

PROPOSED IDP & BUDGET ENGAGEMENT METHODOLOGY/PLAN – APRIL 2024

File No./s:10/3/8

Directorate: Strategic Support Services

Responsible Official: C. Malgas

Portfolio: IDP/PMS/Communications & IGR

1. PURPOSE:

The purpose of this correspondence is to provide an overview of the proposed IDP/Budget public engagement methodology earmarked for implementation in April 2024 and obtain Council's approval hereon.

2. BACKGROUND

The general sentiment raised by the Executive Mayor, Members of Council and the Executive Management Team, is that the traditional public engagement methodology must be reviewed and adapted to (amongst others):

- Entice greater public involvement during public engagements
- Ensure maximum effectiveness and efficiency of the engagements; and
- Mitigate the imminent risk posed by load shedding.

On this premise, the following methodology has been proposed on the premise of the following questions:

When?

The attached Excel spreadsheet depicts the proposed engagement dates. In summary, 13 cluster engagements have been scheduled from 2 – 23 April 2024 (timeslot: 15:00 – 20:00 per engagement).

What?

The second round of IDP/Budget engagements seek to provide feedback on the current ward priorities (i.e. 23/24 financial period), preliminary comment on the newly identified ward priorities (i.e. 24/25 financial period) as well as the 24/25 Budget and related documentation/information. With reference to the above, the following information will be provided upfront in a presentation or related format:

- 23/24 Ward Priorities (Current Financial Period):
 - **Compulsory** feedback on the status of the top 5 priorities per ward;
 - **Compulsory** feedback on priorities (outside of the top 5), that have successfully been implemented, or are in process of being implemented (only where applicable);
 - Departmental prerogative will be applied regarding feedback on the remainder of the priorities (outside of the top 5). It will not be compulsory for departments to provide feedback hereon, as these fall outside of the envisaged implementation scope. Attendees are welcome to engage directorates on these during the “open session”.
- 24/25 Ward Priorities (Forthcoming Financial Period):
 - **Compulsory** preliminary feedback/response on the top 5 priorities per ward;
 - Pre-liminary feedback on priorities outside of the top 5 is not mandatory, however, departments have been encouraged to provide pre-liminary feedback **if resources will be allocated** towards such priorities and/or whether **the implementation of such priorities have already commenced in the prior period**, and **due for continuation/finalization within the forthcoming financial period**.
- 24/25 Budget and Related Information (may include, but not limited to the following):
 - Overview of 24/25 capital & operating budget, as well as key projects (capital & discretionary)
 - 24/25 Revenue & expenditure projections
 - Summary of core budget principles/assumptions
 - Proposed tariffs and impact on households/consumers
 - Ward-based budget allocations as far practically possible
 - Any related information that may be deemed useful for public consumption

How?

The engagements will be structured in clusters, based on the Jamboree/Road Show **methodology (NB: the engagements are not a Jamboree event)**. Wards have been grouped per geographical area coupled with the similarity of priority needs registered within the geographical area. In doing so, we hope to entice a greater sense of integrated development planning not only within- but also across wards. The success of this round of public engagements are predominantly dependent on the following factors (challenges within any of these factors may derail the process in its entirety):

- Timeous receipt and accuracy of the information above
- Full commitment and participation by all user departments and stakeholders involved
- Buy-in from all Ward Councillors and constituents
- Timeous planning and finalization of all logistical arrangements
- Adequate financial resources to fund all components of the plan

The following due dates are critical in order to give effect to this methodology:

Target Date	Activity	Status
28 February 2024	Confirmation of the final proposed methodology and engagement schedule by all municipal stakeholders (i.e. Mayco, Ward Councillors and Executive Management)	Partially Confirmed (Mayco & Executive Management). Awaiting Ward Councillor Input/Confirmation.
7 March 2024	Publication of the engagement schedule in the Worcester Standard and all social media platforms (weekly reminders on social media platforms until conclusion of the engagements)	In process
28 March 2024	Publication of final presentations/information leaflets on the municipal website & social media platforms Distribution to all Ward Councillors (propose 25 printed copies per ward & electronic copies) Preparation of printed copies to be availed on the meeting day, at the facility (25 printed copies)	In process. Information to be circulated/published by no later than 31 March 2024.

In terms of preparing and hosting an engagement, the following is proposed:

The logistical/administrative team will depart for preparations and setup at 14:00 on the day of an engagement. The venue shall be set up as follows (minor amendments within the setup may be imposed as circumstances dictate):

- x2 tables at the entrance that will serve as first point of contact for registration and information regarding the navigation of the venue based on the community's input/enquiry/need
- x10 tables inside the venue (2 per directorate). As certain venues may present size constraints, representatives of individual departments shall be grouped per their directorate. The Executive Mayor, Portfolio Councillors and Municipal Manager shall roam between the various stations as the need dictates
- x2 tables inside the venue, for the representatives of the Customer Service Centre, subject to their availability (refer to the "Who" section below).

The engagement will commence at 15:00. The municipality will conduct a presentation covering the introduction and purpose of the engagement, feedback on budgetary information and feedback on the top 5 ward priorities per ward (23/24 & 24/25). Hereafter, the session will be opened for the public to visit any of the directorial service stations to engage with members of the municipal team per their input/enquiry/need. The presentation and process will be repeated at 18:00 to accommodate attendees who were unable to attend in the afternoon. The IDP/PMS department will assign one administrative support official per directorate, to assist with minute taking. Additional administrative support personnel (based on individual department representation) shall be arranged by the directorate/department concerned (if and where required). One major risk is that a particular station may be inundated by constituents, which may disrupt the intended flow of the engagement. It is therefore imperative that the Executive Management take ownership of their respective stations and facilitate the interaction with ward members accordingly. The Mayoral Committee Members and respective Ward Councillors will occupy a critical supportive role in ensuring that engagements run as planned, without significant disruptions.

Note: In addition, the Community Development Office is currently facilitating public engagements throughout all 21 wards. We therefore anticipate that most if not all pressing non-related matters (that often features during

such engagements), are proactively dealt with. In addition, the presence of the SSC will assist those with standard service requests (another frequent occurrence at IDP/Budget engagement forums) to raise those directly with the SSC representatives. In doing so, we will be able to separate IDP/Budget-related matters and input for standard service delivery matters and input.

At 19:30, no new engagement attendees will be allowed into the venue, however, the team will conclude the engagement with those attendees present in the venue at that time. Attendees that join after 19:30, will be advised to submit their input/enquiry/need to their respective ward Councillor and/or ward committee member(s) in order to be channeled to the municipality.

Who?

The sessions will be open for all members of the public and/or stakeholders, however, citizens/stakeholders should take cognizance of the cluster allocations to ensure that they attend engagements within their wards.

From a municipal perspective, members of the Mayoral Committee, Ward Councillors, Executive- and Senior Management, as well as departmental staff will attend all cluster engagements. Representation from the **Service Support Centre** (per engagement) will also be solicited, in order to ensure that service requests and/or complaints raised at the engagements are aptly captured and channeled to the responsible user department. It is however reiterated that the purpose of the engagement(s) is not to raise service requests and/or complaints, but rather to engage on critical budgetary and developmental initiatives encapsulated in the ward priority lists and draft budget.

As a single consolidated engagement is scheduled per day, full representation of the aforementioned members is guaranteed, unless a justifiable apology for non-attendance is submitted in advance.

Primary Logistical Requirements:

Requirement	Description	Status
Venue	Centralised venues within each cluster, big enough to facilitate the engagement as planned (refer to the Excel sheet for proposed venues)	In process
Transport	Based on the need for transport, collection points will be confirmed with each ward Councillor x2 per ward – 1 active and 1 on standby (depending on need & prior trends) Roundtrips with 50-minute intervals (in the event that the pick-up point exceeds a radius of 15km from the venue, fewer roundtrips will be arranged – to be discussed and finalized with the Ward Councillor) 15:00 (drop off first batch at engagement venue) 15:50 (drop off & collect second batch) 16:40 (drop off & collect third batch) 17:30 (drop off & collect fourth batch) 18:20 (drop off & collect fifth batch) 19:10 (drop off & collect sixth batch) 20:00 or upon conclusion (drop off at prescribed collection points)	In process
Tables	x2 at entrance x10 for municipal stations (2 per directorate) x2 for SSC representatives	In process
Chairs	x100 per venue will be sufficient chairs are not required for members of the public, as the sessions will not be conducted in the traditional way however, chairs should be on standby for the disabled and/or elderly	In process
Banners	x1 Wall banner x2 horizontal pop-up banners x2 A-frame banners	Finalised
Administrative Support Staff	Minimum x2 at the entrance table to assist with registration and initial guidance x5 (1 per station) to serve as scribe x3 “ushers” to assist inside the venue x1 transport controller (preferably traffic official/EPWP)	In process
Pamphlets	Engage each ward Councillor to ascertain need Pamphlets must be drafted in accordance with the proposed methodology	In process
Loud Hailing	Engage each ward Councillor to ascertain need Loud Hailing message must be drafted in accordance with the proposed methodology	In process
Law enforcement	x10 officials (on standby) to assist with crowd control & the safety of all attendees at the session	In process

3. FINANCIAL IMPLICATIONS:

Operational costs linked to the procurement of administrative & logistical material and services such as transport, loud hailing, external venues, pamphleteering and notices (amongst others)

4. APPLICABLE LEGISLATION / COUNCIL POLICY:

Local government: Municipal Systems Act.

Local Government: Municipal Finance Management Act.

5. COMMENT OF DIRECTORATES / DEPARTMENTS CONCERNED:

Municipal Manager: Recommendation supported

Director: Strategic Support Services: Recommendation supported

Director: Financial Services: Recommendation supported

Director: Engineering Services: Recommendation supported

Director Community Services: Recommendation supported

Senior Manager Legal Services: Recommendation supported

6. RECOMMENDATION:

That in respect of:

The Proposed IDP & Budget Engagement Methodology/Plan – April 2024, tabled before Council at the Council meeting held on Wednesday, 28 February 2024:

1. That Council takes note of- and supports the engagement methodology; and
2. That Council takes note that the individual ward needs/requirements/logistics per engagement, will be finalised with each ward Councillor, informed by the methodology proposed in the item.

IDP/BUDGET PUBLIC ENGAGEMENTS (April 2024)

Meeting Date	Time	Ward	Councillor	Proposed Venue (Note: venue must be central within the cluster and large enough to accommodate the setup)
Tuesday 2 April 2024 (Rescheduled to Monday 8 April 2024)	18:00 - 20:00	Touwsrivier Cluster (Ward 1)	ClIr Johnson	Steenvliet Community Hall
Wednesday 3 April 2024 (Cancelled)	15:00 - 20:00	De Doorns Cluster 1 (Ward 2)	ClIr Nyithana	De Doorns MPC / Hexvallei Secondary School
Thursday 4 April 2024 (Cancelled)	15:00 - 20:00	De Doorns Cluster 2 (Ward 3)	ClIr Ralehoko	Hexvallei Secondary School / De Doorns MPC
Monday 8 April 2024 (Cancelled)	15:00 - 20:00	De Doorns Cluster 3 (Wards 4 & 5)	ClIr Vaughan; Deputy Mayor Von Willingh	Hex Valley High School / De Doorns MPC
Tuesday 9 April 2024	17:00 - 20:00	Zwelethemba Cluster 1 (Ward 8)	ClIr Williams	Zwelethemba Community Hall
Wednesday 10 April 2024	15:00 - 20:00	Worceter South Cluster 2 (Ward 11; 13; 14)	Ald Sampson; Ald Farao; ClIr Jack	Maranatha Church
Thursday 11 April 2024	17:00 - 20:00	Zwelethemba Cluster 3 (Ward 17)	ClIr Sibozo	Zwelethemba Community Hall
Monday 15 April 2024	15:00 - 20:00	Zwelethemba Cluster 4 (Ward 18)	ClIr Yayi	Zwelethemba Community Hall
Tuesday 16 April 2024	15:00 - 20:00	Rawsonville Cluster (Wards 19; 20)	ClIr Goedeman; ClIr Pietersen	VGK Goudini Church Hall
Wednesday 17 April 2024	15:00 - 20:00	Worcester North Cluster (Wards 5; 6; 7; 12; 15)	Deputy Mayor Von Willingh; ClIr vd Westhuizen; ClIr Kritzinger; ClIr Bedworth; ClIr Pieters	BVM Town Hall
Thursday 18 April 2024	15:00 - 20:00	Avian Park Cluster (Wards 12; 13; 21)	ClIr Bedworth; Ald Farao ClIr Judge	Avian Park Primary School
Monday 22 April 2024	15:00 - 20:00	Worcester South Cluster 1 (Wards 8; 9; 10)	ClIr Williams; ClIr Daames; ClIr Swartz	Esselen Park Primary School

IDP/BUDGET PUBLIC ENGAGEMENTS (April 2024)				
Meeting Date	Time	Ward	Councillor	Proposed Venue (Note: venue must be central within the cluster and large enough to accommodate the setup)
Tuesday 23 April 2024	15:00 - 20:00	Zwelethemba Cluster 2 (Wards 16)	ClIr Mangali	Zwelethemba Community Hall