

High-five

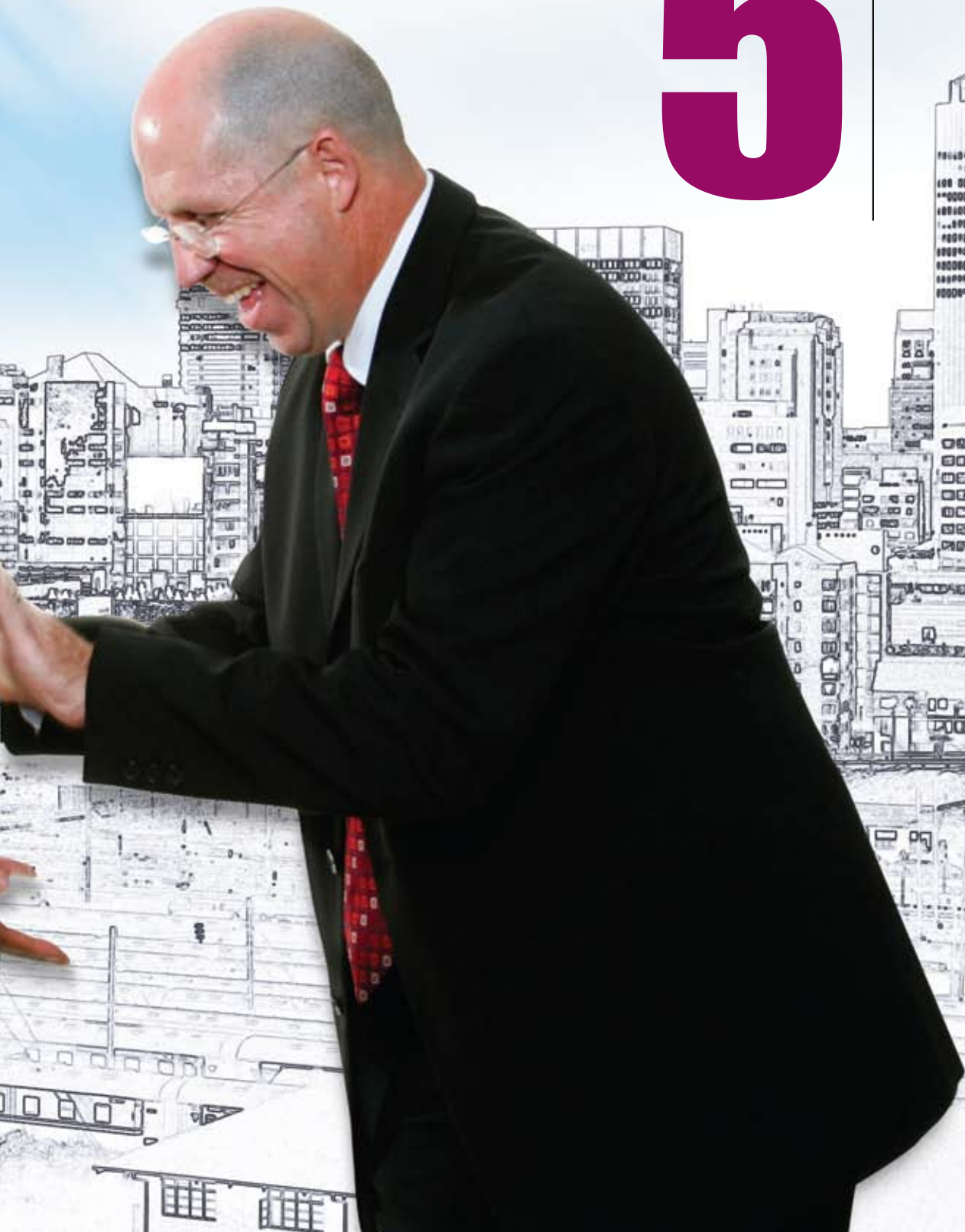
the city's success



Community
outreach
process

Chapter

5



Introduction

The City's commitment to public participation and consultation is based on constitutional and legal obligations. In this regard, the City has implemented ward-based planning with enthusiasm and vigour, to ensure defined community needs. Between March 2008 and January 2010 a series of consultative meetings were held with councillors, ward committees and other stakeholders. All of these sessions were undertaken, not only to comply with the legislative arrangements, but as a matter of principle.

The Community-based Planning (CBP) process has also empowered communities. The benefit of this approach is that communities have been able to generate ideas and contribute meaningfully to the process of creating a more equitable and spatially integrated city (which is in line with the City's long-term vision and the five-year IDP).

Table 5.1 Overarching Regional Summits

| Region | No. of Wards | Date | Venue |
|--------|--------------|---------------|--|
| B | 11 | 13 March 2010 | Metro Centre – A Level Theatre, Braamfontein |
| C | 12 | 13 March 2010 | Roodepoort Civic Centre |
| D | 36 | 13 March 2010 | Pimville Community Centre, Soweto |
| E | 14 | 13 March 2010 | Patterson Park, Norwood |
| F | 15 | 13 March 2010 | South Rand Recreational Centre, Inner City |
| A | 9 | 20 March 2010 | Midrand Primary School, Midrand |
| G | 12 | 20 March 2010 | Finetown Multi-purpose Hall, Orange Farm |

From the submission made, the City has been able to identify the following that requires further attention:

- Installation of stormwater systems, especially in the Greater Soweto area, including Braamfischerville, Doornkop and Slovo Park, Orange Farm, Diepsloot and Ivory Park. In addition, there were submissions for the tarring of the roads, traffic signalling, congestion management and the construction of pedestrian bridges;
- Construction and maintenance of multi-purpose centres, sports facilities and other Council-owned properties. Affected areas include, amongst others, Region A (Ivory Park), Region B (Westdene, Riverlea), Region D (Soweto) and Region C (Doornkop);
- Request for the development of new parks, especially in the previously marginalised areas such as Region G (Orange Farm and Poortjie), Region A (Diepsloot and Ivory Park), Region B (Homestead Park, Newclare, Claremont, Westbury), Region E (Alexandra) and Region C (Zandspruit). Grass cutting was also raised as an important issue;
- Roll-out of public lights to prevent crime in areas such as Tshepisoong, Zandspruit, Orange Farm, Diepsloot, Finetown and Drieziek. There was also a concern raised about the lack of maintenance of street lighting;
- Installation (connecting houses to the sewer main) and maintenance of sewer systems, especially in Region G (Orange Farm, Poortjie and Stretford);
- Relocation of people living in houses that are built below the flood line (Braamfischerville, Thulani in Doornkop and Lakeside);
- Construction of speed humps and other traffic calming measures in residential areas in some regions;
- Eradication of informal settlements in Heavenly Valley in Klipspruit West. Housing still remains an issue in many areas;
- A concern has been raised about the need to address the question of toilets and sanitation in Alexandra Township;
- A need to scale up urban management and regeneration initiatives;
- Coordinated efforts in addressing crime and by-law enforcement, traffic management and police visibility (construction of satellite police stations);
- Extending operating hours at health care facilities;
- A need for the City to accelerate programmes aimed at creating job opportunities and skills development, especially for youth, women and people with disabilities;
- Refurbishment of taxi ranks and construction of market stalls; and
- A need to intensify community engagements.

As part of the budgeting process, departments and entities were asked to undertake technical feasibility studies in terms of budget requirements and the cost of each CAPEX project that were submitted by communities.



The estimated amount, required to address all ward issues, is approximately R500 million, with Community Development and JRA having the highest number of requests. In cases for requests made to Economic Development, Public Safety and Development Planning and Urban Management, Joburg Water and Environment, budget requests reflect in city-wide projects. The budget amount will therefore apply to more than one ward.

Regional Spatial Development Framework Workshops

The Office of the Speaker and the Development Planning and Urban Management Department conducted a series of workshops between February and March 2010. The purpose of these workshops was to engage communities in discussions about the draft Regional Spatial Development Frameworks (RSDF).

Stakeholder Summit

On 27 March 2010, the Stakeholder Summit was held at Gallagher Estate, in Midrand. The Stakeholder Summit was a culmination of an extensive city-wide consultative process, aimed at sourcing ideas from stakeholders on the City's draft 2010/11 IDP and Budget. The theme for the summit was "The year of working together to speed up effective service delivery." The objectives of the Summit were as follows:

- To communicate a message of progress against the City's five-year IDP;
- To provide progress reports on the City's key flagship projects (2010 progress, Rea Vaya BRT, greening of the City, etc);
- To communicate draft sector delivery agendas for 2010/11 financial year;
- To strengthen and inculcate the culture of participatory planning; and
- To demonstrate service delivery at ward level.

The Summit was structured into 11 sectoral commissions, which were presided over by Chairpersons of Section 79 Portfolio Committees. At these commissions, the Members of the Mayoral Committee and the Heads of Departments were required to present a broad overview of the respective sector delivery agendas and priorities for the 2010/11 financial year.

The following high-level issues are summarised per sector:

Housing

- Poor quality of houses;
- Evictions and slum-lording;
- Corruption;
- Lack of communications in terms of housing programmes, transfers and title deeds;
- Affordability of the housing rental stock, and
- Housing provision for the disabled.

Health

- Extension of service hours at clinics;
- Shortages of clinics and staff, and
- Health education campaigns.

Community Development

- Skills development programmes, especially for the youth;
- EPWP training;
- Lack of sport facilities and multi-purpose centres;
- Provision of facilities for the mentally handicapped, and
- Comprehensive roll-out of early childhood development facilities.

DPUM

- Slow response time in terms of development applications;
- Roll-out of street naming and numbering;
- Clear programme for regularisation of the formalisation of informal settlements, and
- Involvement of communities in the formalisation of the informal settlement processes.

Environment

- Development and maintenance of parks, and
- Grass-cutting.

ISD

- Maintenance and upgrade of infrastructure;
- Public lighting, and
- Installation of sewer systems.

Transport

- Traffic calming measures;
- Illegal taxi ranks;
- Paving;
- Tarring and maintenance of roads (potholes), and
- Construction of pedestrian bridges.

Public Safety

- Crime prevention and by-law enforcement;
- Corruption within JMPD;

- Illegal shebeens and taverns, and
- Slow response time to emergencies.

Economic Development

- Job creation and SMME development.

Finance

- Inefficiency of the call centre, and
- Incorrect billing.

Governance and Legislature

- Lack of feedback to communities.

Post the Stakeholder Summit, the departments tabled detailed issues and responses, raised by communities at their relevant Section 79 Portfolio Committee meetings, held on April 2010. From this entire process of consultation, the City has become much more sensitised to the challenges and the insights of communities. As part of the ongoing engagement, the City intends holding further consultations with communities in various regions, post the Council approval of the Budget and 2010/11 IDP.