



SPEECH BY THE CITY'S EXECUTIVE MAYOR, PATRICIA DE LILLE

City brings all services to the people

The City's Mayoral Committee Member for Area East, Councillor Anda Ntsodo, all councillors present, City of Cape Town staff, members of the media, ladies and gentlemen.

Good morning, goeie môre, molweni, as-salaam alaikum, shalom.

It is really wonderful to be here today to see the City's Organisational Development and Transformation Plan (ODTP) in action.

It has been less than a year and we can already see the vision of transversal management coming to life.

The ODTP values will work together as a guide for our intent, actions and behaviour to help shape our working culture and encourage excellent service delivery in all we do.

The five values are:

- Integrity: living up to what we say, doing the right thing, being honest and treating everyone with fairness and respect
- Trust: we show trust by working as a team and believing that the other person has our best interests at heart. Trust makes our relationships effective
- Accessibility: we are accessible when we remove barriers between people and services, make obtaining services easier, and are responsive and attentive to customer needs
- Service excellence: we strive for excellence in everything we do by focusing on the customers and delivering the highest standard of services
- Accountability: we show accountability by taking ownership of our roles, taking responsibility for our actions, and by honouring our obligations

The City of Cape Town will embed these values into all the work we do.

We are the best-run city in South Africa, but there is always room for improvement.

The ODTP is about taking service delivery to the next level.

One of the priorities of this plan is to achieve excellence in basic service delivery.

This is achieved when residents believe that their needs are being met and there is an improvement in your living conditions.

We want to enhance our accountability to you and we want to empower you to do so.

This is why we are bringing services to you.

We do not want to wait for you to come to us with problems.

Instead, we want to come to you proactively to prevent major issues from beginning.

This also helps to educate the public about what is within our mandate and what is not.

So today functions as your area's own one-stop shop, where you have a single access point to information and services.

The same way that we want to work together with residents, we also learnt that we need to improve the way that we work together internally.

We needed to stop working in silos.

We want to move beyond people associating government with being moved from pillar to post.

And so we have a range of services here today.

Staff from most of the line departments in the City are here at your service today.

This includes assistance with indigent grant applications, housing database queries, billing enquiries, health checks, and library sign-up services, among others.

We are bringing the services to your doorstep, under the leadership of your local Mayor's representative, Councillor Anda Ntsodo.

He is responsible for ensuring that we implement an integrated approach to service delivery at a local level.

His other duties include: developing effective city-wide area coordination and management of service delivery, ensuring equity and parity in service delivery across the city, facilitating ease of access to all residents, and developing a better understanding of our residents.

All of this allows the city to position itself closer to the people.

We divided the City into four quadrants in order to improve area coordination and management of service delivery in each of the four defined geographical areas.

In our proposed budget, we have set aside R709,5 million to spend in this area during 2017/18 and R2,7 billion over the next three years.

Some of the key projects in Area East include:

- Zandvliet Wastewater Treatment Works extension: R146 313 178
- Congestion relief projects: R58 100 000
- Sir Lowry's Pass River upgrade: R46 230 000
- Upgrading of Informal Settlements Programme for Kalkfontein informal settlement: R38 000 000
- Macassar BNG housing project: R28 380 000
- Somerset West Fire Station: R24 435 947

These are just some of the exciting projects that we have proposed and when we go to Council next month to seek approval for the budget, it will be some of the development that you can expect.

We are also here to listen to you today.

We want to hear about how we can improve and what some of your ideas are.

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I am looking forward to hearing that feedback, so that we can find more ways to make progress possible, together.

I thank you. God bless.

End