



PUBLIC PARTICIPATION POLICY

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DEFINITIONS

In this policy, unless otherwise indicated in the context –

“Council” means the municipal council of Swellendam Municipality

“Councillor” means a member of the municipal council

“Community” or **“local community”** means that body of people comprising—

- The residents of the Municipality
- The ratepayers of the Municipality
- Any civic organisation and non-governmental, private sector or labour organization or bodies which are involved in the local affairs of the Municipality

“Community participation” means the public participation at the municipal level where local residents are called “the community”

“Constitution” means the Constitution of the Republic of South Africa, 1996

“Consultation” means the action or process of formally consulting or discussing

“Inform” means to give or impart knowledge of a fact or circumstance

“Integrated Development Plan (IDP)” means the principal strategic planning instrument which guides and informs all planning and development, in a municipality

“Involve” means to have or include (something/someone) as a necessary or integral part or result

“Municipal Manager” means the person appointed in terms of Section 54A of the Local of Government: Municipal Systems Act, Act 32 of 2000

“MTREF” means the Medium-Term Revenue and Expenditure Framework

“Municipal Finance Management Act (MFMA)” means the Local Government: Municipal Finance Management Act, Act 56 of 2003

“SBSS” means the Budget Strategic Summit. A body representing civic society and interest groups serving the entire Swellendam

“Performance Management System (PMS)” means a two-way communication process between the Municipality and the community that measures specific targets, standards and priorities that were agreed on during the IDP process.

“Performance Management Regulations” means the Municipal Performance Management Regulations for Municipal Managers and Managers directly accountable to Municipal Managers, R805, 1 August 2006.

“Petition” means a formal written request, typically one signed by many people, appealing to authority in respect of a particular cause.

“Promotion of Access to Information Act” means the Promotion of Access to Information Act, Act 2 of 2000. **“Promotion of Administrative Justice Act”** (PAJA) means the Promotion of Administrative Justice Act, Act 3 of 2000

“Property Rates Act” means the Local Government: Municipal Property Rates Act, Act 6 of 2004. P 9 / 003 Page 4 of 17

“Public Participation” means an open, fair and accountable process through which individuals and groups within selected communities can exchange views and influence decision making. It is 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 their lives.

“SDBIP” means Service Delivery and Budget Implementation Plan

“Stakeholder” means an individual or group with an interest in a particular issue addressed by government, e.g. ratepayers association or trade unions.

“Structures Act” means the: Local Government: Municipal Structures Act, Act 117 of 1998

“Systems Act” means the Local Government: Municipal Systems Act, Act 32 of 2000

“Ward Committee” means a committee of a municipal ward, established in terms of Chapter 4, Part 4 of the Structures Act

OBJECTIVES

The objectives of the policy are as follows:

- a) to promote the values of good governance and human rights;
- b) to establish appropriate mechanisms, processes and procedures for public participation in the municipal affairs;
- c) to acknowledge the fundamental right of all people to participate in the governance system;
- d) to promote direct and indirect platforms of participation;
- e) to provide, clear, sufficient and timeous information concerning community participation to communities

CHAPTER ONE:

INTRODUCTION TO PUBLIC PARTICIPATION IN LOCAL GOVERNMENT

1.1 Introduction

Swellendam Municipality acknowledges and values the contributions of the community in achieving its service delivery, developmental and strategic objectives. The development of a policy that creates a framework, in line with the National Policy Framework for Public Participation 2007, within which public participation can be effected, serves to confirm the commitment of the Municipality to encourage structured community participation in the matters of the Municipality and to create an environment conducive to the engagement of the public in its governance and performing the duties and obligations set out in legislation with regard to public participation. Swellendam Municipality strives to deliver quality services and promote development in our municipal area in a non-sexist, non-racial and non-discriminating manner.

This is done by creating a climate of co-operative governance with meaningful partnerships with all stakeholders, especially the members of the general public. The Swellendam Municipality therefore promotes and encourages public participation as is provided for and governed by legislation.

The contents of this policy serve to provide mechanisms, processes and procedures to facilitate the achievement of the objectives and goals related to effective public participation. These mechanisms and processes will provide opportunities for the residents of the Municipality to gain direct access to information, participate in consultation and decisionmaking processes and to make meaningful contributions to the planning, design and implementation of programmes and projects that directly or indirectly affect their lives.

1.2 Legislative framework

While there is several government policy documents which require some form of public participation in local government there are a few laws which are central. These are the Constitution, the Local Government: Municipal Systems Act, Act 32 of 2000 (hereafter referred to as Systems Act), Local Government: Municipal Structures Act, Act 117 of 1198 (hereafter referred to as the Structures Act,) Local Government: Municipal Finance Management Act, Act 56 of 2003 and Local Government: Municipal Property Rates Act, 2004 . A brief introduction to aspects of these laws is important before proceeding. The notion of

public participation in all spheres of government is embedded in the Constitution of the Republic of South Africa, 1996.

The object of local government in terms of Chapter 7, Section 152(1)(e) of the Constitution is to “encourage the involvement of communities and community organisations in the matters of local government.”

Section 153(b) states that a Municipality must participate in national and provincial programmes. Chapter 7 further prohibits the passing of bylaws, unless the proposed by-law has been published for public comment in terms of Section 160(4). Section 162 restricts the enforcing of promulgated by-laws, unless they have been published in the official provincial government gazette and made accessible to the public by the Municipality concerned.

Chapter 10 expounds the basic values and principles that must govern public administration. Section 195(1)(e) stipulates that “[p]eople’s needs must be responded to, and the public must be encouraged to participate in policy-making”, whilst Section 195(1)(g) stipulates that “[t]ransparency must be fostered by providing the public with timely, accessible and accurate information.”

The Constitution further prescribes that enabling legislation be promulgated in order to give effect to the Bill of Rights and the values and principles enshrined in it.

The Structures Act allows as per Chapter 4 for a ward participatory system. The Structures Act sets up clear guidelines for Ward Committees. Hence section 72 states that the object of a Ward Committee is to enhance participatory democracy in local government. An important and key feature of local government is the Ward Committee System.

A Ward Committee consists of the councillor representing the ward who must also chair the committee, and not more than 10 other persons. Ward Committees are seen as the vehicle for deepening local democracy and the instrument through which a vibrant and involved citizenry can be established. It is at the local level within wards that all development issues converge. Ward Committees therefore have a crucial role to play as an interface between government and communities (not just local government). Swellendam Municipality has developed its own set of Ward Committee Rules that is aligned to Chapter 4 of the Structures Act.

In Section 19(2)(c), the Structures Act dictates that a municipal council must annually review its processes for involving the community and

Section 19(3) speaks to a municipal council that must develop mechanisms to consult the community and community organisations in performing its functions and exercising its powers. The Systems Act defines, “the legal nature of a Municipality as including the local communities within the municipal area, working in partnership with the Municipality’s political and administrative structures to provide for community participation”.

According to Section 4 of the Systems Act a municipal council has the duty:

- To encourage the involvement of the local community
- To consult the community about the level, quality, range and impact of municipal services provided by the Municipality, either directly or through another service provider.
- In terms of Section 5 of the act, members of the community have the right:
- To contribute to the decision-making processes of the Municipality and submit written or oral recommendations, representations and complaints to the council
- To be informed of decisions of the council
- To regular disclosure of the affairs of the Municipality, including its finances.
- Perhaps the clearest and most specific requirements for public participation in local governance are outlined in Chapter 4 of said act.
- Hence Section 16 requires that: - The Municipality must develop a culture of municipal governance that compliments formal representative government with a system of participatory governance and must;
- Encourage and create conditions for the community to participate in the affairs of the Municipality, including in the IDP, performance management system, monitoring and review of performance, preparation of the budget, strategic decisions regarding municipal services.
- Contribute to building the capacity of the local community to participate in the affairs of the Municipality and councillors and staff to foster community participation
- Through appropriate mechanisms, processes and procedures
- Must involve the local community in the development, implementation and review of the Municipality’s performance management system, and in particular, allow the community to participate in the setting of appropriate key performance indicators and performance targets of the Municipality. The

Municipal Finance Management Act, was put in place to bring about transparent and effective financial management in municipalities and municipal public entities.

- The MFMA outlines ways in which the community can be informed of the financial situation of a Municipality. The Property Rates Act stipulates that the public must participate in decisions relating to municipal property rates.
- The Promotion of Administrative Justice Act, Act 3 of 2000 (PAJA) is linked to public participation to the extent that procedural fairness to the public stipulates the necessity for a participatory process.
- PAJA also necessitates a process of public participation through section 4 of the Act, which in its extent allow for more informed and defensible decisions with a greater potential of support by the public.

1.3 Scope and Application

The Policy applies to all Councillors, municipal officials, community representatives, Ward Committees, designated groups, and members of the public in as far as their rights, duties, responsibilities and roles are outlined in terms of the Policy. The Policy makes provision for mechanisms, processes and procedures to facilitate and give effect to public participation as regulated by statute. The rules giving effect to Ward Committees, is an additional document and should be read together with this Policy.

1.4 Key Policy informants

- According to the White Paper on Local Government, 1998 municipalities require active participation by citizens at four levels:
- As voters: to ensure maximum democratic accountability of the elected political leadership for the policies they are empowered to promote.
- As citizens: who express, via different stakeholder associations, their views before, during and after the policy development process in order to ensure that policies reflect community preferences as far as possible. As consumers and end-users: who expect value for money, affordable services and courteous and responsive service.
- As organised partners involved in the mobilisation of resources for development via for profit businesses, non-governmental organisations and community-based institutions. The White Paper further introduced the concept of Batho Pele, which means "People First". Batho Pele was launched to ensure that public servants become service orientated, strive towards service excellence and

are committed to continuous service delivery improvement. Eight (8) Batho Pele principles were developed which include consultation, setting service standards, increasing access, ensuring courtesy, providing information, openness and transparency. Swellendam Municipality also adopted the three (3) pillars on which the Batho Pele principles are built, namely “we belong”, “we care” and “we serve”.

CHAPTER TWO:

2.1 What is Public Participation?

Public participation has been defined in various ways by different people, and for a variety of reasons. In this document public participation is defined as an open, accountable process through which individuals and groups within selected communities can exchange views and influence decision-making. It is 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 their lives.

2.2 Developing a Culture of Public Participation

In giving effect to section 16 of the Systems Act and as set out in this policy, the Municipal Manager must ensure that for this purpose:

- The Municipality encourages and creates conditions for the local community to participate in the affairs of the Municipality, including in –
- The preparation, implementation and review of its IDP;
- The establishment, implementation and review of its performance management system;
- Determination, consideration and adoption of by-laws;
- The monitoring and review of its performance, including the outcome and impact of such performance;
- The preparation of its budget; and
- Strategic decisions relating to the provision of municipal services.
- The Municipality employs sufficient staff members who may help in informing and educating the local community about the affairs of the Municipality.
- That all staff members, including Councillors, are trained in the basic knowledge of the areas referred to in section 16 of the Systems Act.

2.3 Principles guiding Public Participation:

The following principles are underscored by the Batho Pele principles:

- Inclusivity – embracing all views and opinions in the process of community participation.
- Diversity – in a community participation process it is important to understand the differences associated with race, gender, religion, ethnicity, language, age, economic status and sexual orientation.
- Building community participation – capacity-building is the active empowerment of role players so that they clearly and fully understand the objective of community participation and may in turn take such actions or conduct themselves in ways that are calculated to achieve or lead to the delivery of the objectives.
- Transparency – promoting openness, sincerity and honesty among all the role players in a participation process.
- Flexibility – Being flexible in terms of time, language and approaches to public processes and engagements
- Accessibility –ensuring that participants in a community participation process fully and clearly understand the aim, objectives, issues and the methodologies of the process, and are empowered to participate effectively.
- Accessibility ensures not only that the role players can relate to the process and the issues at hand, but also that they are, at the practical level, able to make their input into the process.
- Accountability – the assumption by all the participants in a participatory process of full responsibility for their individual actions and conduct as well as a willingness and commitment to implement, abide by and communicate as necessary all measures and decisions in the course of the process.
- Trust, Commitment and Respect – the Municipality should build trust, confidence, integrity, sincerity and honesty in the community so that they believe that their views will be heard, respected and considered when decisions are taken by the Municipality.
- Integration – that community participation processes are integrated into mainstream policies and services, such as the IDP process, service delivery issues and Budget and Performance Management Systems.

2.4 Value of Public Participation

- Increases involvement in the democratic process
- Encourages approaches of openness and transparency in community engagement

- Draws the attention of the Municipality to ordinary issues from residents' viewpoint
- Contributes to the development of self-confidence, pride, initiative, responsibility and co-operation
- Motivates residents and communities to take charge of their own lives and be actively involved in finding solutions to their problems
- Builds capacity in communities to engage effectively with their councils • When communities establish good working relationships with local Municipality, it raises their level of confidence without losing perspective • Participation also encourages and strengthens internal accountability structures in community organisations
- In terms of the IDP process, participation enables partnerships like public/public; public/private; public/community

2.5 Public Participation as an obligation

2.5.1 The structures of the Municipality have three (3) distinct components actively involved in public participation –

• Political Governance Structure

The council performs both legislative and executive functions. It focuses on legislative, oversight and participatory roles, and has delegated its executive function to the Executive Mayor.

Council's primary role is to debate issues publicly and to facilitate political debate and discussion. Apart from its functions as decision makers, Councillors are also actively involved in community work and the various social programmes in the municipal area.

• Administrative Governance Structure

The Municipal Manager is the Accounting Officer of the Municipality. He/She is the head of the administration and primarily must serve as chief custodian of service delivery and implementation of political priorities. He is assisted by the Municipality's directors, which are referred to as the Top Management Team.

• Public Accountability

The Swellendam Municipality has two distinct structures through which formalised public participation with its communities takes place i.e. - The Ward Committee system as well as - The Budget Strategic Summit (SBSS).

Communities, the ratepayers of the Municipality, any civic organization and non-governmental organisations or members of the private sector

which are involved in local affairs of the Municipality are therefore an integral part of the Municipality.

Swellendam Municipality has a set of standards manual for various services. This is reviewed annually during the IDP, budget and performance reviews. The Performance management system of a municipality also sets specific standards of service delivery that can be used by the public to keep the Municipality accountable..

It obliges the Municipality to include communities in municipal decision making. Thus, the Systems Act obliges municipalities to develop a culture of participatory governance.

In creating a culture of participatory governance it is important to facilitate an accommodating mindset and not only limit participation and engagement to certain structures and mechanisms.

CHAPTER THREE:

MUNICIPAL ISSUES REQUIRING COMMUNITY PARTICIPATION

3.1 Types of Public Participation

Not all types and forms of decision-making require the same degree of community participation.

The Systems Act provides a non-exhaustive list of important municipal "events" in which community participation is particularly important. This list will avoid any uncertainty about whether or not participation is critical with regard to certain important municipal decisions and processes.

3.1.1 Development, implementation and review of the Integrated Development Plan (IDP)

Facilitation of community participation in the IDP process takes place as set out in the approved IDP process plan/time schedule and is effected mainly through the following structures and methods:

3.1.1.1 Municipal Manager

- Drafts the IDP & Budget Process Plan/time schedule in liaison with the Budget Office for scrutiny of senior management and consideration by

the Executive Mayor after consultation with the members of the Mayoral Committee and adoption by the Municipal Council.

- Implements the Media-and Awareness Campaign to encourage community and sector participation in the IDP process.
- Consolidate all community inputs, including newly identified projects for channeling to the relevant departments.
- Senior Managers of the respective administrative units to channel all IDP related community input to the Municipal Manager and IDP Coordinator.

3.1.1.2 Ward Committees

- The objective of a Ward Committee is to enhance participatory democracy in local government and must give special participatory focus to the following:
- Preparation, implementation and review of the IDP
- Preparation of the budget and
- Strategic decisions of the Municipality relating to the provisions of municipal services in terms of Chapter 8 of the Systems Act, 2000
- The functions of Ward Committees are specified in the Ward Committee Policy for Swellendam Municipality.

3.1.1.3 Swellendam Budget Strategic Summit

The SBSS has been established in order to engage with the draft IDP. By engaging this forum it is considered to being another step in ensuring that the IDP is comprehensive, transparent and inclusive.

- The SBSS consist of:
- The Mayor as chairperson
- All Councillors
- The Municipal Manager
- The Senior Managers
- Representatives of various municipal departments
- 2 Ward Committee members per ward - note the ward committees are elected via a democratic electoral process
- Representatives from the Overberg District Municipality
- Representatives from National and Provincial sector departments
- Local sector representatives;
- Organised Business,
- Registered NGO with Swellendam-wide interest

3.1.1.4 Electronic and Printed Media

Community inputs must be obtained from calls for input as advertised in local media, the municipal website and the municipal notice boards.

Documents inviting public comments must be placed on the municipal website and in libraries for public scrutiny.

Documents inviting public comments must be made available at municipal offices, municipal libraries and on the website of the Municipality.

These are public documents and must always be readily available to all members of the community. Members of the public wanting copies of the documents must pay for copies or bring a memory stick for the documents to be uploaded electronically.

It should be noted that the Swellendam Municipal area do not have a printed newspaper that circulates in all the towns and settlements of their jurisdiction and thus electronic messaging and social media as well as electronic publication will be used to ensure dissemination of information as much as possible.

3.1.1.5 Written Submissions

Members of the community may participate in the development of the municipal documents set out for public comment by making written submissions to the person indicated on the advertisement on or before the dates as specified in specific municipal notices

3.1.2 Preparation of budget

The budget preparation process commences with the approval of the IDP/Budget process plan/time schedule annually approved by the Council

- The Ward Councillor and Ward Committee will consult the communities in the Ward to determine the developmental needs of the Communities.
- All needs determined through this process, will be finalised and prioritised by the Ward Committee. The development needs will feed into the IDP process of the Municipality.

- The Budget Steering Committee of the Municipality has a duty in terms of the MFMA to compile the draft budget for the MTREF.

Once the draft budget is compiled, the Executive Mayor will table the draft budget, draft IDP, and the draft budget related policies to the Municipal Council.

The draft budget, its related policies and the Draft IDP will be placed in the Municipal Libraries, Offices of the outer town municipal offices and the Website to ensure that the public has access to the documents in order to make informed comments.

The Ward Councillor will have the duty to explain the draft budget, its related policies and the IDP to the Ward Committee and the Ward Committee to their respective Wards. (The administration will provide support to the Ward Councillor and Ward Committee during this consultative process and on invitation by the Ward Committee attend the meetings of the Ward Committee)

- In order to ensure that all stakeholders are informed about these budget consultation meetings, notices will be placed in print media and the municipal website. Announcements will also be made through the electronic and / or social media.
- All submissions received through the consultation process including written submissions, must be submitted to the Budget Steering Committee for consideration, whereafter the Executive Mayor will submit the budget to the Municipal Council for adoption.

3.1.3 Strategic decisions relating to service delivery

Strategic decisions relating to Service Delivery such as Service Level Agreements Regulations and legislation guide the process to be followed in the decision-making processes relating to service delivery such as Service Level Agreements and the role of the public therein.

3.1.4 Policy formulation and by-laws development

All proposed policies affecting the community as well as by-laws must be made public for public comment in a manner that allows the public an opportunity to make representations with regard to the proposed policy or by-law

3.1.5 Other issues for consultation

The Municipality may engage the community on any other aspects identified by the Municipality for consultation. Consultation on other issues will be the responsibility of the respective functional department.

3.2 Methods of Public Participation

3.2.1 Inform the community

- 3.2.1.1 Notices about community meetings must be placed in community newspapers, website and notice boards, local radio as well as social media platforms.

If the municipality has an SMS- or bulk email mailing list these systems may be used to convey information.

Loudhaling as well door to door notices may be used in smaller groupings/ targeted audiences.

- 3.2.1.2 When the Municipal administration communicates this information, it must take into account the language policy of the Municipality, as well as the special needs of people, who cannot read nor write.

- 3.2.1.3 The Ward Councillor and the Ward Committee shall hold quarterly public meetings to:
- Inform the community on progress made with the implementation of service delivery projects planned for the ward;
 - Inform the community on policies adopted by the Municipal Council, or policies proposed for adoption;
 - Determine what are the service delivery needs of the communities within the ward in order to make
 - recommendations to the municipal council;

3.2.1.4 The administration will assist the Ward Councillor and Ward Committee if the Ward Councillor requests the information he/she wants to present to the ward in advance.

3.2.1.5 Information about the Municipality's performance implementing the SDBIP will be available on the municipal website, at municipal offices, in libraries as well as in meetings;

3.2.1.6 All persons with special needs who cannot read or write will be assisted by the staff in attendance.

3.2.2 Petitions

3.2.2.1 Petitions lodged by the local community will be received by the Municipality at a facility provided for the Municipality's offices or by the Speaker and the Municipal Manager and/or their delegates as per the Council's Petition Policy.

3.2.2.2 Any petition must comply with the Petition Policy of Swellendam Municipality but must at least comply to the following requirements –

- it must be in legible writing or typed;
- it must clearly indicate the topic; and
- it must indicate the relevant department or official, where possible
- it must clearly reflect the names, identity numbers, addresses and signatures of all petitioners.

All information held by the Municipality will be dealt with in terms of POPIA.

3.2.3 Consultation

3.2.3.1. The Municipality must actively seek the community's input or comments on matters pertaining to service delivery to ensure that all the needs of the community are catered for.

3.2.3.2. The following activities, apart from those other matters specifically provided for in legislation, require community consultation:

- a) Development of the IDP of the Municipality;
- b) Compilation of the municipal budget
- c) Relevant Policy Formulation;
- d) Developing a By-law;

- e) Determining Performance Indicators for the Performance Management System.

3.2.3.3. Where applicable the Ward Councillor and the Ward Committee must hold regular community meetings in their respective wards to ensure that all the comments and inputs of the communities are received.

3.2.3.4. The representatives of the various organisations, sectors and geographical blocks within a ward serving as Ward Committee member must hold feedback meeting with the sectors on a regular basis and give feedback to the Ward Committee.

3.2.3.5. Information regarding matters for consultation will be advertised at libraries, on the municipal notice boards, on the municipal website, in community papers, and will also be available at meetings.

3.2.3.6. Staff must be present at meetings to assist people with special needs and those who cannot read or write.

3.3 Contributing to Municipal Decision-Making

3.3.1 In general, members of the local community have the right to contribute to the decision-making processes of the Municipality. They can exercise this right through mechanisms and in accordance with processes and procedures provided for in terms of the Systems Act and/or any other applicable legislation.

3.3.2 The Municipality has established the following formal structures to encourage the members of the local communities to contribute in the decision-making processes:

- a) Ward Committees;
- b) Swellendam Municipal Budget Strategic Summit

The above-mentioned structures advise and inform the Municipality on various matters to ensure that the municipal functions are optimally distributed and attended to throughout the Municipal area.

3.4 Interest Groups / Business Chambers / Rate Payers

Swellendam Municipality engages on a regular basis with interest groups/business chambers and rate payers as part of the consultancy processes.

CHAPTER FOUR:

COMMUNITY PARTICIPATION TOOLS

The preceding chapter identifies the issues around which municipalities are statutorily obliged to engage the public. This chapter outlines the legally specified ways in which this engagement must occur and lists various tools that can be used to meet these obligations.

4.1. Community Participation Tools

To better understand the variety of tools available, this section outlines a comprehensive list for each form of engagement, but it is not exhaustive.

Informing the community

Ward Committee Informing the community of Council decisions, community rights and duties, municipal affairs etc.

Community informing Ward Councillor of their concerns.

Public meeting or imbizo informing the community of the Municipality's decisions, community rights and duties, municipal affairs etc.

Community informing councillors and officials of their issues.

- Swellendam Budget Strategic Summit consisting of representatives of Ward Committees, Sectors, ODM and Provincial Partners Stakeholder forums and Mayoral Committee Informing the community of Municipal decisions, community rights and duties, municipal affairs etc.
- Council meetings open to the public informing the community of council decisions, community rights and duties, municipal affairs etc.
- Annual report informing the community of municipal activities.
- Surveys Informing the Municipality of the needs of a local ward, or of the levels of satisfaction with the delivery of a service like electricity.
- Stakeholder and Interest groups are encouraged to engage with the Municipality. This is imperative in maintaining good relations and secure an informed and supporting partnership with the Municipality.

- Newsletters and reports informing the community of council decisions, community rights and duties, municipal affairs etc.
- Service Delivery Agreements Inform the public of the Municipality's agreement on service delivery.
- Posters, SMS, Whatsapp, broadcasting notifications, loudhailers, banners, email notification, media adverts, local radio informing the public of an event or meeting, eg. Council meeting or public meetings may be used as communication tools and mediums. This list is not exhaustive and must be chosen according to the target audience and bearing in mind technological developments.
- Swellendam Municipality launched an "I am" Campaign where partnership with local residents and businesses are encouraged to improve living conditions and service delivery within the municipal area.
- Citizen education has become an important tool to capacitate not only councillors and ward committees, but the public so that they have a better understanding of their roles, responsibilities and forming the building blocks, for active citizen participation.

Requirement Tools for Consulting:

(Please note this list is not exhaustive and may be changed or added to depending on target audience, message and purpose, the mechanism for consulting may change).

Ward Committees:

Advising the Ward Councillor on matters affecting the community for feedback to council and administration

Public meetings:

Asking the community for feedback on matters affecting them

Special outreaches:

Special outreaches such as waiting list updates, indigent registrations and coffee break outreaches to solicit input directly from the community.

Open days:

Open days are held to improve a better understanding of local government procedures and obtain a better understanding of community needs.

Stakeholder forums:

Asking the community for feedback on matters affecting them

Advisory committees:

Asking a specific section of the community for feedback on matters affecting them, municipal affairs etc. eg experts or key role-players in local economic development

Customer Satisfaction Surveys:

Asking the community's views on a specific service or municipal product, e.g. waste removal.

Client complaint systems:

The Municipality uses The Collab Citizen App or registering complaints on service delivery.

4.2 SWELLENDAM BUDGET STRATEGIC SUMMIT (SBSS)

- A body representing civic society and interest groups serving the entire Swellendam is hereby created and called the Swellendam Budget Strategic Summit.

As a consultative forum, the public may attend SBSS meeting and post questions, but "voting" rights are reserved for elected representatives.

- Bodies representing civic societies and interest groups serving the entire Swellendam must apply for membership of SBSS on the prescribed form. Such application shall be dealt with by the Executive Mayor.
- SBSS must meet as often as it may deem to be necessary, but at least twice a year.

- The draft, reviewed or amended Integrated Development Plan as well as the budget of the Municipality must be discussed at a meeting of SBSS.

- SBSS will be chaired by the Executive Mayor and Deputy Mayor and will consist of the representatives of all wards mentioned in bullet point 1, all councillors of the Municipality and organisations which represent Swellendam wide interests and approved as such by SBSS.

Requirement Tools Example: “Involve”

Ward Committees

Municipalities involve Ward Committees in the IDP, Budget, Performance management system, a performance assessment and service delivery agreement processes.

Stakeholder forums

Municipalities involve stakeholder forums in the IDP, Budget, Performance Management System, performance assessments and service delivery agreement processes, assessment and service delivery agreements processes.

Training:

Municipalities must aim to build capacity of municipal staff, councillors, ward committee members and stakeholder forum members and the general public to participate meaningfully in municipal processes.

CHAPTER FIVE

Communication

- At the most basic level, public participation is about communication between councillors, officials and the community.
- Communication in turn is about the passing of information between these three role-players, especially the sharing of information about municipal issues and decision-making regarding the community.

- This is crucial to ensure that those who are outside the formal decision-making structures of local government can make any kind of contribution to local governance.
- It is for this reason that legislation usually requires councillors and officials to “inform” the community. However, democratic decision-making is also about the community informing the Municipality of its issues and concerns to make decision-making better informed and more responsive.
- Swellendam Municipality utilises the following communication mechanisms to engage with our community:
 - Municipal Newsletter (either electronic or hard copy)
 - Municipal website- www.Swellendam.gov.za
 - Local newspapers
 - SMS notifications (once a database is compiled)
 - Whatsapp and broadcasting
 - Loud hailing
 - Pamphlets
 - Poster
 - Social media
 - Public meetings
 - Interest group meetings
 - Coffee Breaks
 - Open days
 - One on one Engagements
 - Campaigns- topic specific, e.g., water conservation, recycling, Know your Ward Committee

The above communication mechanisms is not exhaustive and could be expanded according to the need to reach a target group.

REVIEW

The Public Participation Policy shall be reviewed annually.

DOCUMENT DEFINITION

Effective Date	
Related Legislation	Refer to Page 2
Replaces/Repeals	NA
Department Responsible	Municipal Manager
Unit responsible	All
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