sign, ensuring that the aforementioned documents are available each and every day until the objection period ends.	April	Tariff team / IDP
12	<b>Objections/comments</b> are then received by the City Manager's Office. These are <b>collected and logged by the Tariff Team</b> for onward submission to the <b>relevant officials in the services for consideration and action</b> where relevant. These officials are to provide the Tariff Team with <b>copies of responses</b> regarding the comments/objections received. The Tariff Team then compiles a <b>Corporate Report for submission to Council for consideration.</b>	April	Tariff Team / IDP / Services
13	Once the prescribed objection/comment period has expired, signed copies of the <b>display registers</b> are <b>collected</b> from the various representatives.	April / May	Tariff Team / IDP
14	The <b>Tariff Team then compiles a tariff book</b> reflecting the previous year's approved tariffs and the proposed new year's tariffs, including any changes recommended by the Portfolio and Mayoral Committees, for consideration and approval by Council. (Check Minutes of Council Meeting for these.)	May	Tariff Team
15	An <b>email</b> with the approved tariff book is sent to the <b>Billing Team</b> in order for them to populate the billing system.	End May	Tariff Team

16	An <b>advert</b> is <b>prepared by the Tariff Team</b> in terms of the following legislation : The Municipal Systems Act and the Municipal Finance Management Act, advising the public of the approved tariffs.	End May	Tariff Team
17	This <b>advert</b> is emailed to the Legal Advisors to ensure <b>legal compliance</b> .	End May	Tariff Team
18	The <b>advert</b> is emailed to the Translator's Office for <b>translation and publication</b> in the local and community newspapers.	End May	Tariff Team
19	Once the advert has been translated into the three official languages, copies of these and the Council Resolution are <b>emailed to the Provincial Minister of Finance, Economic Development and Tourism</b> for information.	End May / Begin. June	Tariff Team
20	The abovementioned advert and Council Report / Resolution is then <b>distributed to the various old Administrations, Sub Council / Area Managers and Libraries</b> for display, together with a <b>display register</b> for the responsible official to sign, ensuring that the aforementioned documents are available each and every day until the display period ends.	End May	Tariff Team
21	Once objections/comments have been addressed at the June Council Meeting, the Tariff Team prepares and makes the <b>tariff book available on the Cityweb and the Internet</b> .	End June	Tariff Team
22	The <b>Billing Team</b> should be <b>informed of any changes</b> which have resulted from objections made.	End June	Tariff Team
23	Thereafter, an <b>email</b> is sent <b>to the E-nform Team</b> for them to notify all concerned that the tariff book is available on the Cityweb.	End June	Tariff Team
24	All affected <b>services</b> are notified to commence with the <b>implementation of their tariffs</b> and to populate the billing system accordingly. Services must ensure that <b>front line staff</b> have access to or copies of the relevant tariffs and that they are <b>implemented as per approved tariffs only</b> .	May / June	Service / Tariff Team / FMF
25	Confirm with internal audit to verify implementation of the approved tariffs as from 1 July.	End June	Manager : Inter-services Liaison

## 6. NATIONAL/PROVINCIAL INITIATED PROCESSES WHICH ARE NOT REQUIRED BY LAW

1. Receive request from Provincial/National Department	Line Department/ Public Participation Unit (PPU)	All processes initiated at the instance of Provincial and National Departments shall clearly identify the City as the executing agency in respect of these processes, and the Provincial or National department(s) as the principal stakeholder.
2. Obtain approval from the Executive Mayor for authority to proceed	Line Department/PPU	
3. Schedule first meeting of stakeholders	Line Department/PPU	
4. Process planning  4.1 Formulate participation plan 4.2 Identify project champion 4.3 Determine desired outcomes 4.4 Agree on timeframes for completion 4.5 Agree on the role and functions of all role-players	Line Department/PPU/ Province/National	
5. Submit to Manager Sub-councils and follow steps 4 to 16 of procedure guideline 1 above.	Line Department/PPU	
6. Compile report on the public engagement process.	PPU	
7. Conduct pre and post public engagement process capacity building through ward forums and other structures on request from SCM.	PPU	

## 7. PUBLIC ENGAGEMENT TOOLS

### Public Engagement Tools

	<b>Build Capacity</b>	<b>Participate</b>	<b>Consult</b>	<b>Inform</b>	<b>Brand Build Image</b>	<b>Integration (Imbizos)</b>	<b>Customer Satisfaction Survey</b>
Public Meetings	X		X	X		X	
Workshops	X	X	X	X	X	X	
Public Hearing			X	X			
Ward Forum Meeting	X	X	X	X	X	X	
S/council Meeting	X	X	X	X			
Internet & E-mail	X	X	X	X	X		
Website	X	X	X	X	X		
Cellphones	X	X	X	X	X		
Questionnaires							X
Radio Interviews	X	X	X	X	X		
Press Releases	X	X	X	X	X	X	X
C3 Notifications		X	X				
Sectoral Engagement	X	X	X	X	X		
Radio Ads	X	X	X	X	X		
Breakfasts	X	X	X	X	X		
Smartcape Access	X	X	X	X	X	X	
Phone in		X	X	X	X		
Written Submission		X	X	X	X		
Flyers		X	X	X	X		
Posters		X	X	X	X		
Email to Community Org		X	X	X	X		
Market Research			X		X		X
Doc at Libraries and Council offices	X	X	X	X	X		
Staff Payslips	X	X	X	X	X		
Loud Hailing	X	X	X	X	X	X	
Municipal accounts	X	X	X	X	X		

## 8. ROLES AND FUNCTIONS OF DEPARTMENTAL STAKEHOLDERS

1. The City of Cape Town will conduct Public Engagement through its Political Structures, Line Departments, Directorates and Consultants.
2. The Public Participation Unit will:
  - 2.1 Provide assistance and support to stakeholders during each Public Participation Process and in terms of the approved Public Participation Plan.
  - 2.2 Maintain a database of stakeholders;
  - 2.3 Maintain, monitor and manage the Public Engagement Web Portal on the City's Website;
  - 2.4 Act as the link between line departments and Sub-councils in the planning and execution of all administrative Public Engagement Processes;
  - 2.5 Capacitate stakeholders where required;

- 2.6 Be responsible for conducting training for holding successful public hearings in terms of a set of uniform guidelines;
  - 2.7 Co-ordinate and monitor all Public Participation Processes;
  - 2.8 Manage the annual review of all Public Participation Processes conducted;
  - 2.9 Compile an annual report on Public Participation;
    - 2.9.1 The annual review and report will be completed and approved at the end of the calendar year. This will allow the City to determine the quality and quantity of processes conducted during the year and to create the necessary interventions where required.
  - 2.10 Draft an annual programme and calendar for all Public Participation Processes for approval by the Office of the Speaker, Sub-councils, MAYCO and Council
  - 2.11 Compile an annual programme for capacity building of communities.
3. Sub-council managers will, after consultation with their respective chairpersons of sub-councils, be responsible for:
- 3.1 the actual implementation of all administrative Public Engagement Processes within their areas of jurisdiction, excluding those processes for which consultants have been appointed;
  - 3.2 updating the electronic database of organizations within their jurisdictional areas of operation including the regular review and update of, or deletion from such databases,
  - 3.3 Arranging and booking venues for meetings, including all logistical arrangements relating thereto,
  - 3.4 Arranging and the provision of all catering requirements,
  - 3.5 Arranging and the provision of transport where required and directed by the Sub-council,
  - 3.6 Arranging and the provision of all recording and other audio and visual equipment including loud hailing,
  - 3.7 Facilitating meetings, and providing all logistical support for the recording of the discussions conducted, including taking minutes, attendance registers, and interpreters where required,
  - 3.8 All other arrangements as may be required in order to conduct and record the proceedings at any public meeting or hearing.
4. A Public Participation Working Committee is hereby established, whose primary objective will be to continuously monitor, review and assess the City's public participation strategies, processes and compliance with this Policy, and to report thereon to Council annually.
- 4.1 The Committee will be chaired by the Office of the Speaker or his/her nominee, and have the following officials who will serve thereon :

Public Participation  
 Sub-councils  
 Implementation and Co-ordination

Representatives from the different line departments as identified by  
the Executive Directors  
The Legal Department  
Communication.

- 4.2 The further terms of reference of this committee will be determined by the Office of the Speaker.