



This project is co-funded by  
the European Union

# **Strengthening Governance and Capacity in Local Government (SGCLG)**

**Western Cape  
Community Development**

**12 September 2019**

# INTRODUCTION

- In August 2016 SALGA was awarded a grant of EUR 500,000 to implement the project named: ***Strengthening Governance and Capacity in Local Government.***
- This project is aimed at tackling various issues most notably municipal planning data, quality management and enhancement of social development in municipalities with an overall aim of improving service delivery and accountability.
- The project has 3 specific objectives:
  1. To improve access to and the dissemination of localised and reliable data for municipal planning.
  2. To improve the technical and institutional capacity of local government to develop and implement sustainable community / social development project,
  3. To develop innovative quality products and services that will improve local governments and SALGA performance for customers / user satisfaction.

## PROJECT PARTICIPANTS

The project is implemented in eight Municipalities within four provinces namely:-

**KwaZulu-Natal:-** Dr Nkosazana Dlamini-Zuma Local Municipality and UMkhanyakude District Municipality.

**Limpopo:-** Lepelle-Nkumpi Local Municipality and Lim 368 Local Municipality.

**Mpumalanga:-** Ehlanzeni District Municipality and Thaba Chweu Local Municipality.

**Western Cape:-** Knysna Local Municipality and Witzenberg Local Municipality.

# 1. COMMUNITY DEVELOPMENT COMPONENT

- Community Development Directorate within SALGA is one of the beneficiaries of the project.
- This component of the project which is objective two, seeks to capacitate municipalities and SALGA to design credible social development programmes that enhances the lives of vulnerable groups and groups at risk of marginalisation.
- It also seeks to empower the identified practitioners in monitoring and evaluation through the use of a set of development indicators that will be designed to measure the local government's performance in social services.
- It is therefore expected that there would be a common way in which social services are provided and measured, a basket of services will be developed alongside with a set of indicators.

# COMMUNITY DEVELOPMENT ACTIVITIES

1. Conduct a status quo assessment on current community development practices.
2. Develop Community development basket of services and indicator for local government.
3. Train the beneficial Municipalities on the results of the status quo assessment and the framework and indicators.
4. Facilitate inter-municipal learning amongst the beneficial municipalities.
5. Develop a case study document on two beneficial Municipalities.

### **Training of Community Development Practitioners in selected 8 Municipalities was conducted in 2018:**

- 19 June - Western Cape
- 14 September - Limpopo
- 25 October 2018 - Mpumalanga
- 27 November - Kwa-Zulu Natal

# PROGRESS IN THE OVERALL PROJECT IMPLEMENTATION

## 1. MUNICIPAL SATISFACTION SURVEY

Objectives of the survey:

- To gain insight on the level of satisfaction with SALGA's current services across municipalities.
- To find out about the willingness of municipalities to use SALGA for possible future paid services.

# MUNICIPAL SATISFACTION CONT...



The survey report was finalised in November 2018 and SALGA is in the process of developing a catalogue of services based on the survey results:



# PROGRESS IN THE OVERALL PROJECT IMPLEMENTATION CONT.....

## 2. QUALITY MANAGEMENT SYSTEM (QMS)

- This activity ran concurrently with the Municipal Satisfaction Survey which was aimed at gathering municipal expectations and satisfaction.
- SALGA appointed South African Bureau of Standards (SABS) to conduct a Gap analysis.
- SABS then developed and submitted the road map towards the certification on ISO 9001: 2008.
- SABS will train SALGA QMS champions on its internal process towards the attainment of the ISO 9001: 2008 certification.

# PROGRESS IN THE OVERALL PROJECT IMPLEMENTATION CONT.....

## 3. SALGA SMART MOBILE APPLICATION

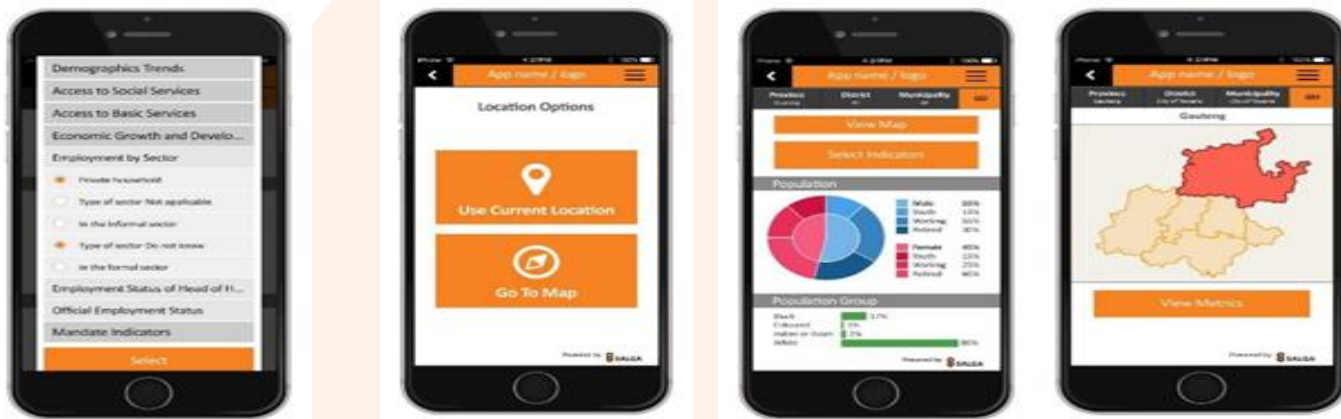
- SALGA Mobi is one of the SALGA innovative tools through which information is generated and disseminated.
- It is designed to enable SALGA, municipalities and other key stakeholders to have information on the pulse of their fingers
- The mobile application will be officially launched by December 2019 together with the Violence Study Report.

# SALGA SMART MOBILE APPLICATION CONT..

***The Mobile App has the following 4 key features:***

- 1. *Violence Reporting:*** Tracks the threats, harm, damaging of property and killings of both councillors and municipal administrators, in real time.
- 2. *Municipal Barometer:*** Provides current local governance data/statistics on key municipal functional areas. [www.municipalbarometer.net](http://www.municipalbarometer.net).
- 3. *Social Unrest Risk Scale:*** Identifies communities at high risk of unrest and violence. It enables the prioritization of unrest-prevention planning. <https://salgaunrest.herokuapp.com/salga/municipality>
- 4. *SALGA Website:*** Provides a platform for knowledge sharing content pertaining to the organization and local government. Showcases stakeholders and partners' initiatives. [www.salga.org.za](http://www.salga.org.za)

# SALGA SMART MOBILE APP CONT...



## PROGRESS IN THE OVERALL PROJECT IMPLEMENTATION CONT.....

### 4. BLUE/GREEN DROP TRAINING

The purpose of the training:

- To share experiences of improving water quality both of drinking water and effluent discharge.
- To assist municipalities to crucially strive towards meeting set operational and regulatory set norms and standard of the blue and green drop

## 5. BLUE/GREEN DROP TRAINING CONT....

- SALGA will host a three day Master Class training on 21 – 23 August 2019 in KwaZulu Natal
- The training will focus on drinking water quality and effluent quality linked to blue and green drop regulatory and compliance set criteria.
- The training is targeted at practitioners in the water sector and responsible for blue and green drop accreditation within your municipality.



***Thank You***