



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

**CORPORATE SERVICES PORTFOLIO COMMITTEE**  
*IKOMITI YEMICIMBI YESEBE LEENKONZO ZEZIKO*  
**PORTEFEULJEKOMITEE OOR KORPORATIEWE DIENSTE**

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**1. ITEM NUMBER: CRSPC 06/03/23**

**2. SUBJECT**

**MATTERS RECEIVING ATTENTION**

*IMIBA ENIKWA INGQWALASELA*

**ONAFGEHANDELDE SAKE**

**3. DISCUSSION**

The list of Matters Receiving Attention is attached for consideration by the Corporate Services Portfolio Committee.

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**MATTERS RECEIVING ATTENTION  
CORPORATE SERVICES  
1 MARCH 2023**

NO.	REPORT REQUESTED	TARGET DATE FOR SUBMISSION OF REPORT	SUBJECT / RESOLUTION	RESPONSIBLE OFFICIAL	ACTION / COMMENT
1.	1 February 2023	1 March 2023	<p><b><u>EMANATING FROM THE CRSPC MEETING HELD ON 1 FEBRUARY 2023 (CRSPC 18/02/23):</u></b></p> <p><b>PROGRESS OF LINKING HISTORICAL DATA TO THE CORRECT GEOGRAPHICAL AREAS IN THE JOBSEEKER DATABASE</b></p> <p><b>FURTHER RESOLVED</b> that the Regional Manager Subcouncils, South and Acting Regional Manager Subcouncils, East – Ms A Bosman be tasked to meet with the Manager: EPWP &amp; CWP, Public Empowerment &amp; Development to discuss the progress of linking historical data to the correct geographical areas and thereafter provide feedback to the Office of the MMC: Corporate Services.</p>	Ms A Bosman	<p>Matter receiving attention actioned to the responsible official. Pending verbal feedback at the Corporate Services Portfolio Committee meeting to be held on 1 March 2023.</p> <p>Ms A Bosman reported on 22 February 2023 that IS&amp;T are busy working on the areas submitted for realignment to the Subcouncils. Projected timeline to sort this out is the close of business on 28 February 2023.</p>

NO.	REPORT REQUESTED	TARGET DATE FOR SUBMISSION OF REPORT	SUBJECT / RESOLUTION	RESPONSIBLE OFFICIAL	ACTION / COMMENT
2.	1 February 2023	1 March 2023	<p><b><u>EMANATING FROM THE CRSPC MEETING HELD ON 1 FEBRUARY 2023 (CRSPC 13/02/23):</u></b></p> <p><b>CLARIFICATION OF THE ONGOING PRACTICE FOR LEGAL SERVICES REPORTS TO SERVE BEFORE THE CORPORATE SERVICES PORTFOLIO COMMITTEE</b></p> <p><b>FURTHER RESOLVED</b> that the ED: Corporate Services be tasked to engage with the Office of the City Manager to clarify the ongoing practice for legal services reports to serve before the Corporate Services Portfolio Committee.</p>	Mr A Warren Mr E Sass	On Fri 2023/02/03 15:18, the Office of the Executive Director: Corporate Services wrote: We received confirmation from the Director: Legal Services that this report will no longer serve at CRSPC.

NO.	REPORT REQUESTED	TARGET DATE FOR SUBMISSION OF REPORT	SUBJECT / RESOLUTION	RESPONSIBLE OFFICIAL	ACTION / COMMENT
3.	2 November 2022	1 March 2023	<p><b><u>EMANATING FROM THE CRSPC MEETING HELD ON 2 NOVEMBER 2022:</u></b></p> <p><b>LEGAL SERVICES ACTIVITY REPORT FOR THE PERIOD 1 JULY 2022 TO 30 SEPTEMBER 2022</b></p> <p>Cllr T Gqada referred to Annexure A of the report on the agenda and enquired about the omission of information in the Directorate column.</p> <p><b>RESOLVED</b> that the Legal Services Activity Report for the period 1 July 2022 to 30 September 2022, be referred back for correction.</p>	Ms V Ngcobozi Ms R Sayed	<p>On Fri 2023/02/03 15:18, the Office of the Executive Director: Corporate Services wrote: We received confirmation from the Director: Legal Services that this report will no longer serve at CRSPC.</p> <p>By direction of the Chairperson, the aforementioned report is no longer required for the agenda in view of the above.</p>

NO.	REPORT REQUESTED	TARGET DATE FOR SUBMISSION OF REPORT	SUBJECT / RESOLUTION	RESPONSIBLE OFFICIAL	ACTION / COMMENT
4.	1 February 2023	1 March 2023	<p><b><u>EMANATING FROM THE CRSPC MEETING HELD ON 2 MARCH 2022 (CRSPC 14/03/22):</u></b></p> <p><b>PROGRESS UPDATE ON THE SAP CRM SERVICE REQUEST ENHANCEMENT PROJECT</b></p> <p><b>RESOLVED</b> that:</p> <p>(a) the SAP CRM Service Request Enhancement Project remain on the matters receiving attention list in order for the Corporate Services Portfolio Committee to continue with its oversight of the project;</p> <p>(b) the Customer Relations Department continues to submit progress reports on the SAP CRM Service Request Enhancement Project.</p>	Ms H Seyffert Ms P Nongqongqo	<p>The last progress report on the SAP CRM Service Request Enhancement Project was tabled on 1 February 2023.</p> <p>By direction of the Chairperson, the next progress report is requested for the CRSPC meeting to be held on 5 April 2023.</p>

NO.	REPORT REQUESTED	TARGET DATE FOR SUBMISSION OF REPORT	SUBJECT / RESOLUTION	RESPONSIBLE OFFICIAL	ACTION / COMMENT
5.	1 February 2023	1 March 2023	<p><b><u>EMANATING FROM THE CRSPC MEETING HELD ON 6 APRIL 2022 (CRSPC 06/04/22):</u></b></p> <p><b>OVERSIGHT VISITS OF FACILITIES WITHIN THE FUNCTIONAL AREAS OF THE CORPORATE SERVICES PORTFOLIO COMMITTEE</b></p> <p><b>RESOLVED</b> that the Corporate Services Portfolio Committee be provided with a list of all the facilities over which the Portfolio Committee has oversight, in order to set-up oversight visits of at least two to three facilities at a time.</p>	Mr M Carolus	<p>See <b><u>MRA ANNEXURE A:</u></b> List of facilities for oversight visits.</p> <p>See <b><u>MRA ANNEXURE B:</u></b> Summary of input received during the oversight visits and the responses from the respective departments.</p>



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## Corporate Services Portfolio Committee Oversight Visits

<b>Summary</b>	<p><b>OVERSIGHT VISITS OF FACILITIES WITHIN THE FUNCTIONAL AREAS OF THE CORPORATE SERVICES PORTFOLIO COMMITTEE (CRSPC 06/04/22)</b></p> <p>At the Corporate Services Portfolio Committee meeting held on 6 April 2022, it was <b>RESOLVED</b> that the Corporate Services Portfolio Committee be provided with a list of all the facilities over which the Portfolio Committee has oversight, in order to set-up oversight visits of at least two to three facilities at a time.</p> <p>The committee exercises political oversight in respect of the following functional areas:</p> <ol style="list-style-type: none"> <li>1. <a href="#">Customer Relations</a></li> <li>2. <a href="#">Executive and Councillor Support Operations</a></li> <li>3. <a href="#">Facilities Management</a></li> <li>4. <a href="#">Fleet Management</a></li> <li>5. <a href="#">Human Resources</a></li> <li>6. <a href="#">Information and Knowledge Management</a></li> <li>7. <a href="#">Information Systems and Technology</a></li> <li>8. <a href="#">Subcouncils</a></li> </ol>
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### Electronic document easy navigation shortcuts

- Entries on this index page link to the relevant annexures
- The department name on each annexure links to the index page

### 1. [Customer Relations](#)

Item	Building Name	Physical Address	Departmental Branches to visited	Status
1	Civic Centre, Cape Town	12 Hertzog Boulevard , Civic Centre Cape Town	Contact Centre	Completed

### 2. [Executive and Councillor Support Operations](#)

Item	Building Name	Physical Address	Departmental Branches to visited	Status
1	Cape Town Civic Centre	3 <sup>rd</sup> and 5 <sup>th</sup> Floors, Podium Block Ground Floor Podium and outlying Registry office	<ul style="list-style-type: none"> <li>• 3<sup>rd</sup> floor – Councillor Support</li> <li>• 5<sup>th</sup> Floor – Executive Committee Services</li> <li>• 5<sup>th</sup> Floor - Language Services</li> <li>• 5<sup>th</sup> Floor – Support Services</li> <li>• 5<sup>th</sup> Floor and outlying areas – Registry Services</li> <li>• Ground floor – Printing Services</li> </ul>	Completed

### 3. [Facilities Management](#)

Item	Building Name	Physical Address	Status
1	Cape Town Civic Centre	12 Hertzog Boulevard	
2	Gallows Hill	c/o Somerset & Ebenezer Roads, Green Point	
3	Keller House	121 Loop Street, Cape Town	
4	52 Wale Street	52 Wale Street, Cape Town	
5	Alex Pirie	50 Wale Street, Cape Town	
6	44 Wale Street, Cape Town	44 Wale Street, Cape Town	
7	Strand Street Concourse	ERF 177689, Cape Town	
8	Observatory	4 Drake Street, Observatory	
9	Killarney Works Yard	Koeberg Road, Killarney	



Item	Building Name	Physical Address	Status
10	Du Noon Walk-in Centre	Du Noon Milnerton	
11	Milnerton Offices Metro Police	35 Pienaar Road, Milnerton	
12	Royal Ascot (Turf Club)	Bridle Way, Milnerton	
13	Pienaar Road Municipal Building	87 Pienaar Road, Milnerton	
14	Mamre Municipal Building	54 Main Road, Mamre	
15	Witsand Walk-in Centre	Erf 1065/4	
16	Wesfleur Municipal Building	Erf 4293, Atlantis	
17	Hudson Street Building	Strand Street Cape Town	
18	Ndabeni Fleet Operations	6 - 14 Oude Moulen Road, Ndabeni	
19	Ndabeni Fleet Workshop	27 Oude Moulen Road, Ndabeni	
20	Ndabeni Fleet E-fuel	23 Oude Moulen Road, Ndabeni	
21	Ndabeni Fleet Admin	19 Oude Moulen Road, Ndabeni	
22	Pinelands Municipal Building	c/o St Stephens Road and Ridgeway, Pinelands	
23	Langa Municipal Building	Lerotholi Road, Langa	
24	Berkley Muncipal Building (Abattoir)	Berkley Road, Ndabeni	
25	Kuils River Municipal Building	c/o 65 Van Riebeeck Rd & Carinus Street, Kuils River	
26	Omniforum Municipal Building	94 Van Riebeeck Rd, Kuils River	
27	Kuils River Depot	Fabriek Street, Kuils River	
28	Sarepta Traffic	Good Hope Street, Sarepta, Kuilsriver	
29	Mfuleni M Building	9 Main Rd, Mfuleni	<b>Completed</b>
30	Site C Municipal Building	Solomon Tshuku Ave, Khayelitsha	
31	Site B M Complex	Sulani Drive, Khayelitsha	
32	Khayelitsha Training Centre	c/o Spine Rd & 53 Lwandle Rd, Khayelitsha	
33	Resource Centre Municipal Complex	174 Makabeni Rd, Khayelitsha	
34	Stocks & Stocks Municipal Complex	c/o Ntlakohlaza Rd & 45 Ntlazane Rd, Khayelitsha	
35	Khayelitsha Metro Police	c/o Govern Mbeki Rd & Steve Biko Rd, Khayelitsha	<b>Completed</b>
36	Makhaza Municipal Building	Cekeca Rd, Khayelitsha	
37	Macassar Municipal Building	Bind Avenue, Macassar	<b>Completed</b>
38	Somerset West Municipal Building	c/o Andries Pretorius Rd & Victoria Rd, Somerset West	
39	Strand Municipal Building	c/o Fagan Rd & Main Rd, Strand	
40	Lwandle Municipal Building	17 Vulindela Avenue, Lwandle, Strand	
41	Gordon's Bay Boundary Road	3 & 5 Boundary Rd, Gordon's Bay	
42	Gordon's Bay School Street	4 School Street, Gordon's Bay	
43	Brackenfell Municipal Complex	c/o Old Paarl Road & Paradys Street, Brackenfell	
44	Law Enforcement Building (form part of 54)	c/o Old Paarl Road & Paradys Street, Brackenfell	

Item	Building Name	Physical Address	Status
45	Jeanette Street Municipal Building	Erf 422, Jeanette Street, Brackenfell	
46	Bonteheuwel Sub-Council Offices	Jakklesvlei Rd, Bonteheuwel	
47	Bonteheuwel Law Enforcement	Jakklesvlei Rd, Bonteheuwel	
48	Bonteheuwel Offices (Metro Police)	Jakklesvlei Rd, Bonteheuwel	
49	Goodwood Municipal	c/o Voortrekker Road and Molteno Street, Goodwood	
50	Parow Municipal Building	c/o Voortrekker & Talent Street, Parow	
51	Bellville Municipal Building	Erf 11233, Voortrekker Road, Bellville	
52	Bellville South Municipal Building	Erf 14643, 74 Kasselsvlei Road, Bellville South	
53	Osborne Street Municipal Building	Erf 14687, c/o Oop and Osborne Street, Bellville South	
54	Belhar Council Chambers	Erf 31657, Belhar Drive, Belhar	
55	Ficus Municipal Building	13 Arnold Wilhelm Street, Parow	
56	Durbanville Municipal Building	Erf 525, c/o Queen and Oxford Roads, Durbanville	
57	Kraaifontein Municipal Building	Erf 10531, 101 Brighton Road, Kraaifontein	
58	TMC	Hugo Street, Goodwood, 7460	
59	Ottery Municipal Complex	c/o Old Strandfontein and New Ottery Roads, Ottery	
60	Plumstead Municipal Building	3 Victoria Road, Plumstead	
61	Alphen Centre	Constantia Main Road, Constantia	
62	Southfield Residential Property	17 Lilian Avenue, Southfield	
63	Fish Hoek Municipal Building	Central Circle, Fish Hoek	
64	Rondebosch Residential Building	37 Riverton Road, Rondebosch	
65	Philippi Island	Off New Eisleben Rd, Philippi	
66	Brown's Farm M Building	4 Sharon Rd, Brown's Farm, Philippi	
67	Rochester Road Metro Police	c/o Landsdown Rd & NY1, Gugulethu	
68	Philippi Maintenance Depot	Cnr Govan Mbeki & Old Ottery Road, Philippi	
69	Philippi B Resource Centre	c/o Ngxokozweni Rd & Ntabethemba Rd, Philippi	
70	Lentegeur Civic Centre	c/o Melkbos Rd & Merrydal Rd, Mitchells Plain	
71	Fezeka M Complex	c/o Landsdown Rd & NY1, Gugulethu	
72	Hillstar Complex	c/o Plantation and Bamboesvlei Roads, Ottery	
73	Nyanga M Complex	New Eisleben Rd, Nyanga	

#### 4. [Fleet Management](#)

Item	Building Name	Physical Address	Status
1	Fleet Operations Depot	14 Oude Molen, Ndabeni	Completed
2	Fleet Management Head Quarters	19 Oude Molen, Ndabeni	Completed
3	Fleet Tenders	23 Oude Molen, Ndabeni	Completed
4	Ndabeni Workshop	23 Oude Molen, Ndabeni	Completed
5	Bellville Workshop (Reed Street Workshop)	33 Reed Street, Bellville	
6	Hillstar Workshop	5 Bamboesvlei Road, Hillstar, Ottery	
7	Khayelitsha Workshop	Khayelitsha Resource Centre, Cnr. Makabeni & Zakhele Roads, Khayelitsha,	
8	OBC/e-Fuel/Master Data	19 Oude Molen Road, Ndabeni	Completed

#### 5. [Human Resources](#)

Item	Building Name	Physical Address	Departmental Branches to visited
1	HR has no facilities in its portfolio		

#### 6. [Information and Knowledge Management](#)

Item	Building Name	Physical Address	Departmental Branches to visited	Status
1	Goodwood Records Facility	Goodwood Municipal Building Precinct, Molteno Road, Goodwood	Integrated Knowledge and Records Management Branch	

## 7. Information Systems and Technology

Item	Building Name	Physical Address	Departmental Branches to visited	Status
1	Cape Town Civic Centre: Corporate Data Centre	4 <sup>th</sup> floor, J-Foyer, Podium Block, Cape Town Civic Centre, Hertzog Boulevard, Cape Town	IS&T Infrastructure Branch (Head: Howard Green)	
2	Cape Town Civic Centre: IS&T Department	4 <sup>th</sup> floor, J-Foyer, Podium Block, Cape Town Civic Centre, Hertzog Boulevard, Cape Town	Distributed Computing (Head: Gasnola Isaacs)	
3	Telecommunication Operation Centre	80 Voortrekker / 33 Reeds Street Behind Bellville Civic Centre	IS&T Telecommunication Branch (Head: Marius Munnik)	<b>Completed</b>

## 8. Subcouncils

Item	Building Name	Physical Address	Departmental Branches to visited	Status
1	<b>Area South response:</b> Lentegeur Administrative Building	Lentegeur Administrative Building- cnr Melkbos and Merrydale Road, Lentegeur	Subcouncil 12; Subcouncil 17; Finance Department; Facility Management	
2	<b>Area South response:</b> Fezeka Municipal Building	Govan Mbeki Road, Gugulethu	Parks; Subcouncil 13; Subcouncil 14; Revenue Services; Water and Sanitation; National Court; Housing; MURP; Facility Management	
3	<b>Area South response:</b> Fish Hoek Municipal Building	Upper Recreation Road, Fish Hoek	Subcouncil 19; Revenue Services	
4	<b>Area South response:</b> Alphen Centre, Constantia	Constantia Main Road, Constantia	Subcouncil 20; Disaster Risk Management; Facility Management; Constantia Property Owner's Association (Ratepayer's Association); Constantia Scouts	
5	<b>Area South response:</b> Subcouncil 18 Building	Cnr Buck and 6th Avenue, Lotus River	Subcouncil 18	
6	<b>A nil response obo Subcouncils Area North, as we do not own any facilities</b>			
7	<b>Area East and Area Central also do not own any asset/facility</b>			

DEPARTMENT	ITEM	FACILITY	DATE OF OVERSIGHT VISIT	COUNCILLOR FEEDBACK	DEPARTMENTAL RESPONSE
Fleet Management	1	<b>Fleet Operations Depot</b> 14 Oude Molen Road, Ndabeni  <b>Fleet Management Head Quarters</b> 19 Oude Molen Road, Ndabeni	02 September 2022	IT systems are integral in the proper management of a fleet of this size. I was quite impressed by the Pool Asset Management SAP module and how it manages vehicle bookings. Unfortunately, we were not able to view the FMIS, but I understand that this manages various functions such as fuel and tyre management, Off-road maintenance management, battery and warranty management, accident and incident insurance management, cost per kilometre management and document management. These systems form the foundations of the operations of the facility and are critical in its functioning.	Fleet Management thanks the positive feedback received from the CSPC and note the content.
Fleet Management	2	<b>Fleet Operations Depot</b> 14 Oude Molen Road, Ndabeni  <b>Fleet Management Head Quarters</b> 19 Oude Molen Road, Ndabeni	02 September 2022	Director Bevan Van Schoor is managing a very well run department. He knows all the aspects of each area within this department. He took us through the operations and almost made it sound very easy to manage where as we know it is not that easy. Well Done Mr Van Schoor!!	Fleet Management thanks the positive feedback received from the CSPC and note the content.
Fleet Management	3	<b>Fleet Operations Depot</b> 14 Oude Molen Road, Ndabeni  <b>Fleet Management Head Quarters</b> 19 Oude Molen Road, Ndabeni	02 September 2022	The manager is clearly extremely knowledgeable, talented and experienced. He is also a caring and involved manager who knows and values his staff members, treating them all equally and with respect.	Fleet Management thanks the positive feedback received from the CSPC and note the content.
Fleet Management	4	<b>Fleet Operations Depot</b> 14 Oude Molen Road, Ndabeni  <b>Fleet Management Head Quarters</b> 19 Oude Molen Road, Ndabeni	02 September 2022	We were impressed by his cost-saving initiatives, and the way in which he has consolidated the vehicles owned by the City to save on rental costs and allow every City owned vehicle to be fully used and not left rusting in a car park.	Fleet Management thanks the positive feedback received from the CSPC and note the content.
Fleet Management	5	<b>Fleet Operations Depot</b> 14 Oude Molen Road, Ndabeni  <b>Fleet Management Head Quarters</b> 19 Oude Molen Road, Ndabeni	02 September 2022	My overall impression of the facility is very good, because they are well structured and also have details of all services rendered and well managed. Well done to the head and his team.	Fleet Management thanks the positive feedback received from the CSPC and note the content.

DEPARTMENT	ITEM	FACILITY	DATE OF OVERSIGHT VISIT	COUNCILLOR FEEDBACK	DEPARTMENTAL RESPONSE
Fleet Management	6	<b>Fleet Operations Depot</b> 14 Oude Molen Road, Ndabeni  <b>Fleet Management Head Quarters</b> 19 Oude Molen Road, Ndabeni	02 September 2022	The fleet management headquarters was well kept. The renovations done throughout the facility, including headquarters has clearly made a vast improvement to the working environment. There is clearly very good leadership within the organization and it is evidenced by the amount of certificates awarded to the department and Mr Van Schoor. I am sure that employees take great pride in their department and the critical work they do.	Fleet Management thanks the positive feedback received from the CSPC and note the content.
Fleet Management	7	<b>Fleet Operations Depot</b> 14 Oude Molen Road, Ndabeni  <b>Fleet Management Head Quarters</b> 19 Oude Molen Road, Ndabeni	02 September 2022	The offices and maintenance centre are clean, fresh and well maintained. There is evidence of staff taking pride in their environment.  Our fleet is in good hands!	Fleet Management thanks the positive feedback received from the CSPC and note the content.
Fleet Management	8	<b>Fleet Operations Depot</b> 14 Oude Molen Road, Ndabeni  <b>Fleet Management Head Quarters</b> 19 Oude Molen Road, Ndabeni	02 September 2022	The leadership of this operation is running a professional service despite of small challenges and the minor things they handle themselves.	Fleet Management thanks the positive feedback received from the CSPC and note the content.
Fleet Management	9	<b>Fleet Operations Depot</b> 14 Oude Molen Road, Ndabeni  <b>Fleet Management Head Quarters</b> 19 Oude Molen Road, Ndabeni	02 September 2022	The Ndabeni Facility is in general a very well run facility.  I was very impressed with the overall operations at the Ndabeni Facility. Today I learned first-hand what it takes to keep the wheels of the City rolling. The staff is very friendly and from what I have noticed they are motivated. Director Bevan is doing an excellent job.	Fleet Management thanks the positive feedback received from the CSPC and note the content.
Fleet Management	10	<b>Fleet Operations Depot</b> 14 Oude Molen Road, Ndabeni  <b>Fleet Management Head Quarters</b> 19 Oude Molen Road, Ndabeni	02 September 2022	It was very good to see the behind the scenes on how everything is done at the depot. All the officials seem to be very good at what they are doing and they know the systems very well and could answer all questions with ease and confidence. I was very Impressed with each and every one I have met, more so on how they go about doing their job.	Fleet Management thanks the positive feedback received from the CSPC and note the content.

DEPARTMENT	ITEM	FACILITY	DATE OF OVERSIGHT VISIT	COUNCILLOR FEEDBACK	DEPARTMENTAL RESPONSE
Fleet Management	11	<b>Fleet Operations Depot</b> 14 Oude Molen Road, Ndabeni  <b>Fleet Management Head Quarters</b> 19 Oude Molen Road, Ndabeni	02 September 2022	It is evident that much thought was put into the business processes and work flows within the workshop. A lot of emphasis is put on the culture of the department and the investment in staff, making the workspace one that is pleasant and encourages pride in the work environment.	Fleet Management thanks the positive feedback received from the CSPC and note the content.
Fleet Management	12	<b>Fleet Operations Depot</b> 14 Oude Molen Road, Ndabeni  <b>Fleet Management Head Quarters</b> 19 Oude Molen Road, Ndabeni	02 September 2022	Very impressive. Problems are being identified and solutions found for it.  The building itself gives you a desire to be in work everyday.  There is lots of strategic planning being done, as to better the working relationship with staff and clients.	Fleet Management thanks the positive feedback received from the CSPC and note the content.
Fleet Management	13	<b>Fleet Operations Depot</b> 14 Oude Molen Road, Ndabeni  <b>Fleet Management Head Quarters</b> 19 Oude Molen Road, Ndabeni	02 September 2022	It is very hard to provide further comment. There is a clear vision about what role Fleet Management will play in the future and how it will function. The leadership is excellent and staff needs are catered for, making it an environment that is pleasant to work in. The systems put in place are impressive, although it is difficult to compare to others since I have no benchmark to compare it with. Indeed, this department has set the benchmark to compare all others to and measure against.	Fleet Management thanks the positive feedback received from the CSPC and note the content.
Facilities Management	14	<b>Macassar Municipal Building</b> , Bind Avenue, Macassar	13 October 2022	The site manager is very diligent and appears to be on top of things and aware of each space and what is needed.  The staff appear calm and contented in their orderly surroundings.  The rooms are neatly painted and clean.	Noted
Facilities Management	15	<b>Macassar Municipal Building</b> , Bind Avenue, Macassar	13 October 2022	The board room need at least an audio visual system in the form of a tv that will assist in presentations to the staff.	Noted. The boardroom is underutilised, however, Service Request submitted on 10 Feb

DEPARTMENT	ITEM	FACILITY	DATE OF OVERSIGHT VISIT	COUNCILLOR FEEDBACK	DEPARTMENTAL RESPONSE
Facilities Management	16	<b>Macassar Municipal Building</b> , Bind Avenue, Macassar	13 October 2022	<p>This building was redone after it was burnt. The current condition is good and the facilities have improved because of it. Some IT work still needed to be done and the CCTV cameras were in the process of being connected.</p> <p>The main distribution board was in good condition but the fire board was off at the time. The building itself was otherwise in good condition.</p>	The fire alarm was off at the time of visit to accommodate the fitting of wiring for the CCTV cameras.
Facilities Management	17	<b>Macassar Municipal Building</b> , Bind Avenue, Macassar	13 October 2022	Residents/customers are waiting outside in the cold and an inside waiting area will be appropriate.	No inside waiting area due to tenant being under threat and inside visitor movement restricted too. Outside roof protection could be extended to incorporate side protection against the elements if existing support columns allow. Site assessment done on 8 and 9 Feb 2023.
Facilities Management	18	<b>Macassar Municipal Building</b> , Bind Avenue, Macassar	13 October 2022	<p>Clean.</p> <p>Well kept.</p> <p>It feels like a jail with everything under lock and keys. I do understand that it is needed.</p> <p>The staff there must get regular debriefing session. It can become claustrophobic.</p>	Tenant debriefing to take place at quarterly Tenant meetings.
Facilities Management	19	<b>Macassar Municipal Building</b> , Bind Avenue, Macassar	13 October 2022	The building has been revamped. A recommendation is to move the Ward Councillor's office nearer to an emergency escape door.	Councillor's office is the last office before the fire escape door at the back. No other office located closer to this exit.
Facilities Management	20	<b>Macassar Municipal Building</b> , Bind Avenue, Macassar	13 October 2022	The Building is in a Good condition, the concerns I have is the locks outside each window that can be cut and access to the building then becomes easy.	Good practice requires burglar bars to be unlocked in case of fire for alternative escape routes. (Enquiry made re alternative solutions)
Facilities Management	21	<b>Mfuleni Municipal Building</b> , 9 Main Road, Mfuleni	13 October 2022	I could tell by chatting with the two city councillors and some of the staff that the building is well stewarded. The site manager is responsible and aware of all the needs – e.g. flooring. It is clean and tidy. The ward councillors' offices are spacious.	Noted



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Facilities Management	22	<b>Mfuleni Municipal Building</b> , 9 Main Road, Mfuleni	13 October 2022	Very spacious building.  Equipment needed.  Maintenance to be done.	Roof repairs, painting and façade painting and window repairs already scheduled. Quotations signed, await PO's
Facilities Management	23	<b>Mfuleni Municipal Building</b> , 9 Main Road, Mfuleni	13 October 2022	The facility has basic equipment with minimal functionality. The IT infrastructure needs vast improvement as everyone uses their internet dongle for internet connectivity. If there is loadshedding and cell towers lose power, there is no connectivity.  The internet connectivity on the dongles are also poor due to low coverage of the cell network. There is also no Wi-Fi facilities such as Smartcape at the office.	Service Request ref 2101494468 submitted for projector/wi-fi installation
Facilities Management	24	<b>Mfuleni Municipal Building</b> , 9 Main Road, Mfuleni	13 October 2022	The kitchen has no equipment in it: no microwave, kettle, fridge, utensils.	Capital funds were requested in 2022 for kitchens in several Area 2 facilities (to discourage tenants from using their own appliances) but were not approved
Facilities Management	25	<b>Mfuleni Municipal Building</b> , 9 Main Road, Mfuleni	13 October 2022	The ladies toilet opens up straight into a passageway without any wall for privacy. If the door were accidentally opened, a lady's privacy would be compromised.	Individual cubicles have doors that can be closed.
Facilities Management	26	<b>Mfuleni Municipal Building</b> , 9 Main Road, Mfuleni	13 October 2022	The boardroom windows remain constantly open. They are steel windows which have been rusted into an open position. There is no protection from the winter elements in the boardroom. There is also a shortage of chairs. There is no projector in the event one is needed for presentations.	Refer item 9 above for windows. Refer item 10 above for projector. Chairs from Kuilsriver MB is transferred to this facility as and when capital funds allow for replacement chairs at Kuilsriver MB.
Facilities Management	27	<b>Mfuleni Municipal Building</b> , 9 Main Road, Mfuleni	13 October 2022	There is a camera on the side of the building covering the vehicle entrance, but there is a blind spot on the front of the building at the pedestrian entrance. This is a security risk.	Provision of additional cameras already in progress. Quotation approved for installation.

DEPARTMENT	ITEM	FACILITY	DATE OF OVERSIGHT VISIT	COUNCILLOR FEEDBACK	DEPARTMENTAL RESPONSE
Facilities Management	28	<b>Mfuleni Law Enforcement Building,</b> 9 Main Road, Mfuleni	13 October 2022	The camera system to ensure more security is of huge concern. I have noted that the Law enforcement area has no cameras and present an easy attacking area for the staff and or vehicles.	Refer feedback line 14
Facilities Management	29	<b>Mfuleni Law Enforcement Building,</b> 9 Main Road, Mfuleni	13 October 2022	The building need some upgrades with regard to giving the staff a warm building which will give the staff the feeling of giving more towards successful service delivery. I suggest some new paint be considered in the City colours to brighten up the workplace. The facility also need a functional wash bay for the vehicles that will be free from hand washing.	Painting to façade already scheduled. Inside paint will commence once 034Q is active for use. A wash bay is available at the facility
Facilities Management	30	<b>Mfuleni Law Enforcement Building,</b> 9 Main Road, Mfuleni	13 October 2022	Still needs some repairs to be done.  The Law Enforcement facility requires internet connectivity. I note that they have mentioned that the flooring will be done, but in general, the office needs a complete upgrade.	Refer item 10. Flooring Repairs: Service Request 5000057063 and 5000064575 on 22/08/2022 and 01/02/2023
Facilities Management	31	<b>Mfuleni Law Enforcement Building,</b> 9 Main Road, Mfuleni	13 October 2022	Some work needs to be done to the Law Enforcement Offices. Old built-in cupboards need to be replaced as well as flooring. Some outside walls have cracks and need painting as well. There is no back system (generator or UPS) for when there is loadshedding or cable theft. This is an important facility and I can't see how it cannot have back up power. There is also no Wi-Fi access for the staff. Furniture is broken and in general it is very cramped up.	Refer item 10 for wi-fi installation. Refer item 16 for façade repairs. Generator is available on site. Furniture is the responsibility of each Department. E-mail request to tenants on 09 Feb 2023. FM follow-up visit mid-March 2023.
Facilities Management	32	<b>Khayelitsha Metro Police Station,</b> c/o Govern Mbeki & Steve Biko Roads, Khayelitsha	13 October 2022	Clean and neat. The furniture in the law enforcement offices could be replaced but I understand that this does not fall under Facilities' budget.  Again, the site manager is careful and in control.	Noted
Facilities Management	33	<b>Khayelitsha Metro Police Station,</b> c/o Govern Mbeki & Steve Biko Roads, Khayelitsha	13 October 2022	Beautiful building.  They are still in the process of repairs.	Noted

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Facilities Management	34	<b>Khayelitsha Metro Police Station,</b> c/o Govern Mbeki & Steve Biko Roads, Khayelitsha	13 October 2022	The station houses 80 officers. There is a need for showers and change rooms due to physical training that takes place on site.	Space Management request submitted
Facilities Management	35	<b>Khayelitsha Metro Police Station,</b> c/o Govern Mbeki & Steve Biko Roads, Khayelitsha	13 October 2022	The Gun Safe needs expansion and therefore needs to be moved to a different location within the building for larger space. This space has been identified.	Refer item 21
Facilities Management	36	<b>Khayelitsha Metro Police Station,</b> c/o Govern Mbeki & Steve Biko Roads, Khayelitsha	13 October 2022	Flooring is going to be replaced and the kitchen needs to be redone.	Refer item 21
Facilities Management	37	<b>Khayelitsha Metro Police Station,</b> c/o Govern Mbeki & Steve Biko Roads, Khayelitsha	13 October 2022	The boardroom acts as a change room in which they hold briefings and contain lockers for their personal goods. As mentioned above, new change rooms are required.	Refer item 21
Facilities Management	38	<b>Khayelitsha Metro Police Station,</b> c/o Govern Mbeki & Steve Biko Roads, Khayelitsha	13 October 2022	Outside wall are cracked. There is no proper change facilities for staff, such as proper change rooms for males and females. There is no shower and even the toilets is not of good standard for the staff. One male toilet that I used the tap does not work.	Depot requested to follow up: Service Request for broken tap replacement 5000059389. To report back on this item.
Facilities Management	39	<b>Khayelitsha Metro Police Station,</b> c/o Govern Mbeki & Steve Biko Roads, Khayelitsha	13 October 2022	This facility has much room for improvement. This facility plays a very crucial role for the community and the surrounding areas that it services such as Gordon's Bay, Strand all the way to Khayelitsha and for this reason our Metro staff need a good working environment.	Noted
Facilities Management	40	<b>Khayelitsha Metro Police Station,</b> c/o Govern Mbeki & Steve Biko Roads, Khayelitsha	13 October 2022	The facilities MUST feel safe when in the work space and in the case of all 3 facilities, that does not seem to be the case. Its having areas that's not covered to secure the safety of staff, for example, at the Khayelitsha facility, from the front entrance to the back is highly secure, however, if you walk around the building, access to the back area become easy and further access to the building through the same space becomes easy. The back area should become more secure with a security access gate from the braai area.	Facilities Officer to liaise with tenants re the requirement and practicality of a security gate at the Khayelitsha Metro Police; a Service Request will follow if tenants are in agreement

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Facilities Management	41	<b>Khayelitsha Metro Police Station,</b> c/o Govern Mbeki & Steve Biko Roads, Khayelitsha	13 October 2022	It remain always the priority of the City to ensure that the staff feel at home when they within the work place. All the facilities seem very dull resulting in the space not being warm to both staff and visitors.	FO's provided with inside paint specifications to choose colours with tenant for inside walls. (once 034Q is active)
Facilities Management	42	<b>Khayelitsha Metro Police Station,</b> c/o Govern Mbeki & Steve Biko Roads, Khayelitsha	13 October 2022	Additional storage must also be considered with regards to broken items that must be registered and then handed to the department dealing with such. It's not a good sight walking around and see the broken items with the naked eye and this must be safely stored to ensure no loss of City Property.	Redundant furniture should continuously be remove by tenants; a store room will only encourage storage instead of discarding. Tenant requested to remove redundant items, refer item 18
Facilities Management	43	<b>Khayelitsha Metro Police Station,</b> c/o Govern Mbeki & Steve Biko Roads, Khayelitsha	13 October 2022	The building itself needs to be expanded and there is property on site that can be utilized for this expansion. This is needed because staff numbers are increasing.	An increase in floor area will be a capital project and should be requested by the tenant based on their operational requirements.
Facilities Management	44	<b>Khayelitsha Metro Police Station,</b> c/o Govern Mbeki & Steve Biko Roads, Khayelitsha	13 October 2022	The space that's open next the parking should be upgraded to including a gym area and further a possible brief area that will ensure more space for the staff.	Refer item 31
Facilities Management	45	<b>Khayelitsha Metro Police Station,</b> c/o Govern Mbeki & Steve Biko Roads, Khayelitsha	13 October 2022	The condition of the building is good however the fact that the brief room is to the locker room is of great concern. The building in its entertainment area need upgrade for the staff to be more relaxed after coming from the day's work.	Refer item 21
Facilities Management	46	<b>Khayelitsha Metro Police Station,</b> c/o Govern Mbeki & Steve Biko Roads, Khayelitsha	13 October 2022	The facility also need more showers for the staff.  A wash bay need to be created for the vehicles to be cleaned at least once a week. The bay should have all the needed equipment to be free from hand washing.	Refer item 21. A wash bay is available
Facilities Management	47	<b>Khayelitsha Metro Police Station,</b> c/o Govern Mbeki & Steve Biko Roads, Khayelitsha	13 October 2022	Our staff is our best and greatest assets and therefore as a City we should invest in their well-being when they are on duty.	Noted, agree

DEPARTMENT	ITEM	FACILITY	DATE OF OVERSIGHT VISIT	COUNCILLOR FEEDBACK	DEPARTMENTAL RESPONSE
Facilities Management	48	<b>Khayelitsha Metro Police Station</b> , c/o Govern Mbeki & Steve Biko Roads, Khayelitsha	13 October 2022	It was really great to see our City colleagues in their context. I am always more interested in people and listening to them, as I can tell whether their needs are being met. They all appear contented in these buildings.	Noted
Information Systems and Technology Department	49	<b>Telecommunication Operation Centre</b> , 33 Reeds Street, Bellville	10 November 2022	Awesome place  Excellent reception  Workers passionate about their jobs	Thank you, we acknowledge and appreciate your positive feedback.
Information Systems and Technology Department	50	<b>Telecommunication Operation Centre</b> , 33 Reeds Street, Bellville	10 November 2022	Facilities are in good condition and working environment is suited for IT staff. As far as I could tell, all requirements are being met for the proper functioning of the facility and provision has been made for upgrades of the IT infrastructure.	Thank you, we acknowledge and appreciate your positive feedback.
Information Systems and Technology Department	51	<b>Telecommunication Operation Centre</b> , 33 Reeds Street, Bellville	10 November 2022	I am very concerned about the safety of the staff as per the work they doing. I feel that the staff need more identity protection.  I am also very concerned at the fact that photo images could be taken by councillors in the facility where the data should be highly sensitive.	Thank you for your feedback, The Telecommunications team takes note and will conduct a further assessment on the points mentioned from this feedback and address where possible.  Assessment to be conducted during Q4 FY2022-23 Amend SOPs and policies as needed by Q1 FY2023-24
Information Systems and Technology Department	52	<b>Telecommunication Operation Centre</b> , 33 Reeds Street, Bellville	10 November 2022	The facilities were above board as well as the equipment being used especially given that they are assisting the entire City of Cape Town.	Thank you, we acknowledge and appreciate your positive feedback.
Information Systems and Technology Department	53	<b>Telecommunication Operation Centre</b> , 33 Reeds Street, Bellville	10 November 2022	My only concern is the one operating room felt a bit "crowded" for a lack of a better word. Maybe it was because we were there. I am just hoping that they do open some of those windows for ventilation from time to time.	Thank you for your feedback, The Telecommunications team takes note and will conduct a further assessment on the points mentioned from this feedback and address where possible.  Assessment to be conducted during Q3 FY2022-23 Remediation immediately at the conclusion of the assessment Q3 FY2022-23

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Information Systems and Technology Department	54	<b>Telecommunication Operation Centre</b> , 33 Reeds Street, Bellville	10 November 2022	I was very impressed in the Telecommunications Operation Centre. The staff know their work and could answer all our questions with regards to the TOC. Once again it was nice to learn and see how the City goes about doing day-to-day business with all the behind the scenes work that is put into it.	Thank you, we acknowledge and appreciate your positive feedback.
Information Systems and Technology Department	55	<b>Telecommunication Operation Centre</b> , 33 Reeds Street, Bellville	10 November 2022	I note that Subcouncil 20 is connected via the 5Ghz radio network via a mast on Constantiaberg which results in low reliability of network connectivity. I would recommend that the Subcouncil is connected via the fibre network via the BIP or that a maintenance check is done on the connectivity, keeping in mind that the problem is transient and therefore interviews with staff at the Subcouncil is necessary.	Thank you for your feedback, The Telecommunications team takes note and will conduct a further assessment by the Q4 of the FY2022-23 on the points mentioned from this feedback and address where possible. As this is not specifically an issue around the TOC but involves connectivity of a remote site it will be referred to the Telecommunications design and development team for remedial action.
Information Systems and Technology Department	56	<b>Telecommunication Operation Centre</b> , 33 Reeds Street, Bellville	10 November 2022	The security outside the facility is a concern, there are some spaces that is not covered by the CCTV and the fencing is a concern as the electric fencing does not cover the whole fencing, but only the top of the fencing.	Thank you for your feedback, The Telecommunications team takes note and will conduct a further assessment on the points mentioned from this feedback and address where possible. Assessment to be conducted during Q4 FY2022-23 Remediation will be dependant on the outcome of teh assessment
Information Systems and Technology Department	57	<b>Telecommunication Operation Centre</b> , 33 Reeds Street, Bellville	10 November 2022	I have a concern that the switching room's electronic equipment is being protected by a sprinkler/mist system. In the event of a fire, the mist will extinguish flames in the switching room, but will also damage all other equipment in the room which will require replacement of all devices. This is not ideal as there are other private entities utilizing the space. A recommended replacement is a gas fire suppression system which will suffocate the fire without damaging equipment not affected by the fire.	Thank you for your feedback, The Telecommunications team takes note and will conduct a further assessment on the points mentioned from this feedback and address where possible. Assessment to be conducted during Q1 FY2023-24 Remediation will be dependant on the outcome of teh assessment

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Information Systems and Technology Department	58	<b>Telecommunication Operation Centre</b> , 33 Reeds Street, Bellville	10 November 2022	My only concern is the open cages that is not being used or rented out. That is being run at a loss. Very impressed with the security and monitoring system.	Thank you for your feedback, The Telecommunications team takes note and will conduct a further assessment on the points mentioned from this feedback and address where possible however this is also not an issue that directly involves the TOC. This to be referred to the commercials team for remedial actions.
Information Systems and Technology Department	59	<b>Telecommunication Operation Centre</b> , 33 Reeds Street, Bellville	10 November 2022	Security should be improved in the form of perimeter (walls) and surveillance. This is a "National Key Point" site.	Thank you for your feedback, this item will be bundled together with item number 8 on this list which covers the security issues around the perimeter. Assessment to be conducted during Q4 FY2022-23 Remediation will be dependant on the outcome of the assessment
Information Systems and Technology Department	60	<b>Telecommunication Operation Centre</b> , 33 Reeds Street, Bellville	10 November 2022	It is really nice to learn all the behind the scenes work that is going in to make sure we can do our job and also that the Administration can service our citizens within the City of Cape Town.  Thanks to all the departments for their efforts in creating the City to be well run and acceptable to negative or positive feedback.	Thank you, we acknowledge and appreciate your positive feedback.
Customer Relations	61	<b>Contact Centre</b> 12 Hertzog Boulevard, Civic Centre Cape Town	10 November 2022	Systems and controls put in place are conducive to a well-functioning contact centre. I note that some agents work from home which I do not find an issue with, as long as call quality and professionalism is maintained.  I sensed everyone was on their best behaviour, but it can be noted that there is a sincere effort to keep the place jovial and lively, which is needed in such a high stress environment.	The Contact Centre Management and Monitoring Systems are robust. The productivity and performance of the staff is monitored in realtime despite their location. Remote Working also alleviates the responsibility of staff transportation during night shifts.  The department invests time in the well being of the staff. It has an events team led by contact centre agents. The intention of the initiative is to come up with creative ways to motivate, debriefing and participating in exciting activities to boost staff moral and improve engagement.
Customer Relations	62	<b>Contact Centre</b> 12 Hertzog Boulevard, Civic Centre Cape Town	10 November 2022	They were friendly and they know their work.  Well run Department  They are continuously trying to improve their working tools. Impressive.	The department appreciates feedback! We are glad the tour turned out well and that Councillors were pleased in the manner in which the department is being managed. It really shows that hard work pays off.

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Customer Relations	63	<b>Contact Centre</b> 12 Hertzog Boulevard, Civic Centre Cape Town	10 November 2022	Having worked only in the call centre and IT space I was not convinced on the professionalism of the layout and would have been more convinced if I could see the procedures for those at home and not just be told they are being monitored.  I hope they do push for the EPWPs to be permanent.	The open plan Contact Centre layout in line with the industry and better utilisation of space. We are using a noise cancelling headset to prevent any disturbances that could negatively impact on the customer conversations. The department is providing the EPWP staff with meaningful work experience to be able to compete for positions internally and within the City. The EPWP is our pipeline for future vacancies. Most of our Contact Centre Agent positions are filled from this pool.
Customer Relations	64	<b>Contact Centre</b> 12 Hertzog Boulevard, Civic Centre Cape Town	10 November 2022	I also note that there is a proper break room for the call centre agents to relax and disconnect from their work. This is important when working in such a massive building such as the Civic Centre.	We appreciate and give thanks to Councillors for their recognition of the work that we do. We invest in our staff and their wellbeing is important to us and in providing service to customers out there.
Customer Relations	65	<b>Contact Centre</b> 12 Hertzog Boulevard, Civic Centre Cape Town	10 November 2022	I am happy with what I have seen at the office. I, however, do have a concern with the messaging given to assist residents to report C3 concerns. When a resident reports a leak on the pavement and due to not having an account number, the team that goes out to fix it will not do anything and will have the C3 closed due to incorrect logging.	This resides with service departments. The City manager issued an instruction to refrain from closing C3s without informing customers of reason. The department is working closely with departments to resolve this matter.
Customer Relations	66	<b>Contact Centre</b> 12 Hertzog Boulevard, Civic Centre Cape Town	10 November 2022	The relationship between the departments and the office is not instant and need to be addressed. After the visit, I called the call centre and found that the recording with regards to water outages is very short - thus residents having to spend more time on a call. With regards to dropped calls, I am concerned that in one case where I called, the call was dropped from the city side and I received no return call.	Service Departments are responsible for logging of outages. We conduct random checks of the quality of the outages logged. We will further address the incompleteness of the outages. Call Centre Agents are not able to call customers back. In instances like these, where a customer feels that the call was dropped (which is against our standard procedure), the Councillor must log this complaint with the Manager and provide the number in which they used in contacting us. We will investigate and deal with the complaint and provide feedback.



DEPARTMENT	ITEM	FACILITY	DATE OF OVERSIGHT VISIT	COUNCILLOR FEEDBACK	DEPARTMENTAL RESPONSE
Customer Relations	67	<b>Contact Centre</b> 12 Hertzog Boulevard, Civic Centre Cape Town	10 November 2022	<p>The one highlight for me about the contact centre is that they are also giving opportunities to the EPWP workers that is on contract basis, making sure that they also get an opportunity to be employed full time.</p> <p>I was impressed by the fact that agents are being assessed in order to assist them to give better customer service to the City's clients. Also the new online appointment service for car license and learner and driver tests. This will definitely assist the various licensing centres across the City.</p>	<p>The department is providing the EPWP staff with meaningful work experience to be able to compete for positions internally and within the City. The EPWP is our pipeline for future vacancies. Most of our Contact Centre Agent positions are filled from this pool.</p> <p>All new appointees go through one month's classroom training on business knowledge, systems and customer care training, thereafter a month of incubation ( take calls under close monitoring) and then if they achieve the competency, they integrated into teams and take calls on their own. This is done to ensure that customers deal with knowldgable staff at all times.</p>
Customer Relations	68	<b>Contact Centre</b> 12 Hertzog Boulevard, Civic Centre Cape Town	10 November 2022	<p>Well done to Pearl and her team, as they explained that there is still room for improvement but they are working on it and I feel comfortable with what I have witnessed there.</p>	<p>We appreciate and give thanks to Councillors for their recognition of the work that we do. Having a supportive team behind me, contributes to the success of the department.</p> <p>Customer needs evolve, we always have to adjust our engagement strategy to meet their needs. Continuous improvement is a way to go.</p>
Executive and Councillor Support Operations Department	69	<b>E&amp;CSO</b> Podium Block, 12 Hertzog Boulevard, Civic Centre Cape Town	10 November 2022	<p>Super impressed with the language team, they are a very small team with a huge task and they do it with ease and the reception we got was just all smiles.</p>	<p>Positive feedback highly appreciated. The organisation is not always aware of the pressure this team is under to deliver on its mandate.</p>
Executive and Councillor Support Operations Department	70	<b>E&amp;CSO</b> Podium Block, 12 Hertzog Boulevard, Civic Centre Cape Town	10 November 2022	<p>Excellent presentations.</p> <p>Excellent reception.</p>	<p>The team pulled together to give a holistic view of the unit within a brief span of time, keeping in mind that the PC members had been on the receiving end of loads of information the whole morning.</p>
Executive and Councillor Support Operations Department	71	<b>E&amp;CSO</b> Podium Block, 12 Hertzog Boulevard, Civic Centre Cape Town	10 November 2022	<p>The acting Director can surely be very proud of her team. Each and every person of this team are playing an integral part in making sure that we as Councillors can do our job.</p>	<p>Pending</p>
Executive and Councillor Support Operations Department	72	<b>E&amp;CSO</b> Podium Block, 12 Hertzog Boulevard, Civic Centre Cape Town	10 November 2022	<p>There is a need of more staff, however, I didn't find much concerns on this visit.</p>	<p>Pending</p>

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Executive and Councillor Support Operations Department	73	E&CSO Podium Block, 12 Hertzog Boulevard, Civic Centre Cape Town	10 November 2022	Their presentation put their limitations and capabilities into perspective understanding the different roles they play from an administrative point of view. I am impressed with their work ethic as a team and how they complement each other departmentally from acting director right down to the printing guys.	The challenge expressed during the visit was the high usage of printing services by line departments while printing was identified as a shrinking environment as the City moves towards a "less" paper environment. With regard to high printing at Subcouncil level and other areas, there needs to be a dedicated conversation to drive Subcouncils to Eagenda space.  In the meantime, there is a need to buy new heavy duty printers as the current ones are reaching end of life. Additional budget is required in this regard
Executive and Councillor Support Operations Department	74	E&CSO Podium Block, 12 Hertzog Boulevard, Civic Centre Cape Town	10 November 2022	The only issue I wish to note is the high cost of printing in the Corporate Services Directorate. These costs must be mitigated.	As indicated above
Executive and Councillor Support Operations Department	75	E&CSO Podium Block, 12 Hertzog Boulevard, Civic Centre Cape Town	10 November 2022	Well equipped and functional in general.	Pending
Executive and Councillor Support Operations Department	76	E&CSO Podium Block, 12 Hertzog Boulevard, Civic Centre Cape Town	10 November 2022	I was very impressed from the reception area right down to the printing room (only concern is why there is no females employed in the printing room).	The concern has been noted. This is the legacy environment where only males were working in the heavy duty production area. However as the printing area is one of those areas that are not growing, no new appointments are done.
Executive and Councillor Support Operations Department	77	E&CSO Podium Block, 12 Hertzog Boulevard, Civic Centre Cape Town	10 November 2022	I have a concern that in the printing department there are white elephant machines that are in a good working condition, but not being used anymore.	This machine has reached the end of life and it became expensive as it was out of maintenance plan. Also its parts are no longer available. The printers will be condemned during the asset verification process. In future, we are looking into leasing printers as they come with maintenance packages from the suppliers.