

MINUTES**OF THE INNOVATION AND EASE OF DOING BUSINESS PORTFOLIO
COMMITTEE OF THE CITY OF CAPE TOWN ON WEDNESDAY, 11 MAY 2022 AT
11H00**

PRESENT:**DEMOCRATIC ALLIANCE (DA)**

Cllr E Anstey (Chairperson)
Cllr F Higham
Cllr A Kuhl (joined via a Skype link)
Cllr E Langenhoven (joined via a Skype link)
Cllr I McMahon
Cllr D Nelson
Cllr H Terblanche (joined via a Skype link)
Cllr A van Zyl

AFRICAN NATIONAL CONGRESS (ANC)

Cllr N Kopman
Cllr S Thompson

ECONOMIC FREEDOM FIGHTERS (EFF)

Cllr L Mazwi

GOOD

Cllr P Marman

CAPE COLOURED CONGRESS (CCC)

Cllr M Manuel

COUNCILLORS ABSENT

Cllr T Nyamakazi

OFFICIALS PRESENT

G Morgan	Acting Executive Director: Future Planning and Resilience
B Morris	Manager: Innovation and Operational Effectiveness
T Siganda	Manager: Enterprise Development
W Claassens	Head: Organisational Performance Management
Z Skenjana	Assistant Professional Officer: Business & Enterprise
M Joja-Johannes	Senior Project Manager
A Ntlotwana	Secretary, Enterprise and Investment
H Links	Senior Professional Officer: Innovation
K Wynne	Researcher, Office of the Mayor

K Searle-Smith
O Naidoo

Manager: Corporate Core Applications
Director: Information Systems & Technology

EXECUTIVE COMMITTEE SERVICES:

S Mabona
J Cooper

LEGAL SERVICES:

Nadia Mabai

INTERPRETER:

None

PRESS:

None

PUBLIC:

R Leukers
B Govender
M Ellis

IEDB 01/05/22 OPENING OF MEETING/MOMENT'S SILENCE

The Chairperson, Cllr E Anstey, welcomed everybody present at the meeting, whereupon the meeting was opened with a moment of silence.

IEDB 02/05/22 APOLOGIES/LEAVE OF ABSENCE

RESOLVED that no applications for leave of absence was received from the Office of the Chief Whip.

It be further noted that the following applications for not being able to attend the meeting had been received:

R Gelderbloem: Director, Property Management

ACTION: J COOPER

IEDB 03/05/22 CHAIRPERSON'S ADDRESS

A direct translation of the Chairperson's report follows hereunder:

Good afternoon Ald., Councillors and officials and welcome to the meeting.

Let me congratulate the Executive Director on his appointment for another term. Since the last Portfolio Committee meeting, I have had a session with the Executive Director and Mrs Morris to plan our work during the next couple of months, how to deal with various items, when to bring these items to the Portfolio and how to group the items into various Directorates.

You have been handed a work schedule which will give you an idea of what is going to happen. Our goal must always be to help position Cape Town to become one of the most business friendly Cities in the world.

City staff had already started making a significant contribution to the way they work. At our meetings it was suggested that our Portfolio Committees shows efforts made by various City staff members and their teams and ensuring that Cape Town is known as a business friendly City.

At the next meeting, we will propose a few individuals and we will acknowledge their efforts in a suitable manner, which will also give us some profile for this portfolio.

I am able to confirm that the new deliveries of pre-paid electricity meters will now have brail, which we raised in our very first Portfolio meeting.

You should also all be invited to a communications workshop on the proposed City applications and I hope you will all attend.

This Portfolio Committee had adopted an organisation wide approach, we developed a work schedule to prioritise innovation and cutting red tape. In the next few meetings the following Directorates will represent to us: The Build Environment; Utilities; Safety and Security and Revenue.

We will be calling these Departments and others that impact on doing business environment to inform us on how they have innovated and cut red tape.

In the month of June 2022, the Enterprise and Investment Department will be engaging business to review and build bottom up indicators of our business friendly City. We ask businesses to participate and tell us which methods are important and crucial for their businesses to operate efficiently.

As part of our Agenda today, we have the following presentations: Early Childhood Development, the City's two largest Capex programs, which rolled out over a number of years, some substantial budget, poor application refresh, known as CAR, broadband, as well as the IS&T insights and the satisfaction survey.

RESOLVED that the Chairperson's address be noted.

ACTION: J COOPER

IEDB 04/05/22 MINUTES OF THE MEETING HELD ON 13 APRIL 2022

RESOLVED that the minutes of the ordinary meeting of 13 April 2022, confirmed by Cllr Nelson, seconded by Cllr Marman.

ACTION: J COOPER

IEDB 05/05/22 MATTERS RECEIVING ATTENTION**1. PRESENTATION: CITY AWARDS, INNOVATION AND EASE OF DOING BUSINESS - ORGANISATIONAL DEVELOPMENT (IEDB 06/04/22)**

M Pregnolo presented on the City Pulse with statistics on job satisfaction.

Cllr Higham queried whether an incentive was made available for residents when they completed the survey.

M Pregnolo responded that data was offered anonymously to residents as an incentive.

Cllr Nelson stated that perhaps there is an opportunity to listen more to employees to learn about the challenges that they are facing and how relationships could be improved. He added that at some instances one person is doing two people's job and asked what could be done about that scenario.

M Pregnolo added that the EPWP workers also had a walk-around the building and staff were called to complete the survey. She added that a sense of fear in staff was discovered when they were asked to complete the survey although the comfort was provided to employees, ensuring them that the survey was anonymous. She added that there are Human Resources strategies in place to address pertinent matters and a large number of interventions were conducted.

Cllr Kuhl asked whether it could be determined how Subcouncil staff participated because as the local face of the City, they suffer a lot of abuse from the public and also field the capacity issues of local depots. She queried how their stress levels compare to other departments.

M Pregnolo responded that the Urban Management was one of the higher participants at 38% and that their results were good and positive.

Cllr van Zyl added that there is a huge improvement with regards to compliance within the Transport Directorate and that it is important for leadership to make staff feel safe to be able to move to the next phase.

RESOLVED that the presentation on the City Pulse with statistics on job satisfaction be noted and be removed from the Matters Receiving Attention schedule.

ACTION: M PREGNOLATO

2. OVERARCHING CITY APPLICATION (IEDB 07/04/22):

RESOLVED that a combined workshop, together with the Future Planning and Resilience Portfolio Committee be arranged on 24 June 2022, to discuss the overarching City application, which will be developed.

ACTION: P REDDY

3. GENERAL ITEMS (IEDB 11/02/22):

It be **NOTED** that the presentation on the Core Applications Review (CAR) program, will be dealt with during item IEDB 08/05/22 and that the matter be removed from the Matters Receiving Attention.

ACTION: O NAIDOO; Z MANDLANA

4. ANNUAL WORKPLAN (IEDB 11/02/22):

RESOLVED that an Annual Workplan be made available to incorporate all new discussions, which will be tracked.

ACTION: J COOPER; T SIGANDA; B MORRIS

5. PRESENTATION: UPDATE ON THE CURRENT MOTOR VEHICLE REGISTRATIONS (MVR) SYSTEMS & PROCESS

RESOLVED that a six-month progress update on vehicle licensing be submitted to the Portfolio Committee.

ACTION: T BLAKE; G MARTIN

6. GENERAL MATTERS (IEDB 11/03/22):

RESOLVED that:

- (a) information be provided in terms of the legislation that an ECD has to comply with in order to be registered;
- (b) a report detailing the efforts to improve processing of deceased estates administration in the Revenue Department be tabled at the August meeting;

- (c) zero rating the e-services platform and investigating a toll free service delivery call centre;
- (d) a clear understanding on the operations of the different services within the Green Point precinct stadium be provided.

ACTION: T SIGANDA; B MORRIS

IEDB 06/05/22

OVERVIEW: EARLY CHILDHOOD DEVELOPMENT REGISTRATION PROCESS

R Leukes introduced the presentation on the Early Childhood Development Registration process.

Cllr Anstey enquired whether the funding per child is sponsored by the City or the Provincial Government.

R Leukes responded that the funding stems from the Education Department and that there is an equitable share funding from 0-4 years as well as a National conditional grant.

Cllr Nelson queried what the registration requirements for ECD's are, especially those situated within townships and disadvantaged communities. He further queried whether the business hub could assist the ECD practitioners in obtaining all the relevant documentation and training. He asked whether funding will be available after the ECD practitioners are trained.

Cllr Marman expressed her concern regarding the lack of funds experienced by the ECD's and queried the zoning of areas.

Cllr Thompson asked whether community centres could be used for ECD's as a cost saving.

R Leukes responded that in terms of the business hub, a mobile unit need to be established to go out to the rural areas and areas such as Khayelitsha. She responded that funding is available through EPWP funding for learner ships, through the TBET college learner ships. The education department is in need of outside funding to assist with rezoning of properties and that using community centres for ECD's need to be revisited.

Cllr Mazwi stated that there are a lot of children in the informal settlements and they need to be accommodated.

Cllr Manuel queried how the Portfolio Committee could assist the Vangasali ECD project in making it more practical or successful. She further queried how the community would be able to distinguish between a City ECD and a Provincial ECD. She asked how the Provincial Government assist in facilitating the Islamic education process.

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R Leukes responded that the informal settlements will always pose a

challenge and alternatives need to be sought, for instance the use of the community centres which is located within the area, for easy access. The Vangasali was a project to standardise registration across the Province, as well as Nationally.

Cllr Nelson proposed that a survey be conducted to understand the challenges the ECD's are facing with regards to certificates, zoning, health and safety, etc.

T Siganda added that the City has an ECD Department which deals with ECD's and funding, etc. and the development management spatial planners deals with the processing of the zoning applications. The Provincial Government conducted a study which addresses the challenges and lots of work was completed. He proposed a workshop, which could include all the internal role players to be scheduled to discuss the ECD's.

Cllr Anstey requested that Mr N du Toit be present at the next meeting in order to find a way forward.

Cllr Nelson asked whether the red tape and alleviating the costs for registering an ECD could be addressed as it takes five years to register an ECD.

R Leukes queried as to how the City could assist with the 3000 unregistered sites with regards to cutting the red tape.

RESOLVED that:

- (a) the presentation on the Overview: Early Childhood Development Registration process;
- (b) the Manager: Centralised Operations, Program, Social Development and Early Childhood Development, N du Toit, be invited to the next meeting to do a presentation on the Early Childhood Development Registration process.

ACTION: R LEUKES; N DU TOIT

IEDB 07/05/22

INNOVATIONS IN CITY EARLY CHILDHOOD DEVELOPMENT COMPLIANCE PROCESSES AND SYSTEMS

RESOLVED that the presentation on the Innovations in City Early Childhood Development Compliance Processes and systems be **DEFERRED** to the next meeting.

ACTION: N DU TOIT

IEDB 08/05/22

CORE APPLICATIONS REVIEW (CAR)

O Naidoo presented an update on the Core Applications Review (CAR) Program.

Cllr Higham queried what allowances are made for agile development, innovation and an incredible fast moving environment, as technology is changing all the time. She further queried what allowances are made for research, development and innovation. She asked where the digital department is in the whole environment. The wifi platforms are not open or toll free and some of the Subcouncil offices do not have wifi. Where does the City's broadband overlap with the City's broadband.

K Searle-Smith responded that CAR and Broadband (BIP) is laying the foundation and the base in order to bring in the concepts of robotics artificial intelligence through data mining and to be able to interpret citizen's queries in a smart and intelligent way and be able to respond. The systems which will be implemented through CAR is going to provide the base and foundation and the opportunity to grow and continue to add to the system going forward. The Department is going out to tender for 13 different products and is set out in three stages, foundational tenders (IT Solutions), business solutions (EDGE) and CORE operations. In addition to the CAR and BIP program, the Department is also looking at the target operating model, which will bring in slightly different skill sets and correct structures will be set up to enable digital enhancement, innovation, etc.

Cllr McMahon stated that part of the long term plan, the Department should be investigating customer facing programs, which could speed up, for instance the booking of vehicle licences.

O Naidoo responded that the program takes care of the long term to ensure that well-run government processes are in place and the Department continues to ensure the operational and financial stability of the system. There are great opportunities to innovate and it will happen through the processes and in the meantime, issues and challenges can be logged to create small term, incremental quick win improvements.

Cllr van Zyl queried whether the processes were completed in accordance with legislation and Supply Chain Management.

O Naidoo responded that both programs have active governance committees in place and the program timeline had included Supply Chain Processes from a planning point of view. The tenders about to embark on are very complexed and complicated, in terms of the market from a technology point of view.

Cllr Manual enquired about the process of putting up a tower in areas where there is no Wi-Fi.

O Naidoo responded that the broadband program is about connecting City buildings with fibre but besides that, there are Wi-Fi projects which takes place within the City to connect the buildings with Wi-Fi. There could be for instance a program with Community Services and Health to connect certain public spaces with Wi-Fi.

Cllr Anstey asked whether the events management system is going to be placed on hold, while the new CAR is being implemented and if the bookings for facilities will be done via an online booking system.

O Naidoo responded that the events management system is being developed at this point in time and will go live at a later stage.

Cllr McMahon asked that if a digital public participation process be added to the process, would the public participation process be duplicated.

O Naidoo responded that the duplication of public participation is considered as part of the architectural principles for design.

RESOLVED that the presentation on the Core Applications Review (CAR) be noted.

ACTION: O NAIDOO; K SEARLE-SMITH

IEDB 09/05/22

BUSINESS SATISFACTION SURVEY

B Morris introduced the presentation on the Business Satisfaction Survey.

RESOLVED that a workshop be scheduled to work through the presentation on the Business Satisfaction Survey.

ACTION: B MORRIS

IEDB 10/05/22

ORGANISATIONAL PERFORMANCE MANAGEMENT

RESOLVED that the Organisational Performance Management item is linked to the 2021/2022 Third Quarter's Progress Report on Corporate Performance and will be discussed under item IEDB 11/05/22.

ACTION: T SIGANDA

IEDB 11/05/22

2021/2022 THIRD QUARTER'S PROGRESS REPORT ON CORPORATE PERFORMANCE

It is **RECOMMENDED** that the 2021/2022 Third Quarter's progress report on corporate performance, be noted.

ACTION: J COOPER; W CLAASSENS; C JANUARY

IEDB 12/05/22

GENERAL INNOVATION AND EASE OF DOING BUSINESS MATTERS TO BE DISCUSSED

Cllr Nelson requested that the ambition to award staff members who introduced ideas of innovation, be extended to the residents as well, as an encouragement to other residents to participate.

Cllr Higham requested that the Public Participation department present innovative ideas within their space, for instance issuing of notices.

RESOLVED that:

- (a) awards for introducing new ideas of innovation be extended to residents as well, as an encouragement to other residents to participate;
- (b) the programming staff present the public participation process to the committee;
- (c) the Innovation and Ease of Doing Business Portfolio Committee to commence at 10h00, instead of 11h00.

ACTION: T SIGANDA

THE MEETING CONCLUDED AT 14h40

CLLR E ANSTEY (CHAIRPERSON)

DATE