

# Module 3A : Introducing Stakeholder Engagement

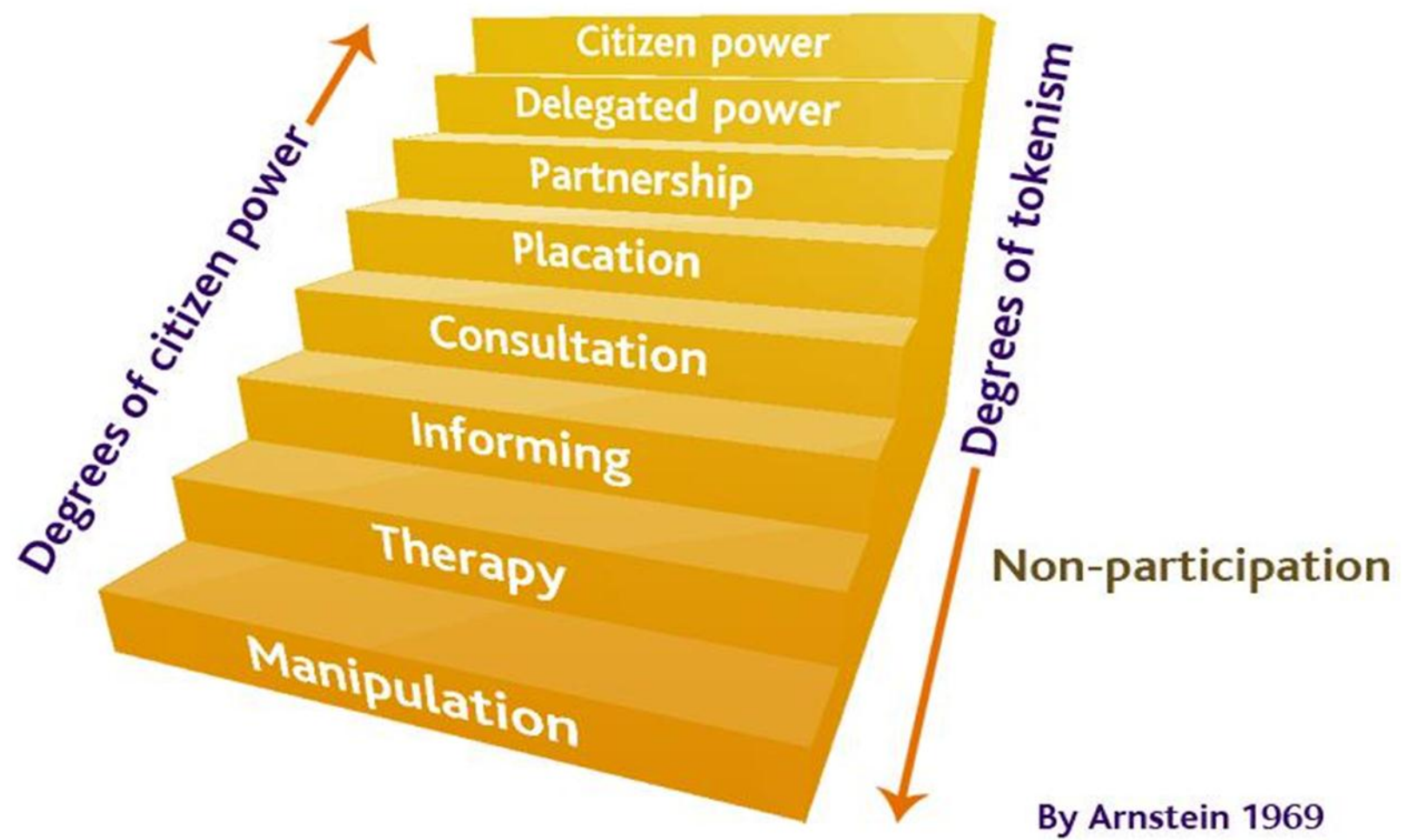
## LEARNING OUTCOME:

Participants are exposed to international benchmarks around stakeholder engagement

Participants have begun revisiting their own notions and understanding of participation, as they think about stakeholder engagement in their respective municipalities

## UNDP's nine characteristics of good governance:

1. Participation
2. Rule of law
3. Transparency
4. Responsiveness
5. Consensus orientation
6. Equity
7. Effectiveness and efficiency
8. Accountability
9. Strategic (and shared) vision



By Arnstein 1969

## Indicators

1. Percentage of local people who are aware of our IDP/TDS
2. Local “ownership” of our IDP/TDS
3. Expression of different views
4. Level of open disagreements
5. Ability to list main stakeholders in your IDP/TDS
6. Number and relevance of activities in which local actors play an active role
7. Percentage of local people who derive benefits from initiative
8. Ability to manage conflicts

## Warning flags

1. Local people/ stakeholders are generally not aware of IDP/TDS
2. Locals talk of initiative as “your IDP/TDS”
3. Poor attendance and participation in meetings, etc.
4. No/ limited disagreements
5. Unaware of key stakeholders
6. The initiative is run mainly by non-locals (!!!)
7. Many groups receive no benefits or are actually worse off
8. Emergence of new conflicts as a result of TDS!!!

## Module 3B : Sharing Participatory Processes to Date

### **LEARNING OUTCOME:**

Participants from the various municipalities share their participatory processes including challenges, successes, failures

## Module 3B: Sharing Participatory Processes to Date

### EXERCISE:

Each town planner / rep to give a short input on how each municipality engages their key stakeholders in their strategic planning process

To think about:

- How the process was done
- What worked very well – positive outcomes
- What has not worked so well – negative outcomes

How are stakeholders are engaged in our strategic planning processes? / how we plan on engaging them in future?

What works really well in this process? 😊

What are your challenges / what can be improved on? ☹️

**Municipality 1**

**Municipality 2**

**Municipality 3**

**Municipality 4**

## **Module 3C : Making Stakeholder Participation Happen: An interactive session**

### **LEARNING OUTCOME:**

Participants are exposed to the eThekweni experience of stakeholder engagement

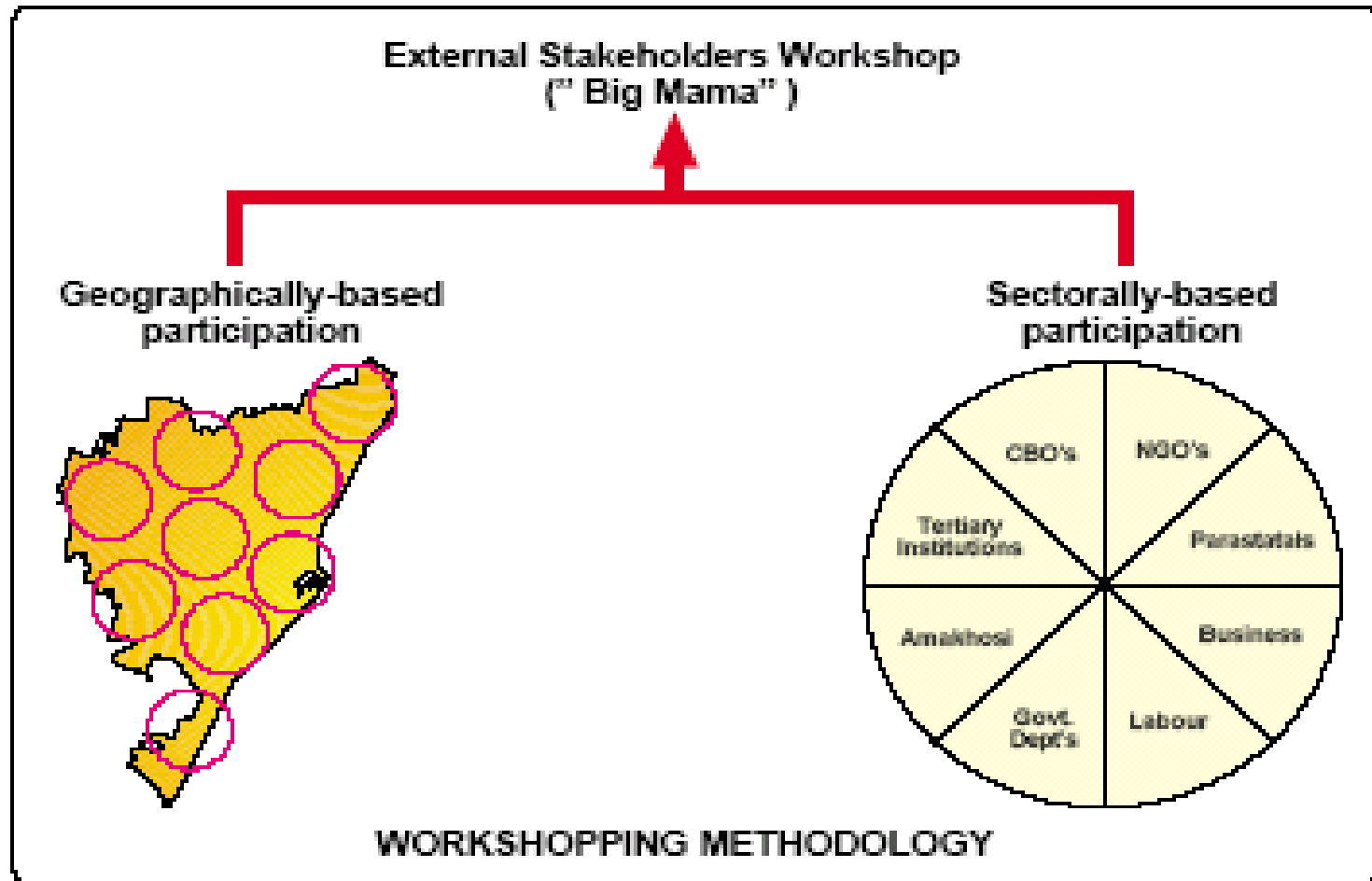
Using eThekweni as a reference point, participants are empowered to run their own tailor-made stakeholder workshop based on the unique needs of their municipality



## WHY PARTICIPATION?

- New definition of local government
- Participation fundamental to achieving our Vision
- Improving the quality of Service Delivery
- Helping to See the Bigger Picture
- Engendering a culture of taking responsibility
- Breaking down the barriers of “us and them”

# HOW PARTICIPATION?



## WHEN PARTICIPATION?

- engaging key stakeholders at critical milestones in the strategic planning process
- at a more critical level participation has been very erratic and event dependent
- during the lags between milestones, our stakeholders were not always in touch with the latest development or changes made in the strategy
- need for more **SUSTAINED** process!!!



## WHOSE PARTICIPATION?

- It is never possible to ensure that all the “right people” participate.
- Must ensure however that all the sectors interests are well represented
- Must also ensure that effective mechanisms are in place to ensure that the general public are fully aware of the process underway
- Inclusion of traditional leadership an important lesson in Durban

# ON INTER-GOVERNMENTAL PARTICIPATION

- eThekweni's greatest challenge: fostering greater inter-governmental relations
- need to move beyond Provincial Planning Forums
- explore in-depth bi-laterals
- involve departments from the outset!

Interactive session on how to design an effective, responsive stakeholder engagement process