



## COMPACT Community Participation Index

The purpose of the COMPACT Community Participation Index is to contribute to **measuring and monitoring community participation in planning and oversight in municipalities**. The index should be viewed as a developmental capacity-building tool and a checklist for municipalities in terms of community participation.

The index is categorised into **six broad dimensions**:

1. **Shared Vision for Community Participation:** This dimension speaks to a municipality fostering a culture of community participation and developing a shared vision for how to include citizens in decision-making. The high-level indicators for this dimension show that the relationships between the municipality and community are strong and planning is aligned to community needs.
2. **Budgeting and Resourcing for Participation:** This dimension refers to a municipality ensuring that sufficient resources (both financial and non-financial) are reserved to facilitate community participation in a given financial year.
3. **Community Participation in Performance Management:** This dimension speaks to a municipality involving communities in the development of its performance management system and in the monitoring and review of performance and projects.
4. **Participation in the IDP Process:** This dimension speaks to participation in the IDP process and encourages a municipality to establish appropriate mechanisms, processes and procedures to facilitate meaningful participation of citizens and other stakeholders.
5. **Ward Committee Functionality:** This dimension refers to the functionality of ward committee structures and encourages municipalities to ensure ward committees are functioning well and are enhancing participatory democracy.
6. **Public Participation, Transparency and Accountability:** This dimension refers to the various other ways in which a municipality should be undertaking public participation and fostering transparency and accountability, as a start by providing citizens and communities with timely, accessible and accurate information.

There are **50 indicators in total**, framed as legislative, normative and aspirational statements. These indicators can be categorised as high-level indicators, process indicators and resource indicators. A simple **measurement system** for each indicator is used.



There are **three possible rankings for each indicator (Low, Medium and High)**, each with a different score allocated (0 points, 1 point and 2 points respectively). These are in turn colour coded as red, yellow and green:

- **Low (0)**: The indicator has not been met at all, or has been met in very few respects, and considerable work is still required by the municipality to meet the indicator fully.
- **Medium (1)**: The indicator has been met in some respects, but more work is required by the municipality to meet the indicator fully.
- **High (2)**: The indicator has been fully met or is close to being met fully if the municipality stays on the correct path.

There is a drop-down column for scoring each indicator. The scores for each indicator are then automatically added up and a final score out of 100 for the municipality is reached, which can also be reflected as a **percentage score**. The following provides some indication of performance of a municipality in terms of **percentage score bands**:

- **0-25%** - Very poor levels of community participation in municipal planning and oversight
- **25-50%** - Poor to average levels of community participation in municipal planning and oversight
- **50-75%** - Average to good levels of community participation in municipal planning and oversight
- **75-100%** - Good to excellent levels of community participation in municipal planning and oversight

In the Microsoft Excel template, the drop-down column for scoring is complemented by a space for narrative, **qualitative information** to be provided for each indicator, where notes and comments on progress, opportunities and challenges can be recorded. There is also a column for the municipal **custodian for each indicator**, as well as a column where **support needs** can be identified to fully realise each indicator.

In terms of the **institutional arrangements** for the index, it is suggested that a process of self-assessment by a municipality could be done once a year and facilitated by the Office of the Speaker and/or the IDP Office. The index would be reviewed each year and improvements or challenges noted, with the results informing a plan of action for the municipality going forward. Ward councillors and ward committees can be brought in to provide feedback on the index. Municipalities could also engage key stakeholders - particularly community members, community leaders and CBOs/CSOs - in providing feedback and monitoring the index each year. Where relevant, the indicators can also be drawn into other processes undertaken by the municipality e.g. developing performance agreements.

Dimension	No.	Indicator	Description	Custodian
<b>1) SHARED VISION FOR COMMUNITY PARTICIPATION</b>	1.	<b>Culture of participation:</b> There is a <b>culture of participation</b> in the municipality, which is cultivated at all levels, including within council and the administration. <sup>1</sup> <b>Community participation is valued by the municipality</b> and communities and organisations are encouraged and assisted to participate in the affairs of the municipality. <sup>2</sup>	There is a culture of municipal governance that complements formal representative government with a system of participatory governance. <sup>3</sup> The municipality engages with communities between elections. This includes regular public meetings as well as consultative sessions with community organisations, NGOs and, where appropriate, traditional authorities.	Mayor Speaker Municipal Manager
	2.	<b>Community participation in decision-making:</b> Community participation is <b>meaningful</b> and <b>contributes to decision-making processes</b> in the municipality. <sup>4</sup> Community inputs from IDP participation processes <b>inform decision-making around planning, budgeting and performance management</b> in the municipality. <sup>5</sup>	Community participation is not done just for compliance purposes, but to have an impact on decision-making (in terms of planning, budgeting and monitoring) in the municipality. The municipality takes inputs by community members and organisations seriously and these inputs are synthesised and analysed to inform decision-making around planning and performance management in the municipality.	Municipal Manager IDP Office
<b>2) BUDGETING AND RESOURCING FOR PARTICIPATION</b>	3.	<b>Budget for participation: Adequate budget is allocated</b> each year to encourage and facilitate public participation within the municipality. <sup>6</sup>	The municipality allocates sufficient budget to ensure maximum participation of communities and CSOs in planning, budgeting, and performance management in all wards.	CFO

<sup>1</sup> Section 16 of the Local Government: Municipal Systems Act

<sup>2</sup> Section 152(1)(e) of the Constitution of the Republic of South Africa; Section 4(2)(c), Section 16(1) and Section 17 of the Municipal Systems Act

<sup>3</sup> Section 16(1) of the Municipal Systems Act

<sup>4</sup> Section 5(1)(a) of the Municipal Systems Act

<sup>5</sup> Section 29(1)(b)(ii) of the Municipal Systems Act

<sup>6</sup> Section 16(1)(c) of the Municipal Systems Act

4.	<b>Office of the Speaker:</b> The <b>Office of the Speaker is capacitated and resourced</b> to be the custodian of public participation in the municipality, and the Public Participation Unit is established and functional. <sup>7</sup>	The Office of the Speaker has adequate staff, capacity and resources to facilitate public participation and ensure functional ward committees. The Public Participation Unit within the Office of the Speaker is properly resourced with a manager and sufficient officers, and each year a Public Participation Plan is developed. <sup>8</sup> The Office of the Speaker works well with the administration to undertake participation.	Office of the Speaker
5.	<b>IDP Unit:</b> There is a <b>dedicated IDP Manager responsible for the IDP process</b> and for ensuring public participation.	The municipality has an IDP Manager who has adequate staff, capacity and resources to properly undertake the IDP process.	IDP Office
6.	<b>Civic education:</b> The municipality undertakes <b>civic education for citizens, communities and community organisations</b> . The municipality contributes to building the capacity of the community to enable it to participate in municipal affairs. <sup>9</sup>	Capacity-building and civic education for community members and organisations (e.g. workshops, training, seminars, meetings, resource guides etc) is undertaken by the municipality to ensure they are fully able to participate. The Office of the Speaker facilitates civic education, in partnership with relevant departments, to strengthen understanding of municipal planning processes within the community.	Office of the Speaker
7.	<b>Staff training on participation:</b> The municipality supports <b>training and capacity-building for ward councillors and municipal staff</b> to foster community participation. <sup>10</sup>	Councillors and members of the administration receive capacity-building (e.g. workshops, training, seminars, meetings, resource guides etc) to assist in improving community participation in the municipality.	Office of the Speaker Municipal Manager

<sup>7</sup> Section 37 of the Local Government: Municipal Structures Act

<sup>8</sup> Section 1.5 of the National Policy Framework for Public Participation

<sup>9</sup> Section 16(1)(b)(i) of the Municipal Systems Act

<sup>10</sup> Section 16(1)(b)(ii) of the Municipal Systems Act

8.	<b>Ward committee stipend: Ward committee members are paid their stipend in full and on time each month.</b>	Ward committee members are paid their out-of-pocket expenses on time every month. The stipend amount adequately covers transport, airtime/data and other expenses that ward committee members incur when undertaking their role.	Office of the Speaker
9.	<b>Ward committee resourcing: Ward committee members are provided with the necessary resources and support to undertake their work in communities.</b>	The municipality provides ward committee members with resources to assist them in conducting their work in communities. This could include name badges, shirts, stationery, notebooks, phones, tablets etc.	Office of the Speaker
10.	<b>Training and capacity-building for ward committees: The municipality allocates adequate budget for the training and capacity-building of ward committee members.</b>	The municipality allocates sufficient budget to ensure effective and continuous training and capacity-building of ward committee members across their term of office e.g. induction workshops, training on being a ward committee member, reporting and minute-taking, municipal processes etc.	Office of the Speaker
11.	<b>Basic services: The municipality gives priority to the basic needs of the local community in terms of municipal services.<sup>11</sup> All community members have at least the minimum level of basic municipal services.<sup>12</sup> The municipality adequately consults the community about the level, quality, range and impact of municipal services provided.<sup>13</sup></b>	The municipality ensures that every resident has access to basic municipal services and develops its budget with a focus on low-income households. All residents of the municipality have at least a minimum level of basic municipal services e.g. communal standpipe in an informal settlement. Community members have full and accurate information about the level and standard of municipal services they are entitled to	Directors/Senior Management

<sup>11</sup> Section 73(1)(a) of the Municipal Services Act

<sup>12</sup> Section 73(1)(c) of the Local Government: Municipal Services Act

<sup>13</sup> Section 4(2)(e) of the Municipal Systems Act

			receive. <sup>14</sup> Communities in all wards are informed and consulted about municipal services, including the indigent policy, repair and maintenance of services etc.	
<b>3) COMMUNITY PARTICIPATION IN PERFORMANCE MANAGEMENT</b>	12.	<b>Performance management system:</b> There is <b>community participation</b> in the <b>establishment, implementation and review</b> of the municipality's performance management system. <sup>15</sup>	The municipality has appropriate mechanisms, processes and procedures established to involve the community in the development, implementation and review of its performance management system.	Performance Management Unit
	13.	<b>KPIs and targets:</b> The municipality involves the community during the <b>setting of key performance indicators (KPIs) and targets.</b>	The municipality allows the community to participate in the setting of appropriate key performance indicators (KPIs) and performance targets.	Performance Management Unit
	14.	<b>Performance monitoring:</b> The community is given the opportunity to <b>participate in the monitoring and review of municipal performance</b> , including the outcomes and impact of this performance. <sup>16</sup> The municipality is accountable for service delivery projects and <b>communities and other stakeholders are involved in monitoring projects.</b>	Citizens and communities are involved in monitoring and reviewing the municipality's performance, and provide feedback on the actual state of service delivery and development across wards. The municipality, through ward committees and other structures, allows for communities to be involved in the monitoring of service delivery projects.	Performance Management Unit
	15.	<b>Communication of performance management information:</b> The municipality has in place a process of <b>regular reporting to the public on its performance management system.</b> <sup>17</sup> The municipality invests in <b>innovative approaches</b>	The municipality makes known, both internally and to the general public, the KPIs and performance targets set by it for purposes of its performance management system. The municipality publishes	Performance Management Unit

<sup>14</sup> Section 6(2)(e) of the Municipal Systems Act

<sup>15</sup> Section 16(1)(a)(ii) and Section 42 of the Municipal Systems Act and Section 15(2)(a)(v) of the Local Government: Municipal Planning and Performance Management Regulations

<sup>16</sup> Section 16(1)(a)(iii) of the Municipal Systems Act

<sup>17</sup> Section 41(1)(e)(ii) of the Municipal Systems Act

		<b>to provide feedback</b> to the community on performance management targets.	performance information to various platforms to keep the community engaged and informed of progress.	
<b>4) PARTICIPATION IN THE IDP PROCESS</b>	16.	<b>Process plan:</b> The IDP process plan is drawn up and tabled by 1 September after consultation with communities. The process plan is adequately communicated to communities. <sup>18</sup>	The process plan is developed on time, with consultation of the community, and is shared via a number of platforms to communities and other stakeholders, including via social media and on the municipality's website. <sup>19</sup> The municipality sticks to the process plan and provides adequate notice of meetings.	IDP Office
	17.	<b>IDP Representative Forum:</b> The IDP Representative Forum has been established and is functioning well, with good representation and participation from the municipality, ward committees. CSOs/CBOs and other key stakeholders. <sup>20</sup>	If the municipality has an IDP Representative Forum, regular meetings are held with stakeholders to consult on the content of the IDP, to monitor implementation, discuss the performance management system and monitor the municipality's performance. The IDP Representative Forum has good representation and includes officials, councillors, ward committee members, community leaders, representatives of CSOs and CBOs and business forums. The municipality resources the IDP Forum and the secretariat circulates the agenda and supporting documents well in advance of meetings and makes accessible accurate records of meetings and processes. <sup>21</sup> If the municipality does not have an IDP Representative Forum, then there are other forums and spaces that ensure stakeholder	IDP Office

<sup>18</sup> Section 28 and 29 of the Municipal Systems Act

<sup>19</sup> Section 21A of the Municipal Systems Act

<sup>20</sup> Section 15(1) of the Local Government: Municipal Planning and Performance Management Regulations

<sup>21</sup> Section 1.5 of the National Policy Framework for Public Participation

			representation and engagement in these processes, based on the same principles.	
	18.	<b>Community-based planning: Ward community-based planning meetings</b> are held at the end of each year <b>to inform the IDP review and budget with the community’s needs and priorities. Community needs and priorities are taken into consideration</b> by the municipality during the IDP process, and the municipality is responsive to these needs and priorities. <sup>22</sup>	The municipality holds ward community-based planning (CBP) meetings each year, in time to feed into the draft IDP review and budget. This process seeks the active involvement of the community, especially disadvantaged and marginalised groups, to improve the quality of plans and services, extend community control over development, and empower communities. <sup>23</sup> The municipality reviews community needs and priorities each year and responds appropriately to these in terms of each ward of the municipality.	IDP Office
	19.	<b>Public meetings: Public meetings are held to present the draft budget and IDP review</b> to communities in each ward prior to adoption.	In April/May each year the municipality holds public meetings in all wards to present the draft IDP review and budget to communities. Relevant information for the ward is provided by the municipality. If the municipality clusters wards, then the clustering must be in line with SMART principles and accessibility to meetings must be ensured.	IDP Office
	20.	<b>Advertising of IDP meetings/engagement opportunities:</b> IDP public participation meetings or other engagement opportunities are <b>advertised on time through a number of platforms</b> to reach all community members and stakeholders in the municipality.	The municipality uses the local newspaper/s of its area and/or local radio station to advertise meetings or other IDP engagement opportunities (i.e. web-based platforms or walk-in engagements). <sup>24</sup> Other appropriate means of advertising are also used, including: notice boards, pamphlets, loud	IDP Office Office of the Speaker

<sup>22</sup> Section 19(2)(a) and (b) of the Municipal Structures Act and Section 6(2)(a) and Section 29(1)(b)(i) of the Municipal Systems Act

<sup>23</sup> Section 1.3 of the National Policy Framework for Public Participation

<sup>24</sup> Section 21(1) of the Municipal Systems Act

			hailing, SMSs, municipal website and social media (e.g. WhatsApp, Facebook). At least a week's notice of meetings is provided. The official languages determined by the council, regarding to language preferences and usage within the area, are used when advertising. <sup>25</sup>	
21.	<b>Organisation and accessibility of meetings: IDP meetings are well organised and accessible</b> to all community members.	The municipality organises IDP public meetings at times and venues which are convenient for the majority of the community in a ward and ensures accessibility to those who may have challenges attending meetings. When there are changes to times or venues, these are communicated timeously. When necessary, transport is provided by the municipality for community members to attend meetings.	IDP Office Office of the Speaker	
22.	<b>Purpose of meetings: Community members understand the IDP process</b> and the purpose of IDP meetings. <sup>26</sup> This is explained clearly, and questions are answered where more clarity is required.	The municipality provides civic education on the IDP process so that all community members understand the process and the purpose of IDP meetings. This would include targeting different groups in the community to raise awareness of the IDP process (see indicator 6 above).	IDP Office Office of the Speaker	
23.	<b>Attendance of community: IDP meetings are well-attended by community members</b> in each ward. There is <b>good representation of women, young people, and people living with disabilities</b> at IDP meetings. <sup>27</sup>	There is good attendance of community members at IDP meetings across all wards (or clustered wards) in the municipality. Women and young people are well represented in IDP meetings. People living with disabilities are represented in IDP	IDP Office Office of the Speaker	

<sup>25</sup> Section 21(2) of the Municipal Systems Act

<sup>26</sup> Section 17(3)(a) and Section 15(2) of the Municipal Systems Act

<sup>27</sup> Section 17(3)(b) and (c) of the Municipal Systems Act

			meetings and are assisted to participate, where necessary.	
24.	<b>Stakeholder engagement:</b> A wide range of <b>key stakeholders are invited to and participate in IDP meetings.</b>		The municipality invites a wide range of stakeholders to IDP meetings, including CSOs, NGOs, CBOs, traditional authorities (where relevant), business forums, youth organisations, religious groups etc.	IDP Office Office of the Speaker
25.	<b>Language:</b> IDP meetings are conducted in <b>appropriate languages and translation is provided where needed.</b> <sup>28</sup>		The municipality conducts IDP meetings in the languages spoken by community members in the ward, and provides translation where this is necessary.	IDP Office Office of the Speaker
26.	<b>Attendance of officials at meetings: Relevant senior managers and officials attend IDP meetings</b> to provide information and feedback to communities.		Relevant members of the administration are in attendance at IDP meetings to provide report-back on issues and to answer questions where necessary.	IDP Office Office of the Speaker Directors/Senior Management
27.	<b>Quality of participation in meetings:</b> The <b>level and quality of participation at IDP meetings is high</b> and community questions are thoroughly engaged with by the municipality. There is <b>active discussion and debate</b> by a wide range of voices in IDP meetings.		There is vibrant engagement between the municipality and the community in IDP meetings, and participation focuses on strategic municipal planning and not just on service delivery complaints. The municipality ensures that the voices of those in attendance are heard and engaged with adequately. The voices of women, young people, the elderly, and people living with disabilities should be encouraged. Power dynamics in meetings should be considered and addressed appropriately by the municipality.	IDP Office Office of the Speaker

<sup>28</sup> Section 15(2)(a) of the Municipal Systems Act

	28.	<b>Minutes of meetings: Minutes of IDP meetings are circulated</b> to community members via different platforms to ensure accessibility.	The municipality takes minutes of IDP meetings and circulates these to community members and key stakeholders after a reasonable period of time.	IDP Office
<b>5) WARD COMMITTEE FUNCTIONALITY</b>	29.	<b>Establishment and functionality: Ward committees have been established and are functional</b> in all wards. <sup>29</sup>	The municipality has established ward committees in each ward in terms of the legislative process. There is a policy and by-laws which set out the election and functioning of ward committees. The Speaker chairs the Ward Forum and provides oversight over the ward committee system. Ward councillors have introduced their ward committees to the community in each ward.	Office of the Speaker
	30.	<b>Representation: Ward committees are representative in terms of the diversity of each ward.</b> <sup>30</sup>	The structure of ward committees reflects the diversity in each ward in terms of geography, demographics, sectors, interests etc.	Office of the Speaker
	31.	<b>Induction training:</b> The municipality provides <b>induction training for new ward committee members.</b>	At the beginning of their term, ward committee members are provided with induction training by the municipality or other institutions (e.g. provincial COGTA). This training provides adequate preparation for ward committee members to undertake their roles and responsibilities.	Office of the Speaker
	32.	<b>Roles and responsibilities: Ward committees are active structures</b> that support community-based planning and consider the needs and interests of the community. <sup>31</sup> <b>Ward plans are</b>	Ward committees serve as a communication and feedback link between communities and the municipality and ensure that the voices of communities are heard and engaged with. Ward committees develop ward plans, which	Office of the Speaker

<sup>29</sup> Section 73 of the Municipal Structures Act

<sup>30</sup> Section 73(3) of the Municipal Structures Act

<sup>31</sup> Section 72(3) of the Municipal Structures Act and Section 1.3. of the National Policy Framework for Public Participation

	<b>developed</b> in consultation with the community and key stakeholders.	are implemented and monitored, under the supervision of the Office of the Speaker.	
33.	<b>Identification:</b> Ward committee members are provided with <b>means of identification and have visibility</b> in their communities.	The municipality provides name badges and/or shirts to ward committee members as a form of identification and visibility in their communities.	Office of the Speaker
34.	<b>Ward meetings: Monthly ward meetings</b> with the ward councillor and ward committee members are held. <sup>32</sup>	Ward committee meetings are held each month with ward committee members and the ward councillor present. The agenda for these meetings is circulated beforehand and minutes are provided and circulated after each meeting. Where possible, ward committee meetings should be open to the public.	Office of the Speaker
35.	<b>Public ward meetings: Public meetings are held in wards on a regular basis</b> (at least once a quarter), as well as street and block meetings where appropriate.	Regular public meetings with community members are organised in wards by ward councillors and ward committees to discuss neighbourhood or municipal-wide issues. Where relevant, street or block meetings are convened.	Office of the Speaker
36.	<b>Role of chairperson:</b> There is a <b>good working relationship between the ward councillor and ward committee members.</b>	Ward councillors and ward committee members enjoy a collegial relationship despite political differences and put the needs of the community first.	Office of the Speaker
37.	<b>Reporting: Monthly ward committee reports are taken up by the municipality</b> and the information provided is escalated to appropriate structures within the municipality.	Monthly ward reports are not simply collected for compliance purposes but are actively engaged with by the municipality (within the Office of the Speaker). There is a system in place where issues coming from	Office of the Speaker

<sup>32</sup> Section 73(3)(c) of the Municipal Structures Act

			these reports are escalated to appropriate administrative and/or political structures.	
	38.	<b>Training and capacity-building:</b> The municipality provides <b>ongoing training, support and capacity-building</b> for ward committee members during their term of office.	The municipality provides ongoing training, support and capacity-building to ward committee members over the period of five years. Refresher training for ward committees is conducted at least once every year.	Office of the Speaker
<b>6) PUBLIC PARTICIPATION, TRANSPARENCY AND ACCOUNTABILITY</b>	39.	<b>Culture of public service:</b> There is a <b>culture of public service in the municipality in line with the Batho Pele principles</b> and emphasis is placed on Service Standards and accountability amongst staff in the municipality. <sup>33</sup>	Municipal staff adhere to the Batho Pele principles and there is accountability in terms of service delivery and performance in the municipality. The principle of consultation and accountability are particularly encouraged, so that citizens are actively involved in decision-making.	Municipal Manager
	40.	<b>Political-administrative relationship:</b> There is internal <b>communication, collaboration and coordination between political structures and the administration</b> to support communication and participation in the municipality.	A collaborative relationship is fostered between councillors and municipal staff, and there is coordination across different units in the municipality with the goal to prioritise participation and engagement with communities.	Mayor Municipal Manager Office of the Speaker
	41.	<b>Everyday participation of residents:</b> The municipality involves the community on a continuous basis in its affairs, facilitating and sustaining <b>day-to-day engagement, consultation and participation with residents, communities and organisations.</b>	The municipality has accessible, responsive, and inclusive participation and communication mechanisms. There are sufficient spaces for written and oral representations, recommendations or complaints (with councillors, political office-bearers or municipal staff). <sup>34</sup> Councillor office walk-ins are encouraged and there are regular meetings with civic organisations,	Municipal Manager Mayor Office of the Speaker

<sup>33</sup> Section 6(2)(b) of the Municipal Systems Act

<sup>34</sup> Section 5(a) and (b) of the Municipal Systems Act

			community forums and NGOs. The municipality has established processes and procedures for consultative sessions with these organisations. <sup>35</sup> The municipality respects and participates in the “invented” spaces of communities and community organisations.	
	42.	<b>Public access to council meetings:</b> Municipal council meetings are open to the public. <sup>36</sup>	Ward committees and communities are encouraged to attend council meetings. Council, or a committee of the council, is open to the public (including the media) when considering or voting on a draft bylaw, a budget tabled in the council, a draft IDP (or any amendment of the plan), the draft performance management system (or an amendment), or a decision to enter into a service delivery agreement. <sup>37</sup> The municipal council provides space for the public to attend council and committee meetings. <sup>38</sup>	Office of the Speaker
	43.	<b>Communication of council decisions:</b> Municipal council decisions are made available to the public via different platforms. <sup>39</sup>	Council resolutions are made available to communities through various channels, including the municipal website and social media.	Office of the Speaker
	44.	<b>Consultation period for IDP and budget:</b> The IDP and budget are published on time for comment by community members and organisations. <sup>40</sup>	Community members and organisations are given sufficient time to comment on the IDP and budget.	Communications Unit Office of the Speaker

<sup>35</sup> Section 17(2)(d) of the Municipal Systems Act

<sup>36</sup> Section 5(1)(e) of the Municipal Systems Act

<sup>37</sup> Section 20(2) of the Municipal Systems Act

<sup>38</sup> Section 20(4) of the Municipal Systems Act

<sup>39</sup> Section 5(1)(c) of the Municipal Systems Act

<sup>40</sup> Section 25(4) and Section 28 of the Municipal Systems Act

	45.	<b>Public meetings: Regular report-back/feedback sessions and public meetings/imbizos are held</b> with communities about key issues. <sup>41</sup>	The municipality convenes regular feedback sessions and public meetings to discuss key issues with communities. This is in addition to the IDP engagement meetings held twice a year. The municipality takes into account the special needs of people who cannot read or write, people with disabilities, women, and other disadvantaged groups when organising meetings. <sup>42</sup>	Office of the Speaker
	46.	<b>Communication of municipal information:</b> The municipality provides <b>public notice and information about their activities, meetings and decisions. Appropriate communication methods</b> are applied to engage communities in their preferred languages on the affairs of the municipality.	The municipality keeps communities up to date with its activities, meetings and decisions via several communication platforms (including social media, municipal offices, libraries and the municipal website), <sup>43</sup> as well as through ward committees. The municipality invests in efficient and transparent communication methods and the Communications Unit is sufficiently resourced.	Communications Unit Office of the Speaker
	47.	<b>Transparency of information:</b> The municipality is <b>transparent, and accurate information is published and presented</b> in a way that is understood by community members and other stakeholders.	There is transparency in terms of information presented to the community, and where necessary information is explained so that community members fully understand the meaning and implications. <sup>44</sup> Important information is not withheld from communities.	Communications Unit

<sup>41</sup> Section 17(2) of the Municipal Systems Act

<sup>42</sup> Section 17(3) of the Municipal Systems Act

<sup>43</sup> Section 21A of the Municipal Systems Act

<sup>44</sup> There are a number of documents that must be made available to the public in terms of legislation (at municipal offices, libraries and on the municipal website), including the following: the IDP; annual and adjustments budget (along with all documents related to them); the Service Delivery Budget Implementation Plan (SDBIP); all by-laws compiled in the Municipal Code; annual report; Code of Conduct; public-private partnership agreements; quarterly reports tabled in council by the Mayor; register of all bids received for tenders (including the name of the bidder, the amount, and the BBBEE status if relevant); contracts for all awarded tenders above R200 000; notices of council meetings, dates and venues; performance agreements with senior staff; and service delivery agreements (SDAs).

48.	<b>Petitions:</b> The municipality has a <b>functional system to accept, consider and respond to petitions.</b> <sup>45</sup> Prompt response is given to any petition the municipality receives. <sup>46</sup>	The municipality has a well-run petition management system and the Office of the Speaker is resourced and capacitated to timeously address and respond to petitions.	Office of the Speaker
49.	<b>Complaints management:</b> There is a <b>functional and accessible complaints management system in place to receive, process and respond to complaints and queries.</b> <sup>47</sup> The municipality has clear procedures for complaint submission, acknowledgment and resolution, ensuring fairness and transparency. <sup>48</sup> Prompt response is given to any complaint, and this information is also used to inform planning and performance management. <sup>49</sup>	The municipality has a functional and accessible system to process and respond to complaints and queries. The complaints management/customer care system meets certain basic requirements: 1) publicising of contact details (especially a telephone number) for the public to log complaints, on the website, in all municipal offices, and key documents; 2) place/s where the public can report complaints in person, and orally if preferred, in their home language; and 3) the development of standing rules of order that deal in detail with managing community complaints (including clear protocols around who responds to what kind of complaint, the time frame for this response, the development of techniques to allow the public to track their complaints, and a basic threshold of information that must be given in response to each kind of complaint). <sup>50</sup> Where possible, the complaints management system is centralised in one office. Municipal staff are trained to handle complaints effectively.	Municipal Manager

<sup>45</sup> Section 17(2) of the Municipal Systems Act

<sup>46</sup> Section 5 of the Municipal Systems Act

<sup>47</sup> Section 17(2) of the Municipal Systems Act

<sup>48</sup> Section 5.3. of the National Policy Framework for Public Participation (DPLG, 2007)

<sup>49</sup> Section 5(1)(b) of the Municipal Systems Act

<sup>50</sup> Section 5.3. of the National Policy Framework for Public Participation (DPLG, 2007)

	50.	<p><b>Marches and protests:</b> The municipality facilitates and supports the right of residents, communities, and organisations to peacefully assemble, demonstrate, picket and present petitions,<sup>51</sup> which is one mechanism of engagement in municipal affairs.</p>	<p>The municipality facilitates the holding of peaceful gatherings, marches and protests within its jurisdiction by appointing a responsible officer to receive and process written notifications from conveners. This officer facilitates consultative meetings within 24 hours to discuss conditions and logistics.<sup>52</sup> The municipality accepts, and responds in a timely manner, to any petition or list of demands submitted by communities/organisations during a march or protest.</p>	Municipal Manager
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<sup>51</sup> Section 17 of the Constitution and the Preamble of the Regulation of Gatherings Act

<sup>52</sup> Sections 3 and 4 of the Regulation of Gatherings Act