DRAFT PUBLIC PARTICIPATION POLICY

EMAKHAZENILOCAL MUNICIPALITY

Document Title	Draft Public Participation Policy
Author	Dep. Manager: Public Participation
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	ATTACHMENTS	
	ANNEXURE A (satisfaction survey questionnaire)	
	ANNEXURE B (ward committee code of conduct)	
	ANNEXURE C (Declaration)	
	ANNEXURE D (register of all active stakeholders in the ward)	
	ANNEXURE E (Complaints Form)	
	ANNEXURE F (Ward Operational Plan)	
	ANNEXURE G (COMPLAINTS HANDLING PROCEDURE)	
	POLICIES REPEALED	

ACRONYMS

WCoS, Means the Ward Council of Stakeholders
LCoS, Means the Local Council of Stakeholders
IDP, Means an Integrated Development Plan
Crll, means a Councillor
HODs, means the Heads of Department
WR, means War Room
PSC, Means a Project Steering Committee
CLO, means a Community Liaison Officer
GCF, Means Government Communicators Forum
IGR, means Inter-Governmental Relations

4. PURPOSE

This document provides a policy framework for public participation in the Emakhazeni Local Municipality. This is built on the commitment of the democratic government to deepen democracy, accountability and access to information as embedded in the Constitution, Municipal Structures and Municipal Systems Acts, and with the call for a social contract between the municipality and the community.

The municipality is committed to a form of participation which is genuinely empowering, and not therapy, token or manipulation types of participation. We are committed to creating a wide range of public participation structures and systems, including democratic ward committees and help the structures to be able to manage the community based planning processes, while working with and using a range of working groups and community based and non-governmental organizations.

We further commit to engage in the improvement of linkages between provincial and national departments to the communities in pursuance of the IGR

5. OBJECTIVES

The objects of this policy are:

i)   To establish appropriate mechanisms, processes and procedures for public participation in local municipal government affairs,

6. SCOPE OF APPLICATION

Accounting Officer
Chief Financial Officer
All heads of departments (Senior Managers and Managers)
Municipal Councillors
Ward Committees
Any other officials designated by the accounting officer

7. DEFINITIONS AND ABBREVIATIONS

Definitions

"Municipal Systems Act" means a Municipal Systems Act 2000,
"Municipal Structures Act" means a Municipal Systems Act 117 of 1998,
"Municipal Manager" means the designated Manager in the Management of the Municipality and any other official designated by council,
"Councillors" means the elected official of the municipality
 "IDP" means the Integrated Development Plan of the Municipality
Complaints Form" means the form to be used by the public to lodge complaints to the Municipality
"WCoS" means Ward Council of Stakeholders
"LCoS" means Local Council of Stakeholders

8. BASIC ASSUMPTIONS

In this document public participation is defined as open, accountable process which individuals and groups within selected community can exchange views and influence decision-making. It's further defined as a democratic process of engaging people, deciding, planning, and playing an active part in the development and operation of services that affect the people's lives.

We are engaging in this process in order to:
➢ Promote values of good governance and human rights
➢ Acknowledge a fundamental right of all people to participate in the governance system
➢ To narrow the social distance between the community and the municipality

9. LEVELS OF PARTICIPATION

Public participation means different things to different people. The degree of involvement ranges from manipulation to citizen control; we will be guided by the seven (7) public participation principles with a particular interest to citizen control, consultation and partnership:

➢ Therapy
➢ Placation
➢ Information
➢ Consultation
➢ Partnership
➢ Delegated Power
➢ Citizens Control

10. LEGISLATIVE FRAMEWORK

The 1998 white paper on local government, Municipal Structures Act 117 of 1998 as amended, Municipal Systems Act 2000, Chapter 2 of the Constitution of the country gave effect to various sections and rights to the citizens that need to be communicated to and clearly defined and understood:

In our approach to public participation, we will deal with, engage and manage:

➢ Legitimate structures for community participation (ward committees)
➢ Community based planning
➢ Integrated Development Planning
➢ Provide facilitation and support to ward committees and community working with Community Development Workers.
➢ Holding ward committees and the municipality to account

10.1 COMMUNITY PARTICIPATION

Development of culture of community participation

16. (1) A municipality must develop a culture of municipal governance that complements formal representative government with a system of participatory

governance, and must for this purpose-
(a) Encourage, and create conditions for, the local community to participate in the affairs of the municipality, including in— the preparation. Implementation and review of its integrated development plan in terms of Chapter 5; the establishment, implementation and review of its performance management system in terms of Chapter 6: the monitoring and review of its performance, including the outcomes and impact of such performance: the preparation of its budget; and strategic decisions relating to the provision of municipal services in terms of Chapter 8; contribute to building the capacity of—
(i) the local community to enable it to participate in the affairs of the municipality; and
(ii) councilors and staff to foster community participation; and use its resources, and annually allocate funds in its budget, as may be appropriate for the purpose of implementing paragraphs (a) and (b).
(2) Subsection (1) must not be interpreted as permitting interference with a municipal council's right to govern and to exercise the executive and legislative authority of the municipality.

Mechanisms, processes and procedures for community participation

17. (1) Participation by the local community in the affairs of the municipality must take place through—
(a) political structures for participation in terms of the Municipal Structures Act;
(b) the mechanisms, processes and procedures for participation in municipal governance established in terms of this Act;
(c) other appropriate mechanisms, processes and procedures established by the municipality;
(d) councilors; and
(e) Generally applying the provisions for participation as provided for in this Act.
(2) A municipality must establish appropriate mechanisms, processes and procedures to enable the local community to participate in the affairs of the municipality, and must for this purpose provide for—
(a) the receipt, processing and consideration of petitions and complaints lodged by members of the local community;
(b) notification and public comment procedures, when appropriate:
(c) public meetings and hearings by the municipal council and other political structures and political office bearers of the municipality, when appropriate;
(d) consultative sessions with locally recognized community organizations and, where appropriate, traditional authorities; and
(e) report-back to the local community.
(3) When establishing mechanisms, processes and procedures in terms of subsection
(~) [he municipality must take into account the special needs of—-
(a) people who cannot read or write;
(b) people with disabilities:
(c) women: and
(d) other disadvantaged groups.
(4) A municipal council may establish one or more advisory committees consisting of persons who are not councillors to advise the council on any matter within the council's competence. When appointing the members of such a committee, gender representivity must be taken into account,

Communication of information concerning community participation

1S. (1) A municipality must communicate to its community information concerning—
(a) the available mechanisms, processes and procedures to encourage and community participation;
(b) the matters with regard to which community participation is encouraged;
(c) the rights and duties of members of the local community; and
(d) municipal governance, management and development.
 When communicating the information mentioned in subsection (1), a municipality must take into account—

(a) language preferences and usage in the municipality; and
(b) the special needs of people who cannot read or write.
Public notice of meetings of municipal councils
19. The municipal manager of a municipality must give notice to the public, in a manner deter-mined by the municipal council, of the time, date and venue of every—
(a) ordinary meeting of the council; and
(b) special or urgent meeting of the council, except when time constraints make this impossible.

Admission of public to meetings

20. (1) Meetings of a municipal council and those of its committees are open to the public, including the media, and the council or such committee may not exclude the public, including the media, from a meeting, except when—it is reasonable to do so having regard to the nature of the business being transacted; and a by-law or a resolution of the council specifying the circumstances in which the council or such committee may close a meeting and which complies with 25 paragraph (a),authorizes the council or such committee to close the meeting to the public.
(2) A municipal council, or a committee of the council, may not exclude the public, including the media, when considering or voting on any of the following matters:
(a) A draft by-law tabled in the council;
(b) a budget tabled in the council;
(c) the municipality's draft integrated development plan, or any amendment of the plan, tabled in the council;
(d) the municipality's draft performance management system, or any amendment
of the system, tabled in the council;
(e) the decision to enter into a service delivery agreement referred to in section 76(b); or any other matter prescribed by regulation.
(3) An executive committee mentioned in section 42 of the Municipal Structures Act and a mayoral committee mentioned in section 60 of that Act may, subject to subsection 40
(1)(a), close any or all of its meetings to the public, including the media.
(4) A municipal council—
(a) within the financial and administrative capacity of the municipality, must provide space for the public in the chambers and places where the council and its committees meet: and 45
(b) may take reasonable steps to regulate public access to, and public conduct at meetings of the council and its committees.
Communications to local community
21. (1) When anything must be notified by a municipality through the media to the local community in terms of this Act or any other applicable legislation, it must be done–-
(a) in the local newspaper or newspapers of its area;
(b) in the newspaper or newspapers circulating in its area and determined by the council as a newspaper of record; or
(c) by means of radio broadcasts covering the area of the municipality.
(~) Any such notification must be in the official languages determined by the council, having regard to language preferences and usage within its means.
(3) A copy of every notice that must be published in the Provincial Gazette or the media in terms of this Act or any other applicable legislation must be displayed at the municipal offices.
(4) When the municipality invites the local community to submit written comments or representations on any matter before the council, it must be stated in the invitation that any person who cannot write may come during office hours to a place where a staff member of the municipality named in the invitation will assist that person to transcribe that person's comments or representations.
(5) (a) When the municipality requires a form to be completed by a member of the local community, a staff member of the municipality must give reasonable assistance to persons who cannot read or write, to enable such persons to understand and complete the form.

(b) If the form relates to the payment of money to the municipality or to the provision of any service, the assistance must include an explanation of its terms and conditions.

11. TIMEFRAMES

The policy will come into effect as soon as it has been approved by council resolution. The policy will be subject to review every 12 (twelve) months or by national or provincial legislative requirements.

12. PRINCIPLES

We will be guided by a series of principles to make this a reality:

- Inclusivity – embrace all views and opinions
- Diversity – embrace all race, gender, religion, ethnicity, language, age, economic status and sexual orientation
- Building Community Participation – keeping the public well overboard, informed and knowledgeable through capacity enhancement
- Transparency – open, sincere, honest to all role players
- Flexibility – make room for change
- Accessibility – ability to input in a process
- Accountability – abide by and communicate as necessary all measures and decisions in the course of the process.
- Trust, Commitment and Respect –faith and confidence in honesty, integrity, sincerity, planning properly within resources, keep time
- Integration – ensure that public participation process is integrated into mainstream policies and services, such as IDP process.

13. ROLES AND RESPONSIBILITIES

13.1 Municipal Manager

13.1.1 Participatory Culture Development

Giving effect to section 16 and 17 of the Municipal Systems Act and as set out in this Policy, the Municipal Manager must:

i)   Encourage and create conditions for public participation in the affairs of the municipality, including in the;
a) Preparation, implementation and review of the Municipal Integrated Development Plan (IDP),
b) Establishment, implementation and review of the Municipal Performance Management System,
c) Monitoring and review of the municipal`s performance, including the outcome and impact of such performance,
d) Considering of draft by-laws,
e) Preparation of the municipal budget,
f) Consideration of the municipal budget, tariffs and debt collection policies,
g) Strategic decisions relating to the provision of municipal services;
h) Ensure that the municipality employs sufficient staff members, other than councilors, who may help in the public participation processes, particularly in the item mentioned at 9.1.2 (i) (a) above.

i) Ensure that all staff members, including councilors are trained in the basic knowledge of the areas referred to in 9.1.2 (a) above.
j) Ensure community capacity building for meaningful participation in the municipal affairs,
k) Establish and notify the public on all available participation methods in the municipality,

13.2 COUNCILLORS

This policy requires of councilors to familiarize themselves with its contents, make their constituencies aware and oversee its implementation by the officials.

13.3 COMMUNITY

It is expected of members of the public to familiarize themselves with the contents of this policy, observe it, and demand for its full implementation and for this purpose to ensure that their participation takes place through:

i) Political structures for participation in terms of the Municipal Structures Act,
ii) The mechanisms established in terms of the Municipal Systems Act 32, of 2000 and as set out in this policy, and
iii) Councilors

14. MAKING PUBLIC PARTICIPATION A REALITY

a. Establish, support and manage Ward Committees – deepening participatory democracy, accountability, responsiveness and social contract with the communities;
b. Community Based Ward Plans – establish and manage a community based ward planning linking up with the IDP process, focus to poverty, empowerment, community action, participatory planning.
c. Community Action to Implement – community implementing its action plan through local structures such as working groups and civil society structures.
d. Community Based Services - services provided by community, e.g. home based care, farmers' advice, crèches, burial clubs etc.
e. Accountability/Monitoring and Evaluation - regular reporting to communities on progress made on service delivery projects.
f. Wards and their linkages to Local Government – working with the ward committees and the CDWs

15. POLICY DIRECTIVES AND PROCEDURES

a. Compulsory Public Meetings
b. Public Meetings Notification
c. Venue for public meetings and Hearings
d. Public Participation Options and Procedures
    i. Petitions and Complaints
    ii. Deputations and Interviews
    iii. Public Comments and Open Sessions
    iv. Electronic Comments
    v. Suggestions box

15.1 COMPULSORY PUBLIC MEETINGS

All meetings in which any of the matters listed under 9.1.2 (i) (a) – (f) above are to be discussed are opened to the public subject to the provision of appropriate municipal Standing Rules and Orders (Section 20 of the Systems Act).

15.2 PUBLIC MEETINGS NOTIFICATION

12.2.1 Whatever anything must be notified by the municipality through one or more of the following media to the local community:
a) Advertised once in a newspaper circulated locally
b) Municipal notice board
C) Municipal libraries;
d) Local stakeholders;
e) Language understood and convenient to the local community;
f) Invitation shall be issued seven (7) days before the meeting is held;
g) Ward Committees, recognized structures and special guests must get special invitations to all relevant Council meetings and activities;
h) SMSs implemented on short notices only;
i) Social network and web services
j) Electronic method
k) Public loud hailing shall be implemented on public meetings and events, including IDP, budget consultative and ward meetings;
l) Implement a centralized public announcements system in all municipal offices.

15.3 PARTICIPATION OPTIONS AND PROCEDURES

The following shall be methods utilized for participation by the public:

15.4 PETITION AND COMPLAINTS

a) All petitions and complaints shall be in writing to the Speaker and may be submitted to the ward councilor where the complainant resides or Municipal Manager.
B) All petitions received shall be acknowledged by the Municipal Manager within 48 hours in writing,
C) Petitions shall be disposed of by the relevant portfolio committee within 31 days or referred to the Council with recommendations should the committee not have the power to dispose of the matter, in which case a special Council sitting shall be convened within seven days of the decision to refer the matter to Council,
d) Any petition must comply with the following requirements;
i) It must be in legible writing or typed,
ii) Clearly indicate the topic, and
iv)   Must be signed by more than fifty of its authors or members;
e) Complaints lodged by the community will be received by the Council at a facility provided at the Council premises;
f) The Municipal Manager shall notify the concerned community of the complaint lodged with the Municipality in seven days of having processed and considered the complaint;
g) The Municipal Manager must, on appropriate notice and in a manner provided for in this policy, notify the community of any public meeting and/or hearing arranged to discuss and consider any of the petitions and complaints lodged by members of the community,.
h) Any such public meetings and /or hearing must take place in fourteen days of the Municipal Manager having notified the community of the important

issues raised and considered by the Council and after it has called for any comments,
i) Complaints shall be forwarded to either the Municipal Manager, Ward councilor or Speaker in writing on the official municipal complaints form.

15.5 DEPUTATIONS AND INTERVIEWS

a) Deputations and Interviews shall be a standing item on Council and Committee meetings.
b) Any person who wishes to obtain an interview with the Council or committee of the council must lodge a written application with the Municipal Manager; such an application must state the representation the applicant wishes to make.
c) Whenever an application for interviews is refused the applicant must be furnished with a written reason for refusal,
d) During an interview only one member of the deputation may address the meeting except when the chairperson of the meeting has made particular concessions, either before or during the meeting.

15.6 PUBLIC COMMENTS AND OPEN SESSIONS

a) When the Municipality considers and deliberates on any of the matters set out under 9.1.2 (i) – (a) – (f) above, it must hold open sessions to which community must be invited for their views and comments.
b) The Municipal Manager must, after the Council has led an open session on any of the matters contemplate in 9.1.2 (i) (a)-(f), and after the conclusion of the session concerned;
i) Formulate a full report thereon together with any advice or recommendations the Council may deem necessary or desirable,
ii) Make copies of the report available to the community in one or more of the following manner-
  - By publication in the Council`s newspaper of record,
  - By publication in the official municipal newsletter,
  - Making a copy available at all the offices of the local key stakeholders,
  - Posting a copy on the Council website;
  - Posting a copy on the notice board at all municipal offices, and
  - Providing every ward councilor and ward committee members with copies for distribution to the communities;
c) The Municipal Manager must ensure that the report is published according to the Council language policy for the municipal area of jurisdiction.

15.7 COMMENTS THROUGH ELECTRONIC SYSTEM

a) The Municipal Manager must provide the community with a central E-mail address where they may submit written comments directly to the Municipality on any matter referred to in this policy and/or other relevant legislation,
b) The Municipal Manager must ensure that the comments are accessed regularly and collated by a staff member specifically allocated to this task.

15.8 COMMUNITY PARTICIPATION AND GOVERNANCE STRUCTURES

In terms of Chapter 4 Section 16 subsections (1) Municipal Systems Act:

A Municipality must develop a culture of Municipal Governance that compliments formal representative Government with a system of participatory governance, and must for this purpose encourage, and create conditions for, the local community to participate in the affairs of the Municipality, including in:

  - The preparation, implementation and review of its integrated development plan.

- The establishment, implementation and review of its performance management system.
- Monitoring and review of its performance including the outcomes and impact of such performance
- The preparation of Municipal budget and when taking strategic decisions relating to the provision of Municipal services.
- Subsection (1) of Municipal Systems Act: must not be interpreted as permitting interference with the Municipal Council's right to govern and to exercise the executive and legislative authority of the Municipality;

16. COMMUNITY PARTICIPATION AND GOVERNANCE STRUCTURES

Through the provision of the Local Government: Municipal Structures Act and the Municipal Systems Act and the Inter-Governmental Relations Act, the Municipality shall establish governance structures as follows:

16.1 ESTABLISHMENT OF WARD COMMITTEE:

Only local municipalities of the "ward participatory type" may establish ward committees, when

a) Provincial legislation determines whether this type of municipality exists in the province,
b) The establishment notice (section 12 notice) of a municipality determines whether that particular municipality is of the "ward participatory type",
c) If a municipality is allowed, in terms of its establishment notice, to have ward committees, the council decided to have ward committees and it took this decision through council resolution, and
d) Subsequent (or together with) the decision to have ward committees, made rules regulating the elections of the members of ward committees.

STATUS OF WARD COMMITTEES:

(5.1)   The object of a Ward Committee is to enhance participatory democracy in Local Government.

(5.2)   A Ward Committee:

(a)   Is an advisory body
(b)   Is independent; and
(c)   Must be impartial and perform its functions without fear, favour or prejudice.

ROLES AND RESPOSIBILITIES

6.1.   ROLE OF SPEAKERS

- Speakers be ex-officio members of the ward committees
- Champion the establishment & operation of ward committee
- Ensure ward committees are resourced
- Responsible for deployment of PR Cllrs
- Develop programmes for Ward Committees
- Monitor progress on implementation of Ward Committee programmes
- Strengthening of interaction with Ward Councillors

- Mediate in conflicts on ward committees
- Monitor the submission of proposed programme.
- Ensure that every ward has a ward committee.
- Ensure induction of ward committee members
- Set deadlines for submission of ward committee reports
- Ensure budget & proper costing for ward committee programmes
- Improve communication with ward committees & ensure feedback on reports submitted
- Impose penalties to Councillors for non-compliance

16.2 PROJECT STEERING COMMITTEE MANAGEMENT

The Municipality, to achieve maximum management of service delivery projects through public participation, transparency and accountability, shall provide for the establishment and management of Project Steering Committees for all local development projects as follows:

PROJECT STEERING COMMITTEE MANAGEMENT CORE VALUES

a) That communities affected by project implementation have a right to be involved in its management.
b) That communities should be provided with information they need pertaining to the project and to contribute positively towards the project.
c) That communities and service providers should recognise the needs and interests of each other and be able to find each other.
d) That a commitment is made that community involvement will be treated with the respect it deserves and to influence project related decisions.
e) That No allowance or remuneration is payable to members of Steering Committees and no member of the Steering Committee may be involved in the project as a contractor or employee.

PROJECT STEERING COMMITTEE MANAGEMENT PRINCIPLES

Project implementation and community participation should be underlined by the Batho Pele Principles, namely

a) Consultation: communities should be consulted about the level and quality of the project
b) Service standards: the communities should be told about what the level and quality of public service they will receive so that they are aware of what to expect.
c) Access: all communities should have equal access to the services to which they are entitled.
d) Courtesy: communities should be treated with courtesy and consideration
e) Information: communities should be given full, accurate information about the public services they are to receive.
f) Openness and transparency: communities should be told how national and provincial departments are run, how much they cost and who is in charge.
g) Redress: if the promised standard of service is not delivered, communities should be afford an apology, a full explanation and a speedy and effective remedy; and when complaints are made, communities should receive a sympathetic, positive response.
h) Value for money: service delivery should be provided economically and efficiently in order to give the best possible value for money.

ROLES AND RESPONSIBILITIES OF STAKEHOLDERS

25.3.1 Emakhazeni Local Municipality

To fund/co-fund/ be funded and implement service delivery projects as per the IDP and approved/allocated budget

To assign officials to supervise and oversee the technical aspects of the project implementation
To assign a Councillor to attend project steering committee meetings and report to the ELM Speaker
To submit an overall project progress report to the Municipal Council through the Speaker`s Office
The Municipality must indicate whether a Steering Committee has to be established for the project and if so, the establishment of the Steering Committee has to be facilitated by the Office of the Speaker (ELM).
Provide support, as and when it is required, to the project steering committee and the community.
Resolve any conflict that may arise between the service provider and affected communities.
Receive and consider the report of the project steering committee.
Appoint only one Community Liaison Officer (CLO) for each project in consultation with the relevant the Project Steering Committee, at remuneration as approved by the Municipality from time to time and formally inform the Project donor.
Facilitate the sod turning and launching events on/of the respective projects

NB!!!! Should the project not require a CLO a formal correspondence must be submitted to the Office of the Speaker by the relevant project engineer.

The Speaker

- Receive and consider the report of the project steering committee for the Municipal Council consideration
- Facilitate the establishment of the PSC after a briefing by the project management unit
- Facilitate a capacity building programme for the PSC on project management principles and effective project steering committee work
- Allocate Councillors to the chairpersonship of the PSC
- Deploy PR Councillors to the PSC

Ward Councillor

He/she chairs the meetings of the project steering committee.
Work hand in hand with the elected project steering committee secretary to compile minutes and reports of the committee.
Give feedback on the project to the community ward meeting
Report to the Speaker about the status of the project monthly

Community Liaison Officer (CLO)

Attend project steering committee meetings
Do inspection in loco on the project
Assist in the recruitment of required project labour personnel
Ensure that workers' salaries are recorded and submitted to the contractor on time
Create an effective liaison between the service provider, PSC, municipality and the community
Develop a schedule of PSC meetings in consultation with the PSC and the Ward Councillor

Project Steering Committee (PSC)

The PSC shall ensure the achievement of the following key deliverables within the project:
Effective monitoring of workers and ensure the contractors treat everyone fairly
Monitor the Welfare Report Form

Provision of monthly progress reports to the Ward Councillor
Help the CLO in the resolution of problems, conflicts and blockages that may occur at the project level
Ensure monitoring of the employment, sub-construction and local suppliers target
Monitor the Project`s Key Performance Indicators
Monitor the performance of the CLO
Recommend Social Corporate Projects to the Municipality for consideration by the service provider
Identify skills gaps and recommend training intervention for the CLO through the service provider

REPORTING MECHANISMS OF THE PROJECT STEERING COMMITTEE

- A consolidated report should be submitted to the Ward Councillor
- This should be done monthly in the ward committee meeting
- The report should be sent to the Speakers' Office on monthly basis
- Copies of the report should be send to all components of the steering committee
- The PSC shall submit a consolidated progress report on the project to the Ward Councillor through the monthly Ward Committee meetings.
- The report of the PSC shall form part of a report to the Council on the performance of the project/s by the Technical Department of the Municipality.

STANDARD AGENDA FOR THE PROJECT STEERING COMMITTEE (PSC) MEETING

The CLO shall report to the PSC against the following agenda format**:**

1.	Opening and Welcome
2.	Present
3.	Applications for leave of absence
4.	Purpose of the meeting
4.1	Progress report on the project
4.2	Social responsibility programmes of the service provider
4.3	Labour related issues (02% disabled, 48% youth, 50% adult male and female)
4.4	Subcontracting work opportunities and subcontracts awarded to local service providers
5.	Date of the next meeting
6.	Closure

Public safety and display

- The project steering committee should ensure that compliance on safety is strictly adhered to by the service provider and the cooperation of the affected community is maintained.
- The service provider must display a board detailing about the project and which should be visible to the public.
- Where necessary, fencing of the area around the project should be applied.

Funding for the PSC activities and meetings

The Service Provider and the project engineer (where applicable) shall fund/support the following services and needs for efficiency of the PSC (within

the service provider financial means):

- Launching/sod turning event for the project
- Catering and/or refreshments for the PSC meetings
- Identified Corporate Social Investment project (where applicable)
- Transportation of the CLO between official gatherings and trainings
- PSC capacity building programme

COMPLAINTS

The following mechanisms should be explored to receive and resolve conflicts:

All complaints should be referred to the CLO, Ward Councillor and the Municipality.
Such complaints should be acknowledged in writing by the CLO, Ward Councillor and or Municipal Manager and copies thereof should be given to the complainant and the project steering committee.
The received complaint should be disposed of by the relevant stakeholder within 48 working hours.
The complainant should be notified after the expiry of the 48 hour period on remedial action taken.
The PSC must try and resolve conflicts on the spot and refer un resolved conflicts to the Municipal Manager through the ward Councillor, and or the Office of the Speaker

TERMS OF REFERENCE

PROJECT STEERING COMMITTEE (PSC)

These terms of reference provide a framework within which the Project Steering Committee (PSC) would operate within the context of community development, EPWP principles and built environment projects.
The PSC must be members of the ward committee or respected community member appointed by the Ward Committee.

SCOPE

The PSC will be responsible to the Local Municipality through the Ward Committee, however shall liaise with the following stakeholders in performing their responsibilities through monthly on site PSC meetings:

- The Employer
- Contractor
- Project Engineer

KEY DELIVERABLES

The PSC shall ensure the achievement of the following key deliverables within the project:

- Effective monitoring of workers and ensure the contractors treat everyone fairly
- Monitor the Welfare Report Form
- Provision of monthly progress reports to the Ward Councillor

- Help the CLO in the resolution of problems, conflicts and blockages that may occur at the project level
- Ensure monitoring of the employment, sub-construction and local suppliers target
- Monitor the Key Performance Indicators
- Monitor the performance of the CLO

REPORTING

The PSC shall report progress on the project to the Ward Councillor through the monthly Ward Committee meetings. The report of the PSC shall form part of a report to the Council on the performance of the project/s by the Technical Department of the Municipality.

Community Liaison Officer (CLO)

INTRODUCTION

These terms of reference provide a framework within which the Community Liaison Officer (CLO) would operate within the context of community development, EPWP principles and built environment projects.
The CLO must be a respected member of the community and the method of appointment shall be transparent and agreed to with the Project Steering Committee (PSC).

SCOPE OF WORK

The CLO will be responsible to the PSC, however shall liaise with the following stakeholders in performing his/her duties:

- The Employer

- Assist in convening of affected community workshops or information sessions
- Disseminate information to the PSC
- Articulate program/project`s objectives and EPWP policies to PSC
- Communicate and ensure the safety and well-being of labour
- Attend induction programmes for workers and induct labour
- Submit monthly reports to the PSC
- Assist the PSC in the recruitment of labour and sub-contractors
- Ensure that labour and sub-contractors meet the municipal service payments requirements
- Deal with labour disputes and advice the site agent on resolutions
- Attend all disciplinary hearings and ensure that they are free and fair
- Attend training and empowerment sessions as organized by the employer
- Do any other duties as assigned by the PSC from time to time

- Contractor

- Organize and assist the contractor in explaining the EPWP model and requirements
- Ensure that the labour understand their responsibilities on site

- Ensure that the labourers are informed of their conditions of employment and remunerations
- Attend all technical site meetings and PSC meetings and report progress on his/her responsibilities
- Keep written records on interviews, labour recruitment and community liaison to be summarized and included in the monthly report
- Collect monthly labour welfare reports and submit to the contractor
- Ensure that workers are paid in time and the correct rate as per the employment agreement

- Project Engineer

- The same as per the contractor

KEY DELIVERABLES

The CLO shall be responsible for achieving the following key deliverables within the project:

- Effective monitoring of workers and ensure the contractors threat everyone fairly
- Collect and submit the Welfare Report Form
- Provision of monthly progress reports
- Resolution of problems, conflicts and blockages that may occur at the cluster level
- Ensure monitoring of the employment target required
- Report on Key Performance Indicators

17. THE IDP FORUM

The IDP Forum should consist of Municipalities and all structures of civil society within the jurisdiction of a Municipality. At District level it should include National and Provincial Departments.

- The Executive Mayor as the chairperson,
- The Mayoral committee, Councillors, the Municipal Manager and Heads of Departments including the IDP Manager/Co-ordinator, National and Provincial Departments,
- Representatives from Ward committees.
- Youth
- Women
- Religious groups
- Sports and culture
- Health and welfare
- Business
- Environment
- Education
- Senior citizens
- Community safety forums
- Community based organisations
- Ratepayers' association
- Traditional leaders.
- Agricultural associations.

- Informal traders' association.
- The disabled and the unemployed.

The IDP Forum as the structure that must make inputs to the IDP and the budget of the Municipality and recommend to Council for final approval, it must therefore draw up a programme to implement the IDP on yearly bases.

FUNCTIONS OF THE IDP FORUM MAY INCLUDE:

- Identify critical areas that impede proper administration and primary Municipal Functions and finding mechanisms to address them.
- Community Participation
- Encourage communities to take part in activities organised by the Community Participation

IDP FORUM SUBCOMMITTEES:

The Forum may establish sub-committees for the following:

- Community Participation under the leadership of the Executive Mayor, Mayor or the Speaker and the Community Participation Co-ordinator.

    ♦ Budget.

    ♦ Local Economic Development

    ♦ Tourism Development

    ♦ Water and Sanitation

    ♦ Safety and Security and any other sub-committee
       deemed necessary by the Forum

18. **WARD COUNCIL OF STAKEHOLDERS (WCoS) – "the Ward War Room"**

The Municipality , shall for the purpose of public participation and stakeholder relations establish the WCoS as follows:

Chairperson: Ward Councillor
Champion: Ward Councillor
Secretariat: Community Development Worker (CDW)/Fieldworker
Members: Ward committee, All Heads of Institutions in the Ward, Civil Society
Organizations', Faith-Based Organizations', Private Sector, Local Business,
Traditional Leaders and Healers, Key sectors (health, safety and security, education, social development, municipal services etc)

Roles & Responsibilities:

Ward level of coordination and planning

Conduct household and community profiling Collate and categorize the needs and allocate to LCoS (appropriate sector and level) Use the multitude of field workers available in different sectors incl. non-government and private sector to identify needs of the people Provide feedback to respective communities Meet monthly
19. POLICY REVIEW This policy is reviewed annually by Council resolution