



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

Making progress possible. Together.

## **COMMUNITY SERVICES AND HEALTH PORTFOLIO COMMITTEE**

*PORTEFEULJEKOMITEE OOR GEMEENSKAPSDIENSTE EN GESONDHEID*

**IKOMITI YEZEMICIMBI YESEBE KWIINKONZO ZOLUNTU NEZEMPILO**

---

**1. ITEM NUMBER: CSH 04/10/24**

**2. SUBJECT / ONDERWERP / ISIHLOKO:**

**CONFIRMATION OF MINUTES: 02 SEPTEMBER 2024**

*BEKRAGTIGING VAN NOTULE: 02 SEPTEMBER 2024*

**UKUQINISEKISWA KWEMIZUZU: 02 EYOMSINTSI 2024**

**3. DISCUSSION**

The minutes are submitted for confirmation.

---

**MINUTES OF THE ORDINARY MEETING**

OF THE COMMUNITY SERVICES AND HEALTH PORTFOLIO COMMITTEE OF THE CITY OF CAPE TOWN HELD IN COMMITTEE ROOM A, 5<sup>TH</sup> FLOOR, PODIUM, CIVIC CENTRE, CAPE TOWN AND VIA THE SKYPE FOR BUSINESS PLATFORM ON MONDAY, 02 SEPTEMBER 2024 AT 10H00.

---

**MEMBERS PRESENT****DEMOCRATIC ALLIANCE (DA)**

Cllr R Viljoen (Chairperson)  
Cllr R Adams  
Ald P Chapple  
Cllr P Francke  
Cllr P Helfrich  
Cllr F Higham  
Cllr K Marê  
Cllr A Potts  
Cllr E Sawant  
Ald A Van der Rheede  
Cllr J Visser

**AFRICAN NATIONAL CONGRESS (ANC)**

Cllr M Makuwa  
Cllr B Payiya  
Cllr X Peter

**ECONOMIC FREEDOM FIGHTERS (EFF)**

Cllr P Booï

**GOOD**

Cllr R Ganger

**AFRICAN CHRISTIAN DEMOCRATIC PARTY (ACDP)**

Cllr G Paige

**AL JAMA-AH (AJ)**

Cllr Y Dalwai

---

**NATIONAL COLOURED CONGRESS (CCC)**

Cllr F Solomons

**PATRIOTIC ALLIANCE (PA)**

Cllr P Hendricks

**COUNCILLORS ABSENT WITH APOLOGY**

None

**COUNCILLORS ABSENT WITHOUT APOLOGY**

None

**MAYCO MEMBER**

Cllr P Van Der Ross

**VISITING COUNCILLORS**

None

**PRESS AND PUBLIC**

None

**INTERPRETER**

None

**OFFICIALS**

C Petersen	City Health
L Naidoo	City Health
N Adams	City Health
P Nkurunziza	City Health

---

A Sauls	Community, Arts and Culture Development
C Fortuin	Community, Arts and Culture Development
C Velani	Community, Arts and Culture Development
F Soeker	Community, Arts and Culture Development
J Pretorius	Community, Arts and Culture Development
K Lehulere	Community, Arts and Culture Development
L George	Community, Arts and Culture Development
L Lombard	Community, Arts and Culture Development
M Salie Kagee	Community, Arts and Culture Development
N Beukes	Community, Arts and Culture Development
S September	Community, Arts and Culture Development
Z Ziervogel	Community, Arts and Culture Development
A Kline	Executive and Councillor Support Operations
E Apollis	Executive and Councillor Support Operations
R Plaatjies	Executive and Councillor Support Operations
S Mabona	Executive and Councillor Support Operations
Z Mandlana	Executive Director: Community Services and Health
H Nel	Finance (Community Services and Health)
H Viviers	HR Business Partner (Community Services and Health)
P Ginindza	HR Business Partner (Community Services and Health)
Y Qanda	Legal Services
N Steyn	Library and Information Services
R Barnes Rossouw	Library and Information Services
A Venter	Organisational Performance Management
G Van Ross	Planning, Development and PMO
L May	Planning, Development and PMO
L Tyali	Planning, Development and PMO
Z Noorbuckus	Planning, Development and PMO
C Michaels	Recreation and Parks
D Galant	Recreation and Parks
E Knott	Recreation and Parks
G Sampson	Recreation and Parks
H Jordaan	Recreation and Parks
J Fourie	Recreation and Parks
L January	Recreation and Parks
N Bassadien	Recreation and Parks
N Mbuku	Recreation and Parks
P Mavanzilla	Recreation and Parks
S Brice	Recreation and Parks

---

---

S Slamang	Recreation and Parks
Z Lalla	Recreation and Parks
T Petse	Strategic Project Management and Analysis
F Bisschoff	Support Services (Community Services and Health)
M Tripod	Support Services (Community Services and Health)
N Tshayana	Support Services (Community Services and Health)

.....

**CSH 01/09/24      OPENING / MOMENT OF SILENCE**

The Chairperson, Councillor R Viljoen, welcomed all present and a moment of silence was then observed in honour of Alderwoman Bonita Jacobs.

**CSH 02/09/24      APOLOGIES / LEAVE OF ABSENCE**

It was noted that apologies for the meeting was received for:

- Mr B Ford (Community, Arts and Culture Development)
- Ms M Pangeni (Community, Arts and Culture Development)
- Mr G Phyfer (Support Services: Community Services and Health)

It was further noted that:

- Councillor M Makuwa joined the meeting at 10h03 due to technical issues.
- Mr L May (Planning, Development and PMO) left the meeting at 11h47.

**RESOLVED** that the above, be noted.

**ACTION: A KLINE**

**CSH 03/09/24      CHAIRPERSON'S REPORT OR ADDRESS**

The Chairperson's report is attached to the official minutes of the meeting as Annexure A.

**RESOLVED** that the Chairperson's report, be noted.

**ACTION: A KLINE**

**CSH 04/09/24 CONFIRMATION OF MINUTES: 05 AUGUST 2024**

**RESOLVED** that the minutes of the ordinary meeting of the Community Services and Health Portfolio Committee held on 05 August 2024, be confirmed.

**[Proposed by Councillor F Higham and seconded by Councillor J Visser]**

**ACTION: A KLINE**

**CSH 05/09/24 PROGRESS REPORT: MATTERS RECEIVING ATTENTION**

**MRA 01 UPDATE ON THE COMMUNITY OF PRACTICE AROUND CONTRIBUTIONS (COPAC) DISCUSSIONS ON CITYWIDE REVIEW OF THE DONATIONS PROCESS WITHIN THE CITY OF CAPE TOWN**

(MATTER RAISED DURING THE DONATIONS PROCESS UPDATE PRESENTATION) (AGENDA ITEM CSH 06/04/24)

An update report would be provided at the Community Services and Health Portfolio Committee meeting scheduled for 04 November 2024 and a discussion could then be held whether a workshop would be required to further address this item.

It was noted that item MRA 01 should remain on the Matters Receiving Attention progress report.

**MRA 02 UPDATE ON THE PROCESS AND TIMELINES ON THE REINSTATEMENT OF THE VYGIESKRAAL CYCLING TRACK**

(MATTER RAISED DURING THE TRACK CYCLING STUDY AND RE-INSTATEMENT OF VYGIESKRAAL CYCLING TRACK PRESENTATION) (AGENDA ITEM CSH 07/04/24)

Mr L May would provide an update on the process and timelines on the reinstatement of the Vygieskraal cycling

track at the Community Services and Health Portfolio Committee meeting scheduled for 07 October 2024.

It was noted that item MRA 02 should remain on the Matters Receiving Attention progress report.

**MRA 03 PRESENTATION ON THE BELLVILLE VELODROME STADIUM UPGRADE**

(MATTER RAISED DURING THE COMMUNITY SERVICES AND HEALTH CAPEX INVESTMENT REPORT FOR THE PERIOD 01 JULY 2023 TO 31 JULY 2023) (AGENDA ITEM CSH 08/09/23)

Ms Z Mandlana would provide feedback on the Bellville Velodrome Stadium at the Community Services and Health Portfolio Committee meeting scheduled for 07 October 2024.

It was noted that item MRA 03 should remain on the Matters Receiving Attention progress report.

**MRA 04 COMMUNITY SERVICES AND HEALTH (CS&H) FACILITIES PROTECTION OFFICER (FPO) PILOT PROJECT FEEDBACK**

Ms Z Mandlana would provide feedback on the strategy that would be implemented for the Facilities Protection Officer (FPO) project at the Community Services and Health Portfolio Committee meeting scheduled for 07 October 2024.

It was noted that item MRA 04 should remain on the Matters Receiving Attention progress report.

**MRA 05 UPDATE ON THE RECREATION AND PARKS MOWING CONTINGENCY PLAN**

Ms L January provided an update on the Recreation and Parks department's mowing contingency plan and highlighted that the deviation was approved and the

implementation of the contingency plan was on track for mid-September 2024.

Councillor F Higham requested that a mowing schedule for the next six months should be circulated to each Subcouncil. Ms L January responded Subcouncils should be receiving a weekly mowing programme and would follow-up on the implementation of this process.

Councillor X Peter highlighted a concern with contracted services that when mowing is planned on public open spaces that this process is not being implemented in collaboration with the Waste Services department in terms of the removal of illegal dumping. The Recreation and Parks department should plan for this type of collaboration before the mowing is implemented. Ms L January advised that this type of collaboration does occur and requested that Councillor X Peter forward the details of the public open spaces in order for the department to address this concern.

Councillor K Marê raised a concern that mowing had occurred in the Kleinvlei area however, the debris from the mowing was not cleared from the adjoining roads.

It was noted that item MRA 05 should remain on the Matters Receiving Attention progress report and that a progress update on the Recreation and Parks mowing contingency plan be provided at the next Community Services and Health Portfolio Committee meeting scheduled for 07 October 2024.

**MRA 06      PRESENTATION ON THE CITY OF CAPE TOWN'S  
RECRUITMENT AND SELECTION PROCESSES**

(MATTER RAISED DURING THE REPORT ON THE  
COMMUNITY SERVICES AND HEALTH VACANCY ANALYSIS)  
(AGENDA ITEM CSH 15/08/24)

The Corporate Services directorate to present a presentation on the City of Cape Town's Recruitment and



Selection processes at the Community Services and Health Portfolio Committee meeting schedule for 07 October 2024.

It was noted that item MRA 06 should remain on the Matters Receiving Attention progress report.

**MRA 07      PROGRESS REPORT ON THE LEASING OF SPORTING FACILITIES AND THE SPORTS ASSET MANAGEMENT POLICY**

Mr S Slamang would provide, at the Community Services and Health Portfolio Committee meeting scheduled for 04 November 2024, a spreadsheet indicating the Recreation and Parks properties that have:

- active sporting leases;
- leases that are being processed;
- leases that had expired and when the leases had expired

It was noted that item MRA 07 should remain on the Matters Receiving Attention progress report.

**MRA 08      PRESENTATIONS BY THE COMMUNITY, ARTS AND CULTURE DEVELOPMENT DEPARTMENT**

(MATTER RAISED DURING THE COMMUNITY, ARTS AND CULTURE DEVELOPMENT: STREET PEOPLE PROGRAMME UNIT MONTHLY ACTIVITY REPORT – MARCH 2024)  
(AGENDA ITEM CSH 20/08/24)

Councillor R Viljoen advised that MRA 8 would be discussed during agenda items CSH 06/09/24 and CSH 07/09/24.

It was noted that item MRA 08 be removed the Matters Receiving Attention progress report.

**RESOLVED** that:

- a) all actions indicated in the preamble under MRA 1, 2, 3, 4, 5, 6 and 7 be implemented;
- b) MRAs 1, 2, 3, 4, 5, 6, and 7 remains on the matters receiving attention schedule;
- c) MRA 8 be removed from the matters receiving attention schedule;
- d) The matters receiving attention schedule, be noted.

**ACTION: D DUNN; S SLAMANG; L JANUARY; L MAY; Z MANDLANA****CSH 06/09/24 PRESENTATION ON THE GIVE DIGNITY CAMPAIGN EVALUATION FINDINGS**

Ms S September presented the presentation on the Give Dignity Campaign evaluation findings.

The following questions were raised by the Community Services and Health Portfolio Committee members:

Councillor F Higham indicated that:

- a) A broad concern is that the organisation that conducted the survey had confused the Give Dignity Campaign with the services provided by the Community, Arts and Culture Development (CACD) department as the questions were more tailored to the services provided by the department.
- b) The research should have indicated whether the Give Dignity Campaign, as a marketing and communications effort, was effective. The survey's sample group was also too small given the population of the City of Cape Town, as that should have essentially been the target audience.
- c) The target audience should have been segmented at the start of the survey and those particular groups should have been surveyed separately with separate questions.
- d) It is a concern that the right framework was not set for the survey in terms of identifying the audiences and then asking the right questions to understand whether the message and the platforms utilised were effective.
- e) The recommendations provided are more about what the social development team should be doing rather than the give dignity marketing campaigns.
- f) The Portfolio Committee eagerly awaits a review and redesign of the campaign however; there has been no indication from the survey to guide the CACD department in terms of the direction the department should be going in because the right questions had not been asked about the messaging itself.

- g) The expectation was that the survey would be evaluating the spending specifically on the Give Dignity Campaign and whether that was value for money and whether the messaging and the platforms used were the most effective in terms of awareness and behavioural change. Councillor F Higham requested clarity on what the next steps are with regard of the give dignity marketing campaign and whether the department is getting value for money in terms of the campaign.
- h) The Give Dignity Campaign website should be reviewed, as the information on the website is outdated. The user journey on the website should also be evaluated. There is no clear mechanism that allows residents to donate, the SnapScan process has been removed and residents have now been informed to donate to the individual NGO partners. SnapScan is an excellent and innovative solution and Councillor Higham encouraged the CACD department, in collaboration with the Finance department, to relook at the SnapScan option to understand how to effectively use this platform to get donations. The CACD department should engage SnapScan to come on board to provide the City with more guidance on how to direct those donations in a more effective way.
- i) Councillor X Peter inquired whether a similar presentation would be presented to Subcouncils and what the survey had indicated in terms of the impact of the Give Dignity Campaign in townships, as there are many people in the township areas who also require the benefit of these kind of resources offered by the City of Cape Town.
- j) Councillor M Makuwa requested that the CACD department provide pamphlets on the Give Dignity Campaign to Councillors for distribution from their ward offices. In addition, a presentation on the Give Dignity Campaign should be presented to all Subcouncils.

It was noted that comprehensive responses were provided by Ms Z Mandlana, Ms S September and Mr A Sauls to the questions raised by the Portfolio Committee members which included the following:

- Ms S September responded that the survey on the Give Dignity Campaign was not administered to staff. The survey question, in terms of whether the participant knows what the Give Dignity Campaign is about, was to businesses, residents and people living the street.
- The survey findings are clear that the Give Dignity Campaign creates awareness however; it is not leading to behaviour change

and that is what the CACD department needs to look at when the give dignity campaign is redesigned. In addition how the department can optimally utilise all platforms to get community members on board with a Give Dignity Campaign.

- Mr A Sauls advised that the CACD department had viewed the Give Dignity Campaign as one aspect of the department's entire basket of services. This was the first time that the department had looked at the effectiveness of this particular campaign and there has been very good recommendations and valuable information that came out of the survey. This has led to a workshop being scheduled by the department with the street people unit implementers, which would look at the feedback from the community and the department's clients and how the department can improve on the Give Dignity Campaign. Engagements in terms of the new Give Dignity Campaign has commenced with Corporate Communications.

Councillor R Viljoen requested that feedback on the Give Dignity Campaign workshop with the street people unit be provided at the next Community Services and Health Portfolio Committee meeting schedule for 07 October 2024. Mr A Sauls responded that feedback would be provided in the department's monthly activity report.

**RESOLVED** that:

- a) the presentation on the Give Dignity Campaign evaluation findings, be noted;
- b) Feedback on the Give Dignity Campaign workshop with the street people unit be included in the next Community, Arts and Culture Development department's monthly activity report.

**ACTION: S SEPTEMBER; A SAULS; Z MANDLANA**

**CSH 07/09/24**

**PRESENTATION ON THE STATUS UPDATE ON SAFE SPACE DEVELOPMENT**

Mr L May presented the presentation on the status update on safe space development and highlighted that the Community Services and Health directorate is in the process of identifying other areas for potential safe space development.

Councillor F Higham requested that future updates on the safe space developments include an indication of the type of accommodation that

would be provided, for example, accommodation for female versus males or couples to provide a sense of how the different needs are being expanded on with the work that is being done at the shelters.

Councillor F Higham commended the work that was done with regards to the Ebenezer Depot Safe Space development, which is a world-class facility and encouraged that this model be rolled-out to the other safe spaces.

**RESOLVED** that the presentation on the status update on safe space development, be noted.

**ACTION: M PANGENI; A SAULS; L MAY; Z MANDLANA**

**CSH 08/09/24**

**COMMUNITY SERVICES AND HEALTH CAPEX INVESTMENT REPORT FOR THE PERIOD 01 JULY 2024 TO 31 JULY 2024**

Mr L May introduced the report and highlighted that a meeting would be held this week with the project managers and the executive director to unpack the directorate's projects to understand where the challenges are.

**RESOLVED** that the Community Services and Health Capex Investment report for the period 01 July 2024 to 31 July 2024, be noted.

**ACTION: L MAY; Z MANDLANA**

**CSH 09/09/24**

**DIRECTORATE: COMMUNITY SERVICES & HEALTH: FINANCIAL PERFORMANCE FOR THE PERIOD 01 JULY 2024 TO 31 JULY 2025**

Mr H Nel introduced the item and highlighted the following salient points:

- The actual operating expenditure for the directorate had increased from the reporting date from **6.1%** to **10.5%** of the total annual operating budget. The total assigned amount had increased to **12.1%** of the total annual budget.
- The actual capital expenditure for the directorate had increased from the reporting date from **3.2%** to **4.6%** of the total annual capital budget including contingency provisions.

**RESOLVED** that the report on the Community Services and Health directorate's financial performance for the period 01 July 2024 to 31 July 2025, be noted.

**ACTION: H NEL; Z MANDLANA**

**CSH 10/09/24 CITY HEALTH: ANNUAL ACTIVITY REPORT FOR THE PERIOD 1 JULY 2023 TO 30 JUNE 2024**

Dr P Nkurunziza introduced the report and highlighted the projects, programmes and initiatives that were implemented by the City Health department for the 2023/2024 financial year.

**RESOLVED** that the City Health department's Annual Activity report for the period 01 July 2023 to 30 June 2024, be noted.

**ACTION: N ADAMS; P NKURUNZIZA; Z MANDLANA**

**CSH 11/09/24 LIBRARY AND INFORMATION SERVICES: ANNUAL REPORT FOR THE PERIOD 1 JULY 2023 TO 30 JUNE 2024**

Ms N Steyn introduced the report and provided an overview of Library and Information Services department's services and programmes for the 2023/2024 financial year and highlighted that the usage trends has continuously increased.

**RESOLVED** that the Library and Information Services department's Annual report for the period 01 July 2023 to 30 June 2024, be noted.

**ACTION: N STEYN; Z MANDLANA**

**CSH 12/09/24 RECREATION AND PARKS DEPARTMENT ACTIVITY REPORT 1 JULY 2023 – 30 JUNE 2024**

Ms N Mbuku introduced the report and highlighted the Recreation and Parks department's projects, programmes, events and top performing social media highlights for the 2023/24 financial year.

**RESOLVED** that the Recreation and Parks department's Activity Report for the period 01 July 2023 to 30 June 2024, be noted.

**ACTION: N MBUKU; C MICHAELS; Z MANDLANA**

**CSH 13/09/24      COMMUNITY, ARTS AND CULTURE DEVELOPMENT ACTIVITY REPORT FOR THE PERIOD 1 APRIL TO 30 JUNE 2024**

Mr Z Ziervogel introduced the report and highlighted the Community, Arts and Culture Development department's programmes and activities for the period 01 April to 30 June 2024.

**RESOLVED** that the Community, Arts and Culture Development Activity department's report for the period 01 April to 30 June 2024, be noted.

**ACTION: Z ZIERVOGEL; A SAULS; L MAY; Z MANDLANA**

**CSH 14/09/24      COMMUNITY, ARTS AND CULTURE DEVELOPMENT: STREET PEOPLE PROGRAMME UNIT QUARTER 4 ACTIVITY REPORT**

Ms C Fortuin indicated the Quarter 4 report reflects on the Community, Arts and Culture Development department's Street People Programme unit's activities from April to June 2024 which includes:

- Awareness raising programmes;
- Training interventions offered at safe spaces;
- The number of referrals to social services

The report also highlights the number of clients that were relocated to safe spaces and the clients that were reintegrated with their families.

- a) Councillor F Higham raised a concern that due to the recent evictions there has been a high increase in rough sleeping. People are moving around more transient because before they had their structures, which has now been removed. Many took up the spaces at the Ebenezer Safe Space however a high turnover could be expected as people might stay for a couple of weeks but would then leave and be back on the street. Residents are enquiring in terms of the City's response with regards to assisting the rough sleepers that are now moving through communities, sleeping on the side of the road and under bridges.

When residents call for assistance through the EPIC system or via the City's emergency number, the first response is to assign the case to social development. However, the concern is that the department does not have the resources to immediately deal with that type of complaint, even though there is a need for an immediate response, because within an hour or two, the person might have

moved on. In terms of the EPIC system statistics in the report what percentage of these cases were closed because the department got to the sites but no one was there anymore? The Street People Programme unit are doing surveys and information gathering for legal cases, which leaves very limited resources available for responding to complaints. There are long queues at the walk-in centre at the Strand Concourse as resourcing is a challenge. What resource capacitation is the CACD department looking at to try to address these challenges especially after hours and weekends?

- Mr A Sauls responded that the CACD department is the first responders and overtime and human resources is a challenge. The CACD department is looking at ways to address the resource constraints and there are proposed plans, which would be presented to the Portfolio Committee towards the end of the year.
- b) Councillor F Higham advised that the CACD department's resource constraints could possibly be addressed at the monthly meetings with the Executive Mayor. However, it would helpful for the Portfolio Committee to understand what an ideal model would look like for the department in terms of financial support for overtime and what sort of resources is required.

Mr A Sauls advised that the Community, Arts and Culture Development department would provide a report at the Community Services and Health Portfolio Committee meeting scheduled for 04 November 2024 on the department's budget requirements and plans to address the resource constraints within the Street People Programme unit.

**RESOLVED** that:

- a) the Community, Arts and Culture Development department's Street People Programme Unit Quarter 4 Activity report, be noted;
- b) The Community, Arts and Culture Development department provide a report at the Community Services and Health Portfolio Committee meeting scheduled for 04 November 2024 on the department's budget requirements and plans to address the resource constraints within the Street People Programme unit.

**ACTION: C FORTUIN; M PANGENI; A SAULS; L MAY; Z MANDLANA**



**CSH 15/09/24      COMMUNITY SERVICE AND HEALTH: 2023/24 FOURTH QUARTER'S PROGRESS REPORT ON THE DIRECTORATE'S PERFORMANCE**

Dr F Bischoff introduced the report and provided a summary of the Community Services and Health directorate's performance and the reasons why certain targets were not met. The following salient points were highlighted that:

- There was a total number of fifty-seven (57) indicators,
- Forty (40) indicators were met or exceeded,
- Five (5) indicators were not applicable,
- Twelve (12) indicators were not met.

The Community Services and Health Portfolio Committee members raised the following questions with regards to the annexure on the 2023/24 fourth quarter's progress report on directorate's performance.

Indicator: HS3.5 Percentage utilisation rate of available Community halls:

- a) Councillor F Higham requested that an explanation be provided in terms of the 24% achieved. The launch of the online booking system has made the facilities more accessible however, the application process remains complicated. The Recreation and Parks department should assess the entire facilities booking application process to determine how to improve on this process. At times there are delays as the completion of the manual application process is dependent on the availability of the booking clerks.
  - b) Alderman A Van der Rhee advised that staff should assist members of the public who visit the booking offices to seek assistance to do the online and manual facilities booking application process. If members of the public were unable to navigate or complete the online booking system, it would have a negative impact on the usage statistics of public facilities. In addition, the fact that there is a manual and online booking process, instead of one system could also be causing confusion for residents.
- Dr F Bischoff responded that during the directorate's professional development review (PDR) discussions, the Community Services and Health executive director and directors deliberated that the two booking systems is not ideal. The directorate strives to remain accessible to community but also innovative in terms of technology.

- Ms C Michael advised that when staff have programmes in the halls, they do not always book the facility and this has an impact on the usage figures. Therefore, the figures in report might not be a true reflection in terms of the overall usage of the facilities. Staff have been requested to complete the booking application process for all City-related programmes and events. The online booking system has not taken off, as it should have, because members of public prefer face-to-face engagements with staff. The Recreation and Parks department is going to assess the entire user experience to establish where the loopholes are in the process. The issues with the online booking system has been identified and the department is looking at the possibility of consolidating the booking offices into a centralised service.
- c) Councillor R Adams raised a concern in terms of the block bookings of facilities. There are organisations that do block bookings but do not utilise the facilities for the entire period that they have booked and this prevents the usage of these facilities for other events or programmes. In addition, when departments have programmes planned the details should be communicated by the facility officer to the relevant Ward Councillor in order for Councillors to be aware when facilities would not be available.
- d) Councillor F Higham requested that the Recreation and Parks department provide an update in terms of the review of the facilities booking system process and the department's plans on how to achieve the target going forward. The review should look at the halls individually as the user's requirements would differ per area.

Indicator: GG2.31 Official complaints responded to through the municipal complaint management system:

- e) Councillor F Higham requested that an explanation be provided in terms of how the 90% target is measured. There are C3 notifications that are closed without the work being completed. This could primarily be due to duplicate notifications or the notifications had been logged for the incorrect department. Councillor F Higham inquired whether additional training could be provided to staff or that staff should be reminded to not close notifications without the residents' concerns being sufficiently addressed.
- f) Alderman A Van der Rhee highlighted the importance of recreational activities and requested that the Recreation and Parks

department provide the Portfolio Committee with a list of planned recreational programmes and the allocated budgets.

- Dr F Bischoff responded that 90% of the C3 notifications have been generated for the Recreation and Parks department however the issues experienced by the department in terms of tenders has been resolved. The department has allocated additional resources to attend to the notifications to ensure adherence to the target timeframes. This year, Corporate Services had also provided additional training sessions to Community Services and Health staff. In addition, the data retrieval issues experienced this year with the corporate system had also been resolved.
- Ms C Michaels advised that the Recreation and Parks department would provide an update at the Community Services and Health Portfolio Committee meeting scheduled for 04 November 2024 on the review of the facilities booking application process and the department's plans on how to achieve the indicator target going forward. In addition the department would provide the Portfolio Committee with a list of planned recreational programmes and the allocated budgets.

The Community Services and Health Portfolio Committee supported the recommendations as indicated in the report.

It is **RECOMMENDED** that:

- a) the Community Services and Health directorate's 2023/2024 fourth quarter's progress report be submitted to the Executive Mayor together with the Mayoral Committee together with a summary of the concerns and queries raised by the committee, and the directorate's responses thereto;
- b) the Executive Mayor together with the Mayoral Committee evaluate and review the 2023/24 fourth quarter's progress report and submit the report to Council for noting;
- c) Council note the 2023/24 fourth quarter's progress report.

It is **FURTHER RESOLVED** that the Recreation and Parks department provides:

- a) An update at the Community Services and Health Portfolio Committee meeting scheduled for 04 November 2024 on the review of the facilities booking application process and the department's plans on how to achieve the indicator target going forward; and

- b) A list of planned recreational programmes and the allocated budgets.

**ACTION: G PHYFER; F BISSCHOFF; Z MANDLANA; A KLINE; G JOSEPHS**

**CSH 16/09/24 ANNUAL REVIEW OF ORGANISATIONAL PERFORMANCE MANAGEMENT SYSTEM**

Ms A Venter introduced the item and highlighted that input on the Organisational Performance Management System and the 2024/2025 Five-Year Scorecards must be submitted to the Organisational Performance Management (OPM) department by 30 September 2024.

Councillor R Viljoen suggested that the Community Services and Health Portfolio Committee members should submit their inputs to Councillor Viljoen for consolidation and onward submission to the OPM department.

**RESOLVED** that:

- a) The process for the review of the Organisational Performance Management System be noted and that, if necessary, committee members provide input into the Organisational Performance Management System by 30 September 2024.
- b) The Community Services and Health Portfolio Committee members submit their inputs to Councillor R Viljoen for consolidation and onward submission to the Organisational Performance Management department.

It is **FURTHER RECOMMENDED** that the reviewed Organisational Performance Management System be submitted to Council as part of the IDP annual review process.

**ACTION: A VENTER; M COTO; M FILLIES; G MORGAN**

---

**THE MEETING CONCLUDED AT 12H33**

---

**COUNCILLOR R VILJOEN  
(CHAIRPERSON)**

---

**DATE**

## **COMMUNITY SERVICES AND HEALTH PORTFOLIO COMMITTEE CHAIRPERSON'S REPORT**

02 SEPTEMBER 2024

### **CITY HEALTH**

#### HIGHLIGHTS / ACHIEVEMENTS:

Cape Town and the Western Cape experienced heavy rains during the month of July; houses were flooded especially in the Informal Settlements leaving thousands of people displaced. Some roads were closed and schools and clinics were damaged. Klipheuwel in the Northern Sub-district which is the most vulnerable was not affected this year. Minimal damage was reported this time around. Environmental Health Practitioner's also played a vital role in assisting the Disaster Management Department by submitting Flooding Reports in their respective areas on a weekly basis.

Brackenfell Clinic in Area North received an excellent outcome in the Infection Prevention and Control (IPC) audit conducted by the programme support of Eastern Sub-district.

The Environmental Health Promotion (EHP) Team were very active in the Informal areas for the month of July 2024. The implementation of handwashing awareness programs can prevent the spread of respiratory and diarrheal infections.

On the 2 August 2024 Cllr Van der Rhee and his team went to Hanover Park Clinic and handed out staff party packets as tokens of appreciation, which the staff truly appreciated.

City Health has started implementing a Self Service portal to allow patients to book and manage their own Clinic appointments. We are encouraging residents to make use of this platform. Currently 30 facilities are using the Healthcare Appointment System. The portal can be accessed via the QR codes distributed in our facilities and also by visiting Clinics and healthcare facilities.

On 2 August 2024 a Breast Feeding event was held at Phumlani Clinic, Philippi. It was a Transversal event attended by the Dietician, Environmental Health, TB Co-ordinators, HIV and AIDS/ STI/TB Unit (HAST) , Health Promotion Officer's, University of Cape Town (UCT) Lung Institute and Philiani.

The portfolio members of the Community Services and Health Portfolio Committee undertook a site visit to the Matrix Ruimte Road Clinic, Manenberg, Masincedane Clinic, Nyanga, Uitsig Clinic, Elsie's River, Kuyasa Clinic, Khayelitsha and Luvuyo Clinic, Khayelitsha, where inverters have been installed. The installation of solar panels at these facilities will be done at a later stage. During the inspection in loco, the various Area Management informed the PC Committee members of the Health Package of Care being delivered at these facilities.

### CHALLENGES / LOWLIGHTS

On 31 July 2024 EHP's arranged a site visit with various Departments due to unsatisfactory health conditions at a private Lilly Farm where elderly people are residing. The following Departments were present – Social Services, Informal Settlements, Building Survey Development Management, Health and Fire Services. Each Department assessed the premises with a view of submitting their findings at a future meeting to be scheduled

The cyber-attack on the National Health Laboratory Services (NHLS) caused major disruptions and delays in accessing patient results, clinical management of patients, and waiting times, leading to frustration amongst patients

A media enquiry was received about complaints of discarded needles from the Oakdale community. Environmental Health also received photographs of pink needles which were picked up on the beach at Three Anchor Bay. An urgent meeting was called with key stakeholders i.e. City HIV and AIDS/ STI/TB Unit (HAST), Environmental Health, Metro Health Services, Province, TB HIV Care and Nacosa to address the media questions as well as to plan for the next People Who Inject Drugs (PWID) meeting.

## **RECREATION AND PARKS**

### HIGHLIGHTS:

1. Annual 'no mow' period:  
The City's annual 'no mow' period, running from August to the end of November, is aimed at conserving indigenous plants and promoting the blooming of spring flowers across specific public open spaces. This initiative helps protect the growth of distinctive Fynbos vegetation and supports ecological processes, while also enhancing the beauty of these areas with vibrant fields of flowers.
2. Maitland Crematorium upgrades completed:  
The installation and successful commissioning of two new cremators that have met Air Emission Standards, marks a major milestone. The upgrades,

valued at nearly R18 million, will enhance the City's ability to meet the growing demand for cremation services. Maitland Crematorium is one of the busiest facilities in the Western Cape and serves communities as far as Springbok and the West Coast District.

### CHALLENGES IN THE DEPARTMENT

- The Department was badly affected by the July/August storms with an increase of C3 notifications received, relating to tree incidents on POS, Road Reserves, Parks and Cemeteries. This also included incidents such as uprooting of matured trees, broken branches, damages to infrastructure and private properties. Proteaville Recreation Centre closed down due to heavy rain and severe stormy winter weather, which caused major damages to the facility.
- Illegal electricity connections at Delft Cemetery is a concern because community members connecting electricity illegally during the day and night threaten staff and security officials. Eskom is not attending to our requests to disconnect the illegal connections.
- The ongoing gang violence has a major impact on service delivery for the Department.

### **COMMUNITY ARTS & CULTURE DEVELOPMENT**

#### HIGHLIGHTS:

Community, Arts and Culture Development had the following highlights across the Department in August 2024.

The Arts and Culture Development Branch invited registered non-profit organisations to apply for funding in support of arts, culture and heritage related projects. Grants-in-Aid (GIA) funding to the amount of R3 230 046 is available for allocation. The funding also aims to support projects that make cultural and art activities more accessible to all residents, ensuring that

The City of Cape Town's Arts and Culture Development Branch hosted a two-day workshop this weekend, titled 'She paves her path', in collaboration with Artscape's Women's Humanity Festival. The workshop focused on gender awareness and gender based violence.

The outcome of this two day session was an opportunity to reflect and participants drafted a plan for change to support their healing process on a personal, community and a societal level.



Programmes Implementations for the month:

- Strengthening Families Programme

The Departments' various regions have started with implementing the Strengthening Families Programme from 31 July and throughout the month of August.

- Driving My Future

Region 4 has started to implement Driving My Future to equip young people with tools that can improve their life choices and create awareness about the effects of substance use on an unborn child. Driving My Future was designed to target participants aged 12-18 years old. In the last pre and post assessment of the programme and interaction with Implementers, it was highlighted that the programme was well received by adults too.

- Youth Work Skills and Life Skills Training

This training aims to equip young participants with practical skills and experiences that will make them more competitive in the job market with a mixed approach incorporating a combination of work skills training and life skills training.