

LOUD-HAILING POLICY

Item B-RC (11-2010) MC 23/11/2010	LOUD-HAILING POLICY
--------------------------------------	---------------------

RESOLVED:

1. **That** the contents of the report on the Loud-hailing Policy **BE NOTED**.
2. **That** it **BE NOTED** that the Loud-hailing Policy attached to the report as **Annexure "A" WAS SUBMITTED** to the Portfolio Committees and CCA Managers for comments.
3. **That** the Loud-hailing Policy attached to the report as **Annexure "A" BE APPROVED**.

Annexure “A”

POLICY ON LOUD- HAILING Ekurhuleni Metropolitan Municipality

THE EXECUTIVE SUMMARY

The establishment of Ekurhuleni Metropolitan Municipality meant the disestablishment of local administrations, which were absorbed into the new structure. The regions of Ekurhuleni, formally known as the East Rand, which was home to number of towns that had developed around the mines and whose charters dated back nearly a century.

The former local administrations of the nine towns in the East Rand – Alberton, Benoni, Boksburg, Brakpan, Edenvale, Germiston, Kempton Park/ Tembisa, Nigel and Springs were combined into the new metropolitan municipality, along with two other council the Khayalami Metropolitan Council and the Eastern Gauteng Services Council.

The Ekurhuleni Metropolitan Municipality’s vision is entrenched in its employees who execute strategic plans that will, in years to come, identify Ekurhuleni as the smart, creative and developmental city. With performance excellence, integrity, community centeredness, transparency and co-operative governance as the values it applies to growing the region.

The above formation created a challenge in streamlining departments to adhere to the vision and mission of the municipality, hence standard policies for operations were established.

The Ekurhuleni Metropolitan Municipality is committed in enabling its community to actively participate in the development of the smart, creative and developmental city and also to provide sustainable and people – centred development services that are affordable, appropriate and of high quality, as guided by the *principle of the Batho Pele*.

The culture of participation in local government affairs needs to be over emphasized. If communities are not aware of how the local government works, who is in charge, what are the issues and what are the means available to them to participate, then it means that the municipality is failing the people that they are suppose to service.

The first important legislation is the Constitution of the Republic of South Africa, 1996 chapter 7 (section 152), that sets out the objective of local government as follows: “To encourage the involvement of community and community organizations in the matters of local government”.

The White Paper on Local Government, 1998 sets out a clear vision of developmental local government that is: “Local government committed to working with citizens and groups within the community to improve the quality of their lives”

In essence the white paper on local government visualizes a process where communities will be involved in governance a matter that includes:

- Planning
- Implementation
- Monitoring and review of community needs.

Because local government is regarded as the level of government “**closest to the people**” the core of all legislation that has been put in place is to find ways that ensure that citizens give input to the decision those local councils makes.

In accordance with the EMM policies and the abovementioned legislations it is important that the mechanism to structure and maximize the participation of community is introduced amongst others through a draft policy on loud hailing.

The objective of the loud hailing policy is to develop a culture of community participation to the local communities to participate in the affairs of government particularly the local sphere of governance inter alia:

- Ward Committee Elections
- Mayoral Outreach Programmes
- Mayoral Imbizo's
- National & Provincial Imbizo's
- Public Meetings
- Sector Meetings

The second objective of the policy is to create a formal information dissemination channel for the EMM to communities and community organizations

The ward participatory governance is an essential component of the system on corporative governance, to extend that the mechanism and the administrative system regarding the loud hailing becomes a formally structure.

The draft policy with its clear guidelines will contribute to the effectiveness of the ward participatory governance.

It is important to put a system in place that will ensure that the information to community is effectively delivered. However the various components or strategies to enhance community participation need to filter in neatly into the overall policy.

Amongst the other policies, loud hailing policy is one of the policies to build a truly open, transparent and participatory system of democratic local government in **THE CITY OF EKURHULENI**.

By focusing on the implementation and the operations of the policy, the municipality will be in a better position to put in community on the path towards sustainable development, and further build it into a world – class city

Table of Contents

1. **DEFINITIONS**
2. **INTRODUCTION**
3. **OBJECTIVE OF THE LOUD HAILING POLICY**
4. **PURPOSE OF THE DRAFT POLICY**
5. **GUIDELINES ON APPLICATION OF THE POLICY**
 - 5.1 **Introduction**
 - 5.2 **Participatory structure**
 - 5.3 **Operational guidelines**
6. **TIME - FRAMES**
7. **CONCLUSION**

1. DEFINITIONS

- **IDP** – Integrated Development Plan

- **EMM** – Ekurhuleni Metropolitan Municipality
- **MEC** - Member of Executive Council
- **CCA** – Customer Care Area
- **MFA** – Municipal Financial Act
- **Ward Public Meeting**

A ward public meeting is a meeting that the Ward Councillor organizes for community in his/her ward to address issues that affect the ward. The Ward Councillor chairs the public meeting.

- **National and Provincial Programmes**

National and Provincial programmes are the activities that the national and provincial government organizes through the assistance of the municipalities to the community in the larger scale of participation to address the social and economic challenges of the community.

- **The City of Ekurhuleni Mayoral Out Reach Programme**

The Mayoral Outreach programmes are the activities that the municipality organizes to the community in the larger scale of participation to participate in deliberating the social and economic challenges that affects their daily lives.

- **Emergency cases**

Emergency cases when the natural disaster management programmes are implemented to the affected community. Therefore the service to loud hail shall be applicable and the Ward Councillor shall request the assistance to loud hail.

- **Ward Committee Meetings**

The ward committee meetings are the meetings that ten elected ward committee members have to attend and the Ward Councillor is the chairperson of the meeting. The meetings are held once a month.

- **Political and Social Gatherings**

This occurs when a political or social organization mobilizes the community to attend the anticipated gathering.

2. INTRODUCTION

The EMM is committed in enabling its community to actively participate in the development of the smart, creative and developmental city and also to provide sustainable and people – centred development services that are affordable, appropriate and of high quality, as guided by the **principle of the Batho Pele**.

The culture of participation in local government affairs need not be over-emphasized. If communities are not aware of how the local government works, who is in charge, what are the issues and what are the means available to them to participate, then it means that the municipality is failing the people that they are suppose to provide services to.

Legal framework

The first important legislation is the Constitution of the Republic of South Africa, 1996 chapter 7 (section 152), that sets out the objective of local government as follows: "To encourage the involvement of community and community organizations in the matters of local government".

The White Paper on Local Government, 1998 sets out a clear vision of developmental local government that is: "Local government committed to working with citizens and groups within the community to improve the quality of their lives"

In essence the white paper on local government visualizes a process where communities will be involved in governance a matter that includes:

- Planning
- Implementation
- Monitoring and review of community needs.

Section 152 (2) of the Constitution a municipality must strive, within its financial and administrative capacity to achieve its stated objects.

Chapter 4 of the Municipal Systems Act, No 32 of 2000 Section 16 and Section 18 (1);(2) respectively lays down the various elements of community participation in particular -:

- Development of a culture of Community Participation
- Communication of information concerning Community Participation

The above statement clearly requires municipalities to create conditions for public participations in relations to the following:

- Drafting of municipal by – laws
- Decision making on the provision of municipal services
- Participation in the Integrated development Plan (IDP) process
- Establishment of the Ward Committee Structures
- Participation in the Budget process
- Establishment, implementation and review of the Performance Management System
- The above legislations provide a clear vision on how important the Municipality should created a harmonic platform for dissemination and access to information

Because local government is regarded as the level of government "**closest to the people**" the core of all legislation that has been put in place is to find ways that ensure that citizens give input to the decision those local councils makes.

In accordance with the EMM policies and the abovementioned legislations it is important that the mechanism to structure and maximize the participation of community is introduced amongst others through a draft policy on loud hailing.

3. OBJECTIVE OF THE LOUD HAILING POLICY

- The policy provides clear, sufficient and timeous information concerning community participation to community.

- To set up a system and mechanism that will ensure compliance with regulations and guidelines that is from the National and Provincial Government.

4. PURPOSE OF THE DRAFT POLICY

4.1 To develop a culture of community participation to the local communities to participate in the affairs of government, particularly the local sphere of governance inter alia:

- Ward Committee Elections
- Mayoral Outreach Programmes
- Mayoral Imbizo's
- National & Provincial Imbizo's
- Public Meetings
- Sector Meetings

4.2 Noting the standing of the above the ward participatory governance is an essential component of the system on corporative governance, to an extend that the mechanism and the administrative system regarding the loud hailing is formally structured such that:

- There is a formal information dissemination channel for the EMM to communities and community organizations.

4.3 To be inline with the values of the **BATHO PELE PRINCIPLE**

The policy with its clear guidelines will contribute to the effectiveness of the ward participatory governance.

5. GUIDELINES ON APPLICATION OF THE POLICY

5.1 Introduction

The Corporate and Legal Department will be responsible for the approval of the operation of the loud hailing Policy.

5.2 Participative structures

The following guidelines are proposed in respect of the daily operation for loud hailing

ROLE/INVOLVEMENT	RESPONSIBILITY
<ul style="list-style-type: none"> • The ward councillor shall request the loud hailing service within (7) seven working days before the recommended date unless on emergency related request the request shall be spontaneous. • The ward councillor shall recommend a ward committee member that is from his/her ward committee to loud hail. • The ward councillor shall brief the recommended ward committee 	<p>WARD COUNCILLOR</p>

ROLE/INVOLVEMENT	RESPONSIBILITY
<p>member regarding the information that must be disseminated to the community during the loud hailing.</p>	
<ul style="list-style-type: none"> • The public participation officer shall inform the CCA Manager regarding the request to loud hail • The public participation officer shall co – ordinate loud hailing process to identify the service provider. • The process shall be in adherence to the MFA • The public participation officer must constantly communicate with the respective ward councillor and the recommended ward committee member on issues such as: date, time, venue and the content for the prospective public meeting. 	<p>CORPORATE AND LEGAL (Public Participation)</p>
<ul style="list-style-type: none"> • The CCA Manager must be informed by the public participation officer regarding the request to loud hail. • The CCA Manager will therefore communicate with the relevant Councillor regarding the quality of service that the Councillor received regarding the request for loud hailing. 	<p>OFFICE OF CUSTOMER CARE AREA MANAGERS</p>

5.3 OPERATIONAL GUIDELINES

THE LOUD HAILING SHALL BE IMPLEMENTED FOR THE FOLLOWING PROGRAMMES:

- Ward Public Meeting
- National and Provincial Programmes (Imbizo)

The Municipality shall be requested to assist to mobilize the community for attendance. The programmes are inter alia:

1. The Presidential Imbizo
 2. The Ministers Imbizo
 3. he Premier Imbizo
 4. The MEC's Imbizo
- The City of Ekurhuleni Mayoral Outreach Programmes
 - Emergency cases

THE LOUD HAILING SHALL NOT BE IMPLEMENTED FOR THE FOLLOWING PROGRAMMES:

- Ward Committee Meetings
- Political and Social Gatherings
- Sector Meetings

6. TIME – FRAMES

TIME - FRAME
<ul style="list-style-type: none"> • The public participation officer and the fleet management officer shall finalize the logistics regarding to loud hail three day before the recommended date. • The service for loud hailing shall be for two consecutive days before the recommended date for the meeting or as advised by the respective ward councillor • The service for loud hailing shall be for maximum of three hours/ depending on the nature of the ward or as advised by the respective ward councillor. • The loud hailing shall be done after normal working hours on week days and weekends or as advised by the respective ward councillor.

7. CONCLUSION

It is important to put a system in place that will ensure that the information to community is effectively delivered. However the various components or strategies to enhance community participation need to filter in neatly into the overall policy.

Amongst the other policies, loud hailing policy is one of the policies to build a truly open, transparent and participatory system of democratic local government in **THE CITY OF EKURHULENI**.

By focusing on the implementation and the operations of the policy, the municipality will be in a better position to assist the community on the path towards sustainable development, and further build it into a world – class city.