



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

City of Cape Town's oversight report in respect of the 2023/24 Annual Reports for the City of Cape Town and its municipal entities

Notice is hereby given in terms of section 129 of the Municipal Finance Management Act, No. 56 of 2003, that the City of Cape Town's oversight report in respect of the 2023/24 Annual Reports for the City of Cape Town and its municipal entities is now available at the Cape Town Civic Centre, all subcouncil offices, all libraries and on the City of Cape Town's website www.capetown.gov.za/reports.



REPORT TO MUNICIPAL PUBLIC ACCOUNTS COMMITTEE

1 ITEM NUMBER **MPAC 06/03/25**

2 SUBJECT

OVERSIGHT REPORT IN RESPECT OF THE 2023/2024 INTEGRATED ANNUAL REPORTS OF THE CITY OF CAPE TOWN AND ITS MUNICIPAL ENTITIES (CONVENCO AND CAPE TOWN STADIUM)

ONDERWERP

TOESIGVERSLAG OOR DIE 2023/2024 GEÏNTEGREERDE JAARVERSLAE VAN DIE STAD KAAPSTAD EN SY MUNISIPALE ENTITEITE (CONVENCO EN KAAPSTAD-STADION)

ISIHLOKO

INGXELO EZINGOKUBEK'ILISO NGOKUJOLISWE KWIINGXELO ZONYAKA NGOKUHLANGENEYO ZOWAMA2023/2024 ZESIXEKO SASEKAPA KUNYE NAMAQUMRHU ASO AZIMELEYO (ELENGE CONVENCO NELINGESTEDIYAM SASEKAPA)

LSU P2955 & P2964

3 **DELEGATED AUTHORITY**

In terms of Part 22 Delegation 1(1) of the approved Council System of Delegations, the Municipal Public Accounts Committee (MPAC) must *“consider and evaluate the annual report, and the annual report of any municipal entity under the City’s sole or shared control, and to make recommendations to Council when it adopts the oversight report on the annual report in terms of section 129 of the Municipal Finance Management Act.”*

This report is FOR CONSIDERATION BY

- ☒ **Committee name:** Municipal Public Accounts Committee (MPAC)
- ☐ The Executive Mayor together with the Mayoral Committee (MAYCO)
- ☒ Council

4 DISCUSSION

Part 22 Delegation 1(1) of the System of Delegations, adopted by Council on 12 June 2024 (C 44A/06/24), requires MPAC to *“consider and evaluate the annual report, and the annual report of any municipal entity under the City’s sole or shared control, and to make recommendations to Council when it adopts the oversight report on the annual report in terms of section 129 of the Municipal Finance Management Act.”*

In terms of sections 129(1) and (2) of the MFMA:

- (1) *“The council of a municipality must consider the annual report of the municipality and of any municipal entity under the municipality’s sole or shared control and by no later than two months from the date on which the annual report was tabled in the council in terms of section 127, adopt an oversight report containing the council’s comments on the annual report, which must include a statement whether the council—*
 - (a) *has approved the annual report with or without reservations;*
 - (b) *has rejected the annual report; or*
 - (c) *has referred the annual report back for revision of those components that can be revised.*
- (2) *The accounting officer must—*
 - (a) *attend council and council committee meetings where the annual report is discussed, for the purpose of responding to questions concerning the report.”*

MPAC’s purpose, in terms of paragraph 6.2 of their Terms of Reference (ToR) (C 52/10/24), is to perform an oversight function on behalf of Council in line with the leading practices applicable to MPAC and National Treasury Circulars and Guidelines, as adopted by Council and report on its oversight function to the Speaker who must table such reports in the next meeting of the municipal council as per section 79A(4) of the Structures Act.

The 2023/2024 Integrated Annual Reports (IAR) of the City of Cape Town and its municipal entities were tabled at the Council meeting on 30 January 2024 (C 04/01/25 and C 56/01/25 respectively).

The oversight process is detailed below:

- (a) On 31 January 2025 the Auditor-General of South Africa (AGSA) briefed MPAC on the 2023/2024 audit outcomes (refer to **Annexure A1**).
- (b) The MPAC submitted written questions to the City Manager and Executive Directors. On 4 March 2025 MPAC met with the Executive Directors of the City of Cape Town, and the Chief Executive Officers and Chief Financial Officers of the municipal entities to consider the responses received. (refer to **Annexure A2**).
- (c) Comments and resolutions, and follow-up and additional questions raised at the meeting on 4 March 2025 on the oversight process and outstanding items, have been added to the schedule of Matters Receiving Attention (MRA) (refer to **Annexure B**).

- (d) The IARs were made public and questions and comments could be submitted via the Organisational Performance Management (OPM) department (refer to **Annexure C**). Comments/ questions received from:
- (i) the public will be forwarded to the relevant line departments who will respond directly to the member of the public.
 - (ii) the portfolio committees, subcouncils and wards will be forwarded to the relevant line departments. Responses will be tabled at MPAC and forwarded to the relevant subcouncil or portfolio committee.
 - (iii) Comments, if any, are included in this annexure.
- (e) The Audit and Performance Audit Committee submitted a report to MPAC for consideration during the oversight process (refer to **Annexure D**).

The unauthorised, irregular and fruitless and wasteful expenditure, and other additional disclosures in terms of section 32(2) of the MFMA, will be investigated by the MPAC who will report to Council on conclusion of the investigations

- 4.1 Financial Implications ☒ None ☐ Opex ☐ Capex
- ☐ Capex: New Projects
- ☐ Capex: Existing projects requiring additional funding
- ☐ Capex: Existing projects with no additional funding requirements
- 4.2 Policy and Strategy ☐ Yes ☒ No
- 4.3 Legislative Vetting ☐ Yes ☒ No
- 4.4 Legal Implications ☒ Yes ☐ No
- Section 129 of the MFMA
- 4.5 Staff Implications ☐ Yes ☒ No
- 4.6 Risk Implications ☐ Yes The risks for approving and/or not approving the recommendations are listed below.
- ☒ No Report is for decision and has no risk implications.
- ☐ No Report is for noting only and has no risk implications.
- 4.7 POPIA Compliance ☒ Yes It is confirmed that the report has been checked and considered for POPIA compliance
- 4.8 Confidentiality Compliance ☒ Yes It is confirmed that this report and the content of the annexures have been checked and considered for

5 RECOMMENDATIONS

It is **RECOMMENDED** that:

- (a) The Municipal Public Accounts Committee (MPAC), having fully considered the 2023/2024 Integrated Annual Reports of the City of Cape Town and its municipal entities and representations thereon, **RECOMMENDS** that Council adopts the oversight report and approves the annual reports without reservations.
- (b) The outstanding responses be added to the schedule of matters receiving attention.

AANBEVELINGS

Daar word **AANBEVEEL** dat:

- (a) Na volledige oorweging van die geïntegreerde jaarverslae vir die Stad Kaapstad en sy munisipale entiteite vir 2023/2024 en vertoë daaroor, die munisipale komitee oor openbare rekening (MPAC) **AANBEVEEL** dat die Raad die toesigverslag aanneem en die jaarverslae sonder voorbehoud goedkeur.
- (b) Die uitstaande antwoorde by die skedule van onafgehandelde sake gevoeg word.

IZINDULULO

KUNDULULWE ukuba:

- (a) IKomiti kaMasipala ejongene neeAkhawunti zoLuntu (MPAC), ekubeni ithathele ingqalelo ngokupheleleyo iiNgxelo zoNyaka ngokuHlangeneyo zeSixeko saseKapa namaQumrhu aso azimeleyo, zowama2023/2024 neengxelonkcaza, **MAYINDULULE** kwiBhunga ukuba lamkele ingxelo engobek'iliso kwaye liphumeze iingxelo zonyaka ngaphandle kwemiqathango.
- (b) limpendulo ezingekaphendulwa mayongezwe kwishedyuli yemibandela ekufuneke iqwalaselwe.

ANNEXURES

Annexure A1:	Minutes of the MPAC Meeting (31 January 2025)
Annexure A2:	Minutes of the MPAC Meeting (4 March 2025)
Annexure B:	Resolutions and Additional Questions and Comments from the MPAC Oversight Meeting (4 March 2025)
Annexure C:	Questions Received via the Public Participation Process
Annexure D:	Report from the Audit and Performance Audit Committee

FOR FURTHER DETAILS CONTACT

NAME (AUTHOR)	ANTOINETTE MOOLMAN	CONTACT NUMBER	021 400 9297 / 082 397 0810
E-MAIL ADDRESS	ANTOINETTERENE.MOOLMAN@CAPETOWN.GOV.ZA		
DIRECTORATE	OFFICE OF THE CITY MANAGER	FILE REF NO	2/9/1/2

MPAC CHAIRPERSON

NAME	CLLR YAGYAH ADAMS	COMMENT:
DATE		
SIGNATURE	 <p>Digitally signed by yagyah adams Date: 2025.03.13 12:30:34 +02'00'</p>	

The MPAC Chairperson's signature represents support for the report content and confirms POPIA compliance.

LEGAL COMPLIANCE

- ☐ REPORT COMPLIANT WITH THE PROVISIONS OF COUNCIL'S DELEGATIONS, POLICIES, BY-LAWS AND ALL LEGISLATION RELATING TO THE MATTER UNDER CONSIDERATION.
- ☐ NON-COMPLIANT

NAME		COMMENT:
DATE		Certified as legally compliant based on the contents of the report.
SIGNATURE	 <p>Joan-Mari Holt Digitally signed by Joan-Mari Holt Date: 2025.03.13 15:26:15 +02'00'</p>	

- MINUTES -

OF THE ORDINARY MEETING OF THE MUNICIPAL PUBLIC ACCOUNTS
COMMITTEE HELD (HYBRID) IN MEETING ROOM A ON FRIDAY, 31 JANUARY
2025 AT 10:00

PRESENT

COMMITTEE MEMBERS

CAPE MUSLIM CONGRESS (CMC)

Cllr Y Adams (Chairperson)

DEMOCRATIC ALLIANCE (DA)

Cllr A Van Zyl (deputy Chairperson)

Ald J van der Merwe

Cllr S Booysen (via Skype)

Cllr C Mes

Cllr A Moses

Cllr K Southgate

Cllr J Witbooi

AFRICAN NATIONAL CONGRESS (ANC)

Cllr L Phakade

Cllr B Majingo

ECONOMIC FREEDOM FIGHTERS (EFF)

None

GOOD

None

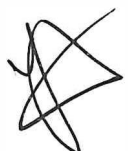
FREEDOM FRONT PLUS (VF+)

Cllr E Botha-Rossouw

ABSENT WITH APOLOGY

Cllr C Davids

Cllr L Ntshuntshe



MINUTES MUNICIPAL PUBLIC ACCOUNTS COMMITTEE (MPAC)**31 JANUARY 2025****OFFICIALS**

Ms D Campbell : (ED: Urban Mobility) (via Skype)
 Ms R Gelderbloem : (ED: Economic Growth) (via Skype)
 D Valentine : Finance (Treasury Services)
 G Postings : Office of the City Manager
 C Maurer : Office of the City Manager (Forensic Services) (Via Skype)
 M Natesan : Office of the City Manager (Forensic Services) (Via Skype)
 Z Hoosain : Office of the City Manager (Internal Audit)
 A Moolman : Office of the City Manager (Internal Audit) (Via Skype)
 F Arendse : Office of the City Manager (Internal Audit)
 K Larney : Office of the City Manager (Legal Services)
 B Lufundo : Office of the City Manager (Legal Services)
 E Dick : Future Planning & Resilience (via Skype)
 C Benjamin : Economic Growth
 F Singh : Water and Sanitation (Finance) (via Skype)
 E Dick : Future Planning & Resilience (via Skype)
 E Fray : Corporate Services (Executive Committee Services)
 J van Zyl : Corporate Services (Executive Committee Services)

AUDITOR GENERAL SOUTH AFRICA

H Ahmed : Auditor-General South Africa (AG).
 T Narkedien : Auditor-General South Africa (AG)

APOLOGIES

Mr L Mbandazayo (City Manager)
 Mr V Botto (ED: Safety & Security)
 Ms N Gqiba (ED: Human Settlements)
 Mr K Jacoby (Chief Financial Officer) (Joined the meeting via Skype)
 Ms Z Mandlana (ED: Community Services & Health)
 Mr L Manus (ED: Water & Sanitation)
 Ms P Mayisela (Acting ED: Urban Waste Management) (Joined the meeting via Skype)
 Mr R McGaffin (ED: Spatial Planning & Environment)
 Mr G Morgan (ED: Future Planning & Resilience)
 Mr K Nassiep (ED: Energy)
 Mr E Sass (ED: Corporate Services)

SPMPAC 00/01/25 OPENING

The Chairperson, Cllr Y Adams, welcomed everyone to the meeting where after a moment of silence was observed.



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SPMPAC 01/01/25 APOLOGIES / LEAVE OF ABSENCE

RESOLVED that it be noted the following leave of absence had been granted to MPAC members via the Office of the Chief Whip:

- Cllr C Davids

Apologies for not being able to attend the meeting were received from The City Manager: Mr L Mbandazayo and from the Executive Directors: Messrs V Botto, K Jacoby, L Manus, R McGaffin, G Morgan, K Nassiep, E Sass and Mmes N Gqiba, Ms Z Mandlana, and P Mayisela.

ACTION: E FRAY, J VAN ZYL

SPMPAC 02/01/25 DECLARATION OF INTEREST

It was **NOTED** that Ms G Postings declared her function in terms of completing the UIFW register and processing SCM deviations in the Office of the City Manager and that Mr D Valentine declared his role in terms of the City's Annual Report.

SPMPAC 03/01/25 **TABLING OF THE CITY'S INTEGRATED ANNUAL REPORT FOR 2022/2023**

Ms T Narkedien (AG) introduced herself and was pleased to be part of the City's oversight responsibility. She also indicated that she would be highlighting the strategy of the Auditor-General South Africa, how it would fit into the audit report that had been issued and what the AG was anticipating for the roles and responsibilities going forward. Ms Narkedien said that, as part of the stakeholder engagements, the AG was looking for firm commitments from the City and MPAC in terms of the Stakeholder Interaction Plan and that input/comment on the presentation would be required.

Ms T Narkedien (AG) further gave an overview of the outcome of the City's 2023/24 audit by way of a visual presentation. The presentation is attached to the official minutes of the meeting as Annexure A.

It was noted that the presentation would be circulated to all MPAC members following the meeting.



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Ald J van der Merwe requested the AG to elaborate on the statement that there should be more effective interactions between the office of the AG, the Executive Mayor, the City Manager, Council and the Municipal Public Accounts Committee (MPAC).

Ald J van der Merwe and Cllr A van Zyl asked that the AG elaborate and provide an example in terms of her statement regarding the role of MPAC and the consequence management aspect as consequence management was deemed to be a line function and not in the ambit of MPAC.

Cllr A van Zyl also requested the AG to elaborate on the Stakeholder Engagement Plan and the frequency for the engagement with external role-players.

Regarding the frequency of interactions, the AG explained that in the past, the AG attended MPAC meetings via the online platform, but going forward MPAC would be requested to provide written commitments on recommendations provided by the AG. The AG reiterated that it would, in future, increase engagements with the City Manager and the Executive Mayor requesting firm commitments in terms of recommendations by the AG. The AG further stated that no previous engagements were held with the Speaker, but that in future, the Speaker would be requested to acknowledge the audit outcomes and engagements. It was further also noted that in the past the commitments by the City Manager was not revealed, but going forward the AG would be more transparent.

MPAC noted that the approach by the AG would in future be slightly different in terms of the request for commitments to ensure the various stakeholders would be influenced to take the necessary actions committed to.

Cllr A van Zyl was concerned that MPAC did not have the authority to commit to a suggestion that recommendations should be executed as the said function fell within the ambit of the administration.

The AG referred to consequence management and said that although consequence management fell within the ambit of the Accounting Officer, in terms of MPAC's oversight, it was expected of MPAC to continue to provide commitment by assessing and categorising matters in terms of the Unauthorised, Irregular, Fruitless, and Wasteful expenditure and to continue to ask the right



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questions. She gave examples of questions to be asked regarding deviation reports:

- Was there a breakdown in controls,
- Should the matters be deemed irregular expenditure,
- Was the controls functioning,
- Consequence management.

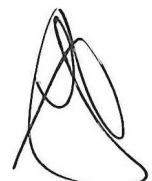
Cllr A van Zyl was of the view that Ward Committees, as alluded to during the presentation, were mostly dysfunctional and she believed that some community members drove a personal agenda and/or did not provide the necessary inputs required for a functional committee. She informed the meeting that she had questioned the legislation regarding community engagement and proposed that a process of reviewing and addressing the shortcomings of such committees should be investigated. Cllr van Zyl was of the view that there was no or little commitment from civil society to engage in such processes and that there was huge room for improvement to receive adequate engagement from communities.

Cllr J Witbooi reiterated Cllr van Zyl's sentiments regarding the ineffectiveness of the Ward Committees and said that such Committees had no legislative authority to attend to concerns. He was of the view that stakeholder engagement were more effective on Subcouncil level as they had the capacity to address concerns raised by community members and organisations.

Cllr B Majingo asked how the City could effectively engage with citizens regarding community projects within their areas and how Public Participation could be used to mitigate the risk of unrest in the future.

The AG was of the view that even though the City was fulfilling its roles in terms of its legislative responsibilities, the area of improvement was within the accountability ecosystem with the active citizens. The AG proposed that the City focus on engagements with the various civil organisations and to establish partnerships to influence/unlock the effectiveness of community engagements. It was noted that the AG had not yet made any recommendations on this matter.

Cllr B Majingo commended the City, the Executive Mayor, the Speaker, the City Manager, all political parties, Directors, all officials, as well as the recently retired Mr A Vorster's on their guidance and hard work in terms of achieving a clean audit. Cllr B



MINUTES MUNICIPAL PUBLIC ACCOUNTS COMMITTEE (MPAC)**31 JANUARY 2025**

Majingo reiterated appreciation to all officials within the City, regardless of their positions, for their contribution to achieve a clean audit. He was of the view that the City's employees were the link between service delivery and the audit outcome.

Cllr J Witbooi was of the view that councillors were often held accountable for matters such as clean audit reports and stated that the administration/accounting officers should be similarly held responsible.

Cllr Booysen echoed Cllr B Majingo's sentiments by commending the City's administration, in particular the Finance Department, under the direction of the Chief Financial Officer (CFO) for the clean audit outcome. Cllr S Booysen further commended the City Council, under the leadership of the Mayor, for providing efficient and effective political leadership and oversight, without which the clean audit would not have been possible. He was of the view that a clean audit was a worthy achievement as only 13% of the municipalities in South Africa received a clean audit. Cllr S Booysen referred to the presentation that did not indicate any material misstatements and highlighted the fact that no information was omitted from the audit. Cllr S Booysen was of the view that no mention was made in the presentation regarding predetermined objectives, which were designed to promote transparency and accountability and to ensure that public funds were used effectively and efficiently to meet service delivery standards.

Cllr K Southgate highlighted that Ward Committees and Public Participations were legislative requirements and asked how the AG measured the legislation against the final audit. He was of the view that roles that should be contained in the Integrated Development Plan (IDP) was not there because of the ineffectiveness of Public Participation. Cllr K Southgate raised concern that, notwithstanding the fact that the received a clean audit, some communities in the City were displeased in terms of poor service delivery.

Cllr K Southgate asked if the AG was included in City Road Shows, and if not, whether they would consider to do so in order for citizens to understand the role and function of the AG better.

The AG responded that they did not collaborate with the City's Road Shows as they were deemed an independent establishment and if they should collaborate with the City there would be an association and the reliability of the audit could be compromised. It was noted that the AG did embark on its own Road Shows in terms of its roles



MINUTES MUNICIPAL PUBLIC ACCOUNTS COMMITTEE (MPAC)**31 JANUARY 2025**

and responsibilities to safeguard its independence. She stated that the AG's role was to determine whether the City was doing what it was supposed to in terms of its legislative requirements. She explained the AG's roles in terms of ensuring legislative requirements as follows:

- Whether Ward Committees have been established?
- Did Ward Committees have specific representation in terms of legislation.
- Did the City provide the relevant information to the Ward Committees?
- Do the Ward committees respond?

The AG informed the meeting that it did not focus on the effectiveness of the Ward Committees at this stage.

In terms of ensuring service delivery, the AG stated that Ward Committees and Public Participation was critical in establishing whether service delivery was obtained and if not, that the correct question were being asked to address matters.

Cllr K Southgate asked that the AG elaborate on the role of the Audit Committee.

The AG highlighted the role of the Audit Committee in ensuring the positive outcome of the Annual Report:

- Audit Committee to advise Council on the adequacy, reliability and accuracy of the financial and performance reports,
- Performance management,
- Compliance with legislation,
- Performance evaluation,
- Review of annual financial statements,
- Provide Council with a creditable view of its financial position, its efficiency, effectiveness and the overall compliance with legislation,
- Report to Council on issues identified by the AG.

The AG stated that the report indicated that the Audit Committee had fulfilled its legislative responsibility by asking the right questions and interrogating the right issues to establish the credibility of the financial statements. With regard to the Audit Committee in the accountability ecosystem, it was noted that the Audit Committee provided the necessary assurance required.



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Cllr K Southgate asked if there were any repeat findings identified in previous years that could be raised as a concern.

In terms of identifying repeat findings, the AG stated that MPAC could request the City Manager to make the detailed findings public, but even if the City did not provide such details, MPAC could interrogate the action plans implemented, which took into account all internal and external audit findings that had been presented. The AG indicated that they investigated the City's commitment that all AG's finding were actioned. It was noted that the areas the AG was concentrating on was the credibility/findings identified in the performance reports throughout the period, which was also included in the action plan going forward.

Cllr L Phakade asked how the current allegations of fraud and corruption within the City could have an effect on the clean audits for previous and future financial years. Cllr L Phakade was of the view that fraud and corruption severely affected service delivery to citizens within the City.

Regarding the clean audit and allegations of misconduct in terms of service delivery, the AG stated that it was necessary to look at the accountability ecosystem, as a whole. The AG stated that they had the responsibility to look at and report on financial statements of information and responsibilities in terms of the performance report of which the key areas were service delivery indicators within the Transport and Human Settlement Directorates. The AG further stated that the information reported in the performance report was credible and reliable for MPAC to ask the right questions. She informed the meeting that where underachievement of indicators on service delivery were identified, it was actually reported on and the information was not withheld. The AG said that one of the key areas of improvement identified, taking the culture shift strategy into consideration, was the correlation between budget spent (clean audit) and service delivery. The AG further stated that the matter was work in progress.

The AG said that the audit process was not a forensic investigation process and that it did not have those responsibilities, as yet. The AG, however, indicated that it did note the forensic investigation process on financial misconduct and stated that, prior to enforcement principles and material irregularity processes, and while a matter was still under investigation, the AG would request



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that the appropriate investigations and consequence management actions be taken.

The AG explained that, when an assessment on specific matters, for example SCM/service delivery allegations were made, the City Manager was requested to state what actions had been taken against the alleged contracts. The AG informed the MPAC members that where irregular expenditure had been identified, the AG would inquire whether the irregular expenditure had been reported in the City's financial statements and if the City was transparent in reporting on such matters.

The AG further informed the meeting that it did follow enforcement where a matter was concluded and financial misconduct was identified, considering the impact it had on the audit process, as well as, whether the appropriate consequence management was implemented.

It terms of the predetermined objectives, the AG tested basic services within the Human Settlement and Transport Directorates and no material misstatements were identified towards the end, but the Audit report did look at the misstatements that were identified and it did give an emphasis in terms of under achievements.

Regarding supply chain processes and spending vs value for money, the AG stated that it tried to establish if the entire process was followed in terms of the SCM Policy, specifically regarding proper procurement processes, whether deviations were identified where such deviation should not have occurred (either because of poor planning or a justifiable matter), and whether due process was followed. It was noted that any additional enquiries, for example the reasons for the deviation and whether it was justified or not, should be put to the City Manager for clarification.

Cllr E Botha-Rossouw referred to the AG's development priorities and asked if the Urban Waste indicators would in future form part of a development priority for the AG or if it should continue to be read in under basic services.

The AG stated that all the Urban Waste indicators were included under basic services, but it was noted that, within the Urban Waste Directorate, allegations were identified which would only be addressed after conclusion of the investigations. The AG informed the meeting that allegations might or might not impact the current AG report, but that it was significant enough to highlight to the City



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that there were tension which could affect the Annual Report in future.

Ms Postings stated that, in terms of the culture shift, the AG shared with MPAC that the matter was currently being extensively workshopped with the City, as there was a maturity linked to it and with it came to some risk. Ms G Postings informed the MPAC members that there were steps in place to manage these risks.

Regarding the enforcement component, Ms Postings stated that processes should be finalised, and in the event where matters were to be brought forward from previous years, those matters would form part of the plan for the current year. Ms G Postings further stated that in terms of MPAC's commitment regarding the process to be followed, the AG did commend the City on its accomplishments, but now requested the City to put those commitments in writing and that it should be noted that a future clean audit would come with extra effort. In terms of service delivery, Ms G Postings said that the ambit of oversight was a Council's Portfolio Committees role and service delivery budget implementation, scorecards and ED's scorecards in terms of that process, went through rigorous governance processes.

Ms T Narkedien stated that in comparison with other Metros, the City had an excellent read, but they wanted the City to improve and reach the AG's benchmarking exercise by 2030.

RESOLVED that:

- (a) the briefing by the Auditor-General South Africa on the City's 2023/24 Annual Report, be noted.
- (b) written questions on the Annual Report be submitted by the members of the Committee to the Secretariat by 7 February 2025.

ACTION: J VAN ZYL, E FRAY

NOTE: Item SPMPAC 04/01/25 and item SPMPAC 05/01/25 was dealt with simultaneously, the minutes are however reflected in the correct numerical order.

Cllr K Southgate asked the AG if they were pleased with the performance outcomes that ensured accountability and



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transparency and if there were any issues of concern that the AG identified.

The AG stated that there was room for improvement regarding the audit process but that no issues of concern regarding the two City Entities had been observed and that the audit conducted was open and transparent. The AG informed MPAC members that a debriefing in terms of the audit process would be held with the entities in future to assist in a smooth audit process.

The AG was of the view that, to ensure the two City entities improve on their transparency and accountability, MPAC should look at which entities were not achieving its indicators as those indicates were where service delivery stemmed from.

SPMPAC 04/01/25 INTEGRATED ANNUAL REPORT FOR 2023/23 CAPE TOWN INTERNATIONAL CONVENTION CENTRE

RESOLVED that the briefing by the Auditor-General South Africa on the City's 2023/24 Annual Report CAPE TOWN CONVENTION CENTRE, be noted.

ACTION: J VAN ZYL, E FRAY

SPMPAC 05/01/25 INTEGRATED ANNUAL REPORT FOR 2023/23 CAPE TOWN STADIUM

Cllr K Southgate asked if the Cape Town Stadium was on track to become independent from City funding.

Mr D Valentine informed the MPAC members that the City Entities would make presentation to MPAC at its meeting scheduled 4 March 2024 and that the information requested will be presented at that stage.

RESOLVED that the briefing by the Auditor-General South Africa on the City's 2023/24 Annual Report CAPE TOWN STADIUM, be noted.

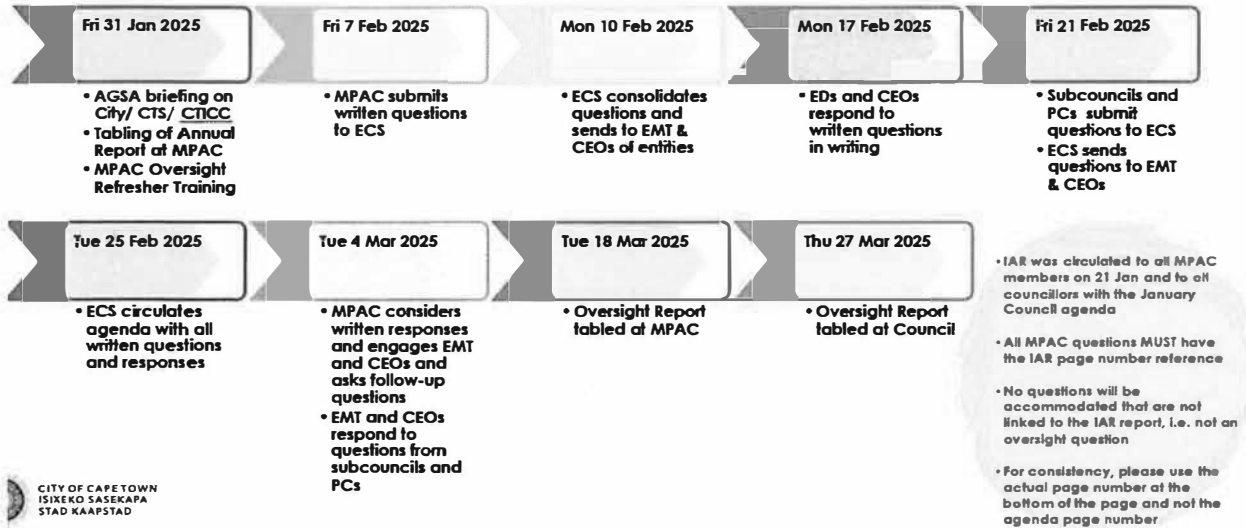
NOTE: the following timelines in terms of the Annual Report was highlighted:



MINUTES MUNICIPAL PUBLIC ACCOUNTS COMMITTEE (MPAC)

31 JANUARY 2025

Timelines



THE MEETING ENDED AT 11:50

CHAIRPERSON: CLLR Y ADAMS

DATE

ANNEXURE A2

- MINUTES -
**OF THE ORDINARY MEETING OF THE MUNICIPAL PUBLIC ACCOUNTS
COMMITTEE HELD (HYBRID) IN MEETING ROOM A ON TUESDAY, 04 MARCH
2025 AT 08:30**

PRESENT

COMMITTEE MEMBERS

CAPE MUSLIM CONGRESS (CMC)

Cllr Y Adams (Chairperson)

DEMOCRATIC ALLIANCE (DA)

Cllr A Van Zyl (deputy Chairperson)

Ald J van der Merwe

Cllr S Booysen

Cllr C Mes

Cllr A Moses (via Skype)

Cllr K Southgate

Cllr J Witbooi

AFRICAN NATIONAL CONGRESS (ANC)

Cllr B Majingo

ECONOMIC FREEDOM FIGHTERS (EFF)

Cllr L Ntshuntshe

GOOD

Cllr C Davids (via Skype)

FREEDOM FRONT PLUS (VF+)

Cllr E Botha-Rossouw

ABSENT WITHOUT APOLOGY

Cllr L Phakade

OFFICIALS

Mr V Botto : (ED: Safety & Security)

Ms N Gqiba : (ED: Human Settlements) (via Skype)

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Mr K Jacoby	: (Chief Financial Officer)
Ms Z Mandlana	: (ED: Community Services & Health)
Mr L Manus	: (ED: Water & Sanitation)
Mr R McGaffin	: (ED: Spatial Planning & Environment)
Mr G Morgan	: (ED: Future Planning & Resilience)
Mr K Nassiep	: response to (ED: Energy)
Mr E Sass	: (ED: Corporate Services)
Ms D Campbell	: (ED: Urban Mobility)
Ms R Gelderbloem	: (ED: Economic Growth)
Ms E De Villiers	: Finance
L Fortune	: Finance
L Baard	: Finance
Ms M Peter	: Safety and Security
M Mtyi	: Urban Waste Management
D Valentine	: Finance (Treasury Services)
G Postings	: Office of the City Manager
C Maurer	: Office of the City Manager (Forensic Services)
M Natesan	: Office of the City Manager (Forensic Services)
S Thomas	: Office of the City Manager (Forensic Services)
Z Hoosain	: Office of the City Manager (Internal Audit)
A Moolman	: Office of the City Manager (Internal Audit)
F Arendse	: Office of the City Manager (Internal Audit)
A Aboo	: Office of the City Manager (Internal Audit)
B Lufundo	: Office of the City Manager (Legal Services)
F Singh	: Water and Sanitation (Finance) (via Skype)
E Fray	: Corporate Services (Executive Committee Services)
J van Zyl	: Corporate Services (Executive Committee Services)

AUDITOR GENERAL SOUTH AFRICA

T Narkedien : Auditor-General South Africa (AG) (via Skype)

MUNICIPAL ENTITIES

T Motlhabane : CTICC
W de Wet : CTICC
V Gabelana : Cape Town Stadium
F Parker : Cape Town Stadium
G Woodburn : Cape Town Stadium

APOLOGIES

Mr L Mbandazayo (City Manager)
P Mayisela (Acting ED: Urban Waste Management)

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SPMPAC 00/03/25 OPENING

The Chairperson, Cllr Y Adams, welcomed everyone to the meeting.

SPMPAC 01/03/25 APOLOGIES / LEAVE OF ABSENCE

Noted that Cllrs A Moses and C Davids were ill, but requested to join the meeting online.

RESOLVED that it be noted that apologies for not being able to attend the meeting were received from Mr L Mbandazayo and Ms P Mayisela.

ACTION: E FRAY, J VAN ZYL

SPMPAC 02/03/25 DECLARATION OF INTEREST

It was **NOTED** that Ms G Postings declared her function in terms of completing the UIFW register and processing SCM deviations in the Office of the City Manager and that Mr D Valentine declared his role in terms of the City's Annual Report.

It was agreed by the meeting that only follow-up questions would be addressed.

SPMPAC 03/03/25 QUESTIONS AND ANSWERS I.R.O THE CITY'S INTEGRATED ANNUAL REPORT 2023-24

Ald van der Merwe referred to the response 10(b) at the top of page 11, and enquired whether these agreements were in accordance with the Policy that was previously approved. Ms Mandlana confirmed that the agreements were in terms of the policy.

Ald van der Merwe also referred to the response to question 12 on page 11 about the holiday resorts and was concerned regarding the figures in 12(c), which effectively indicate a loss of R60million. Ald. van der Merwe said that it was previously proposed that the facilities be outsourced, and asked for clarity. Ms Mandlana explained that the rates and charges of the City's resorts were minimal and different to that of commercial resorts, etc. that were linked to tourism. She said that although there were plans to

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review the City's rates and charges in this regard to make it more competitive, it was still work in progress. Ms Mandlana said that the proposal to outsource the City's facilities was well before her appointment and that the facilities will first have to be graded in terms of star ratings. In response to the question raised regarding the way forward, Ms Mandlana explained that the department does what was possible with the budget allocated to it for maintenance and development of the facilities.

Cllr Southgate expressed appreciation to the City's EMT and all officials for the detailed effort in responding to the questions raised by the Councillors on the Integrated Annual report. Cllr Southgate referred to the response to question 37 on page 33 regarding the deployment of resources to combat crime, specifically pre-planned operations in terms of threats. Cllr Southgate enquired about the details that informs pre-planned operations and how resources were allocated in this regard. Mr Botto explained that it depends on the operations as it would influence the resources to be appointed, and cited a roadblock for example and the execution of warrants in dangerous areas. Mr Botto added that resources would be employed in terms of the mandates of the staff in order to achieve a smooth operation, as traffic officials, law enforcement officer and metro police officer have different mandates. He said that it is data-driven and in terms of an evident-based approach to optimally apply resources.

Cllr Southgate also referred to the response to the question regarding CCTV cameras per Subcouncil on page 36, specifically Subcouncil 18. Cllr Southgate said that the installation of these CCTV cameras were largely paid for through Ward Allocations, and enquired about the difference the deployment of these cameras together with the employment of LEAP officers make in combatting crime. In short the cameras versus feet on the ground. Mr Botto explained that the CCTV cameras on its own is not the "be all and end all" in combatting or prevention of crime and to think so, was a misconception, as the cameras only assist in the investigation of crime, according to academic research studies. He said that the employment of LEAP Officers is a Provincial project, where the funding was provided to the City in terms of a grant, but the terms were dictated by Province, who decide which areas were LEAP areas and why, based on data sets and statistics. Mr Botto also explained that the installation of CCTV cameras have downstream implications, as someone should also be employed to monitor the cameras, so a capital outlay does not cover the related operations and maintenance associated with CCTV cameras. He

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further said that it was required by law that for every Capital Expenditure there must be an OPEX component for maintenance purposes. Cllr Southgate appreciated the response and felt this could largely influence future Ward Allocation spending decisions.

Cllr Southgate further referred to the response regarding traffic congestion relief projects on page 38, and enquired where the projects were implemented and/or completed and were the success measured. Ms Campbell explained that a relief was noted during the last 2 years, but the congestion has again increased gradually as more companies have returned to office following the Covid-19 lockdown. She said that it has been found that there was improvement in the congestion relief where a hybrid model of work had been employed.

Cllr Southgate enquired whether a congestion relief was noticeable where the MyCiti bus services had been deployed in comparison with “one-person” travelling to work in their cars. Ms Campbell explained that the MyCiti bus services was presently over-subscribed and the commuter numbers were continually growing. She said that it was problematic to procure more buses or replace damaged buses due to budget constraints and stringent procurement requirements.

Cllr van Zyl commented that it was understood that services and infrastructure have to be implemented in newly-developed areas, but was concerned regarding the lack or maintenance of infrastructure in other areas. Cllr van Zyl felt that the focus should not only be on newly-developed areas.

Cllr Witbooi was concerned regarding any blame being directed towards the Supply Chain Management (SCM) requirements for any procurement and felt that the tone should be set by the politicians. Cllr Witbooi requested that any negativity or resentment towards following the required SCM procedures should be eradicated in totality and that the maturity levels achieved should be upheld in this regard.

Cllr Adams raised concern regarding taxis that drop-off passengers on the N2 Freeway, especially scholars. He said that he had observed taxis driving on the wrong side of the road, and taxis blocking intersections. Cllr Adams felt that concerted efforts should be employed to curb the lawlessness of taxi drivers as this could rub-off on ordinary law abiding citizens.

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Cllr Southgate referred to the response “answer 2” to question 38 at the top of page 39 regarding the progress with the De Waal Road & Main Road Intersection, where the relocation of unlawful land occupants was pending outcome of legal process. Cllr Southgate enquired about the number of unlawful occupants and their location. Ms Campbell said that she would check, but did not have the information at hand about the number of unlawful occupants. She also explained that relocation of unlawful occupants were required all over the City where the City have to find space for them. Cllr Southgate said that the De Waal Road project in the Southern Suburbs was a long-standing project and this project shifted lower on the priority list. Cllr Southgate was of the opinion that it could not be more than about 4 unlawful occupants that need to be relocated.

Cllr Southgate further cited examples of traffic congestion caused in the subject area, of which one was that scholars were being transported to schools from outside the area and, because the road project was not completed, other roads were generally being used as short cuts, etc. Cllr Southgate enquired from Mr Botto whether it would be possible to appoint points men at strategic locations in that area. Cllr Southgate said that on enquiring about this, he received a response that there was not sufficient budget to deploy resources for this purpose and that consideration would be given to deployment of officers in the next financial year. Cllr Southgate enquired whether Metro Police Officers or Law Enforcement Officers could also act as points men, as it appears that only Traffic Officers makes provision for this function.

Mr Botto said that he agrees with the sentiments expressed about the lawlessness that are rife and cited examples in the Ottery area where 45 fines were issued within 30 minutes for traffic transgressions where vehicles failed to stop at Stop Signs. He said that it was not only about enforcement, but also about education and acceptance of the Rule of Law. In response to the question raised about the points men, Mr Botto said that the budget cannot be pre-empted, but in an ideal situation Metro Police Officers would be best suited, as they would have the mandate and powers to execute the law enforcement as well as traffic operations. .

Cllr Southgate further referred to the response in respect of the Contract Register Management System, and enquired whether these registers form part of the reporting to Portfolio Committees. Mr Jacoby said that these matters were reported to APAC, MAYCO and Council.

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Cllr Southgate felt that these matters could assist in the prevention of irregular expenditure. Mr Jacoby said that these matters were also discussed and interrogated at Executive Director collaboration meetings, besides being reported to APAC, MAYCO and Council.

Cllr Southgate also enquired about the average number of projects allocated to a Project Manager (PM). Mr Jacoby responded that the allocation of projects follows a maturity level model, based on the evaluation of the strength of each PM Unit. The strength and weaknesses of each PM Unit in particular directorates were known for further development. Mr Morgan also explained the efforts employed by himself and team on an annual basis to measure the complexities of projects. He said that there were contracts, as well as project developments. He added that the capacity of directorates were gaged in terms of resources and each Executive Director was advised on their resources and whether it was under- or over-capacitated. In that assessment the abilities of project managers were also tested and this also informs on the training required.

Cllr Southgate referred to the response to the IDP process question on page 41 and enquired about the public participation process as being adequate. Cllr Southgate also enquired about the number of public participation engagements, whether on-line or in-person, in the year under review and what was the total amount of responses received per demographic area. Mr Morgan said that although the information is known, not all the information was at hand at the meeting and would be made available to Cllr Southgate. Mr Morgan further said that he was aware of complaints by some communities that they have not been consulted. He added that various directorates apply different methodologies, and some people might feel that they were excluded. Mr Morgan said that with emerging technologies, it could be ensured in the future that all people were included, but that was work in progress. Mr Morgan further explained the mechanisms being applied in the IDP processes and the provincial monitoring of the City's processes, and that it might be seen as a "tick box" exercise, but the City was working on these mechanisms to make the process adequate.

Cllr Southgate said that he had raised this matter as the City would soon embark on the process of disseminating the Draft Budget and felt that the process should be simplified in order that it goes out to the communities.

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Cllr van Zyl said she was aware that the public participation process was a partnership between the City and its communities and felt that the communication to communities should be improved in order to get proper feedback. Cllr van Zyl said that community members from her constituency were interested in the City's doings and more should be done to include communities in the overall municipal endeavours.

Ald van der Merwe felt that it was not a "one size fits all" approach as communities differs. He said that in the Subcouncil where he serves there were seven Wards and that he insists that meetings be held in all those Wards regarding the Draft Budget of the City. Ald der Merwe said that the City's Public Participation Unit always asks for one combined meeting, but he felt that it was more prudent and effective to have separate Ward meetings and will continue to promote this notion.

Mr Jacoby also informed the meeting that Mr Morgan attends the benchmarking exercise of National Treasury where the credibility of the gold stars were proved for the City's Budget. He said that part of the credibility was to present evidence of how the Budget links with the IDP and Public Participation processes, which was additional assurance.

Cllr Southgate referred to the response to building plans on page 44, and enquired what have been done about the vacancies in the Spatial Planning and Environment directorate, and what mechanisms were implemented to assist developers with plans approval. Mr McGaffin explained that the City had migrated from DAMS1 to DAMS2 during the last year and that the filling of vacancies were prioritised during that process, especially within building plans approval. He said that there were still vacancies within the Land Use Management System department, and it was work in progress as the correct persons have to be appointed. In response to the question raised about engaging with developers, Mr McGaffin said that a number of initiatives were implemented, one being a single contact number, and another was moving towards a single email address in that space. There were also 'hubs' in each District, and the activities that follows through these hubs were an indication that it was working. He said that over and above that, a Development Facilitator had also been appointed who engages specifically with high value and complexed development clients. He added that the Facilitator engages

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quarterly with professional bodies, eg. Professional Institute of Architects, Consulting Planners, etc.

Cllr Adams cited examples of community members unnecessarily objecting and complaining about building developments.

Mr McGaffin said that the comment by Cllr Adams is noted, however, citizens have the right to engage in terms of a Legislative requirement to be informed and having the right to comment. He said that this was to balance the rights of the developer, as well as the citizens in a community. Mr McGaffin said that some communities were of the view that the City was too developer-friendly. The City had been taken to Court in some cases in this regard and the merits were unfounded, but the City claimed costs.

Cllr van Zyl said that in her area of residence, there were a number of illegal building work and land use contraventions, etc. and it was problematic to the community. Cllr van Zyl felt that the process was somewhat skewed and lacks transparency as only the property owners receive feedback from the City when objections were lodged. The complainants did not receive any feedback and lodged protests with the community leaders. The transgressors also only receives a nominal penalty from the City. This was one of the issues raised in the public participation process. Cllr van Zyl said that a public meeting was arranged for later on 4 March 2025 to which the Deputy Mayor was invited to provide feedback. Cllr van Zyl was of the view that some developments were changing the entire profile of the communities and long-standing community members were forced to leave such communities. She said that in some cases people of questionable character funded these developments under the names of respectable community members and it was later found that these properties had become destinations of ill repute, where drugs were sold and were prostitution havens, etc. Cllr van Zyl said that on requesting some assistance from the City, it was found that there were only two officials dealing with such matters and they have to cover a broad demographic area.

Ald van der Merwe was in agreement with the sentiments expressed by Cllr Van Zyl and felt that the City could have an enormous number of policies, but if they were not enforced, then they have no value. Ald van der Merwe cited some illegal building cases that were referred to the Planning Appeals Advisory Panel (PAAP) where penalties were issued and the transgressors were all too pleased to pay the penalty fees.

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Cllr Southgate referred to the response given to the question on the percentage of outsourced service request on page 45, and asked for clarity on how this impacted service delivery. Mr Jacoby confirmed the response given about the fixed rate that was applicable and said that the City should never allow contractors to dictate to the City about when they want to do the work.

Cllr Southgate referred to the response 2 to question 47 on page 46, and enquired about the frequency that the Task Team (to look into extortion) meets. Mr Morgan said that the meetings were held three times a week, which includes a scheduled Saturday meeting. The meetings were attended by the relevant Project Managers of projects that were in the particular space, as well as Commissioner Robberts and his delegates.

Cllr Southgate said that the reason for the question emanates from Contractors abandoning the worksite when extortion occurs and had to wait until after the War Room meetings for indication to proceed with works. Cllr Southgate was of the view that every construction contract makes provision for a security component, yet as soon as there was a threat, the contractors withdrew from the sites. Cllr Southgate referred to the Edwards Road Housing Project where the contract with one contractor was cancelled due to non-performance and the fair of the replacement contractor was announced after 9 months, but just after a week of the new contractor commencing, this contractor also moved off site due to a threat. Cllr Southgate enquired about how intelligence was gathered by the City to ensure that these types of issues were dealt with timeously. Mr Botto explained that each directorate was represented at the War Room meetings and that the appointment of contractors were subject to Supply Chain Management processes. Mr Botto said that these issues were on the radar of EMT and mechanisms to improve the security component of construction sites were under consideration. Mr Morgan said that in the case of extortion, contractors were encouraged by the City to lay criminal charges with the South African Police Services. He said that mechanisms were available to improve the security component on such contracts.

Cllr Southgate queried whether a Contractor could claim time-loss from the City due to contract “stand-still” time for fear of further intimidation. Mr Botto said that one of the mechanisms the City would consider deploying going forward, was to include a clause in the contract agreement that Contractor should be aware of the

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risks of threats, and that the City would compel them to lay a criminal charge. Mr Jacoby undertook to take the Edwards Road Housing Project offline with Cllr Southgate.

Cllr Ntshuntshe enquired what would be done by the City when it was found that one of the initial bidders made themselves guilty of extortion. She made example of the MyCiti construction project that was halted in Khayelitsha due to extortion and that she received information that the bidding security company was the extortionists. Mr Jacoby asked that this experience be shared with him separate to this meeting.

Cllr Southgate referred to the response to question 54 about councillor training on the topic of how to apply oversight efforts, on page 52. Cllr Southgate commented that this should be part of the Councillor Induction Sessions.

Cllr van Zyl referred to the response to question 78 on page 66 regarding the construction of a Public Transport Interchange (PTI) in the Stikland area, and said that she serves as a City representative on that City Improvement District (CID) and the request was not for a PTI, but for a shunting yard (Truck Stop). Ms Gelderbloem agreed that a PTI and a Truck Stop were two different concepts and said that her directorate was working together with Urban Mobility to look at truck stops, in addition to the bus holding areas. Ms Campbell confirmed that a PTI would not be constructed in that area.

Cllr van Zyl referred to the response to question 87 on page 69, the optimisation of stormwater and commented that this was not a priority as part of the new water projects and programmes, and this was a concern.

Cllr van Zyl further referred to the response to question 91 on page 70, the Civil Security Collaboration Initiative, and enquired what processes were followed to involve the Neighbour Watches. Mr Botto said that in terms of lessons learnt with disasters in other Provinces, the City has started to engage with registered Neighbourhood Watches to assist with disasters of whatever shapes or forms. He said that Dr Anton Visser in the Safety and Security directorate was driving this process.

Cllr van Zyl referred to the response to question 94 on page 72, the TOC plan for Mitchells Plain, and requested that the report be

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made available to her. Ms Campbell undertook to make the report available to Cllr van Zyl.

Cllr van Zyl referred to the response to question on page 75, and sought clarity on the outstanding DAMS2 service request in the BDM module and maintaining service delivery recovery. Mr McGaffin said that there were key improvements with the migration from DAMS1 to DAMS2, where both, the property owner, as well as the service provider were informed of progress. He said that if not satisfied, the enquirer could consult with the relevant District Manager, and failing satisfaction, the Executive Director could be consulted.

Cllr van Zyl also referred to the response to question 100 on page 75, about the informal trading plans, and enquired whether the disagreement had been resolved. Ms Gelderbloem confirmed that it was resolved with the assistance of the Mayor.

Cllr van Zyl further referred to the response to question 103 on page 76, about the “exhausted contract capacity”, and was concerned about under-performance. Mr Manus said that the two aspects to be considered with the doubling up of the prior year target where it was 25, 50 and then 100km, was significant, yet the number of contractors were not increased, but the target was reached. This time 98 km of replacement sewers were reached and target was achieved a week later to the financial year end and it has set up the City positively for the new financial year as it was running ahead of curve.

Cllr van Zyl also referred to the response to question 106 on page 77, about grass cutting, and asked for clarity. Ms Mandlana explained that there were tender issues for two years consecutively, but a tender was finally in place. She said that it needed to be ensured that the contractor had sufficient capacity, but EPWP staff would also be engaged to perform this function. Ms Mandlana said that the standards were being changed by the City.

Cllr van Zyl commented that she was concerned regarding the capacity at depot level and the turnaround time for grass cutting. Cllr Southgate also expressed concern regarding the capacity for grass cutting purposes. Ms Mandlana explained that the directorate had embarked on a directorate business improvement initiative and this would also improve the hierarchy, organogram, operational responsibilities and accountabilities. She also

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explained that the tender contract was structured strategically to ensure optimal service delivery

Cllr van Zyl further commented that the previous contract could not be extended due to the significant increase in the tender rates and the knock on costs associated with such extension. She said that a comment was made by an official that there were not sufficient budget to cover the contract costs in this financial year. Cllr van Zyl asked for clarity. Ms Mandlana confirmed that sufficient budget provision was made for this service.

Cllr Adams referred to the response to question 62 on page 60, about ethics not being a major challenge, and asked for clarity. Cllr Adams said that the question stems from the list published by the City Manager of City officials being dismissed for various reasons. There was also an incident of Cllr Adams personally experiencing a month's delay in service delivery to his personal property due to City staff not being clear on who should perform the work. Cllr Adams questioned whether this was the culture regarding work ethic in the City. Mr Morgan said that it could not be argued that there were individuals in the staff corps that were negligent, fraudulent, have committed bullying, harassment etc. He said that the number of those individuals were small in relation to the City staff complement of about 31 000 people. The City Manager took a serious stance against staff members that made themselves guilty of such transgressions. Mr Morgan said that he would argue that there was not a general ethics problem in the Organisation.

Cllr Adams cited another example where, unlike the water connection, that when the electricity connection was required at his personal property, he received services within one week of making an application. Mr Morgan said that the level of staff engagement was tested by the City every two years and it differed in various departments.

Cllr van Zyl commented that it has come to her knowledge that there was a general delay in road and surface reinstatements in the City. Mr Manus said that all the Water and Sanitation related reinstatements were outsourced due to an internal lack of capacity.

Cllr Adams referred to the response to question 68 on page 62, about how many social housing units were build during the last 30 years. Cllr Adams said that the response was 4849 units. Ms Gqiba explained that the number of housing units that could be

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yielded is dependent on the funding that were made available by National Government.

Cllr Adams further referred to the response to question 72 on page 64, whether criminal networks infiltrated the City's contracts division, and commented that MPAC needs to be presented with full information at all times in order that any accusations could be averted. Cllr Adams enquired from all the Executive Directors present in the meeting whether they were aware of any person/s that the City was contracting with that have a criminal history, and whether this information would be made available to MPAC in future. Cllr Adams said that his signature and that of Task Team Chairperson were affixed to document and therefore any criminal history of the people the City contracts with should be available. Ms Postings explained that when this question was answered it was done so in view of whether the City had this experience and yes, the City did have that experience. She added that in terms of that particular problem a reputation component was added into the City's SCM Policy. Ms Postings also explained that in terms of the policy, there were due diligence processes looking into various aspects of bidders, like directorships and their associates, etc. The City Manager has also taken certain actions, eg. he has alerted MPAC in one-on-one sessions, and in terms of cancelling contracts and having companies restricted and blacklisted by National Treasury. Ms Postings said that asking that information to be presented to MPAC would not be appropriate, as there were separate administrative processes within the City to achieve that., not only through SCM, but also Forensic processes, and Moores, the current service provider of the due diligence exercise for contracts exceeding R10 million, and for contracts less than this threshold, the exercise is being performed internally. Ms Postings gave assurance that the internal control actions in this regard have been implemented. As new cases surface, certain adjustments were also being made. There is also a specialised unit from the Safety and Security directorate that works closely with the SCM Unit in this regard.

Cllr Botha-Rossouw referred to the response to question 113 on page 79, about CCTV cameras, and also thanked the Executive Directors for their responses. Cllr Botha-Rossouw enquired whether there was a difference between CCTV and CCTC cameras. The response was also only on HV Switch Stations and Main Sub Stations, and Cllr Botha-Rossouw wished to know about other cases of theft of water and electricity. Ms Nassiep confirmed that CCTC was a typographical error and should have read CCTV.

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He also confirmed that there were other cases on which the City do prosecute and that criminals steal any metals, irrespective of its value. Ms Manus confirmed that there were illegal water connections and the theft in this case was much more difficult to monitor through CCTV cameras as the pipes were underground. There were, however, measures to curb such theft and water losses and to prevent the malicious damage to infrastructure. Mr Manus also informed the meeting that there were effective measures afoot and would eventually be rolled-out to the entire City to point out household that make themselves guilty of such theft through smoking devices.

Cllr Majingo expressed appreciation to all the officials who have taken the time to respond to his questions.

Ms Postings informed the meeting that a response had been received from Subcouncils, but this would be included in the oversight report to Council.

It is **RESOLVED** that:

- (a) MPAC, having fully considered the 2023/24 integrated Annual Reports of the City and its Municipal Entities and representatives thereon **RECOMMENDS** that Council adopts the oversight report.
- (b) Outstanding responses, if any, be added to the schedule of matters receiving attention.

It is **RECOMMENDED** that:

- (c) Council approves the Annual Report without reservation.

ACTION: J VAN ZYL, E FRAY, A MOOLMAN, F ARENDSE

SPMPAC 04/03/25 REPORT OF THE AUDIT AND PERFORMANCE AUDIT COMMITTEE (APAC) TO THE MUNICIPAL PUBLIC ACCOUNTS COMMITTEE (MPAC) FOR CONSIDERATION DURING THE OVERSIGHT PROCESS

RESOLVED that report of the AUDIT AND PERFORMANCE AUDIT COMMITTEE (APAC) to the MUNICIPAL PUBLIC ACCOUNTS COMMITTEE (MPAC) for consideration during the oversight process, be **NOTED**.

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ACTION: J VAN ZYL, E FRAY, A MOOLMAN, F ARENDSE**SPMPAC 05/03/25 PRESENTATION IN RESPECT OF THE PERFORMANCE REPORTS (2023/2024) OF THE CITY'S TWO MUNICIPAL ENTITIES: CAPE TOWN INTERNATIONAL CONVENTION CENTRE COMPANY (RF) SOC LTD (CTICC) AND CAPE TOWN STADIUM (RF) SOC LTD**

Mr W de Wet made presentation to the MPAC meeting on the Performance Report (2023/24) of the City's Entity: CAPE TOWN INTERNATIONAL CONVENTION CENTRE COMPANY (RF) SOC LTD (CTICC). The presentation is attached to the official minutes of the meeting as Annexure A.

Ald van der Merwe and Cllr K Southgate commended the CTICC in terms of its profitability and the improvements that they have made year on year. They also thanked the officials for putting Cape Town on the map in terms of the service the CTICC provides to the World.

Ald J van der Merwe sought clarity on the use of the CTICC reserves to which Mr de Wet responded that profit was applied back into the business in terms of capital improvements, that all reserves were invested where preferable rates were obtained. Mr de Wet informed the MPAC members that an approach to either distribute or buy back the 12 750 class C shares that were drawn down from the R200M facility will be made at the next board meeting scheduled for March 2025 and would subsequently be communicated to the City. He further informed the MPAC meeting that some funding in the CTICC coffers were client deposits for planned events, and in terms of which interest were realised.

Cllr K Southgate asked for more information on the bursary programme the CTICC was offering. Mr W de Wet informed the meeting that the CTICC offered bursaries to its staff for 6-month courses and diploma certificate courses, as well as subsidising staff members to study within their respective fields, for example Events Management. He stated that 50% of the bursary allocation was allotted to staff members and 50% to external unemployed learners' bursaries. In response to the question raised by Cllr K Southgate on the criteria for external bursaries, Mr W de Wet explained that the criteria include for the appointment of an

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external service provider to manage the external bursary processes and that various requirements include the following:

- the qualification had to be at a recognised institution and must be SAQA approved.
- the qualification has to be aligned with the hospitality/tourism industry.

Cllr Y Adams asked why the CTICC closed from mid-December to early January and Ms T Motlhabane explained that, as the demand during the year made it difficult for staff to take leave, staff are allowed to take leave during this period.

Cllr Y Adams asked about the retrenchment of employees during the COVID-19 lockdown period and whether vacancies have been filled. Ms T Motlhabane indicated that, approximately 20% of former employees reapplied and were re-appointed. Mr de Wet stated that critical vacancies had been filled and that the CTICC currently has about 10 vacancies that would be filled as the need arise.

In response the question raised by Cllr A Moses if there had been any threats of extortion, Ms T Motlhabane explained that the CTICC had been very fortunate to not have experienced any threats of extortion, but that it should be noted that cyber security had become a real concern at convention centres throughout the world. She informed the MPAC members that the CTICC was a member of the Cyber Security Task Force led by the International Association of Convention Centres. She stated that there had been an increase in impersonations in email and WhatsApp media and that measures are being applied to ensure verify reliability of such communication..

In terms of the 169 034 jobs created nationally since 2003, Cllr E Botha-Rossouw asked how many jobs were created in the Western. Ms T Motlhabane stated that they would have to refer to the annual Economic Impact Study, conducted by BDO, to separate the number of the Western Cape.

RESOLVED that the presentation regarding the performance of the Cape Town International Convention Centre Company (RF) SOC LTD (CTICC), during the 2023/24 financial year, be NOTED.

ACTION: J VAN ZYL, E FRAY

MINUTES MUNICIPAL PUBLIC ACCOUNTS COMMITTEE (MPAC)

04 MARCH 2025

PRESENTATION IN RESPECT OF THE PERFORMANCE REPORTS (2023/2024) OF THE CAPE TOWN STADIUM (RF) SOC LTD

Ms G Woodburn made presentation to the MPAC meeting on the Performance Report (2023/24) of the City's Entity: CAPE TOWN STADIUM (RF) SOC LTD. The presentation is attached to the official minutes of the meeting as Annexure B.

Ald. J van der Merwe commended the Cape Town Stadium (CTS) and was of the view that no other stadium in South-Africa could compare, as it ranked within the top 10 stadiums in the World. Ald. Van der Merwe further stated that he was pleased with the property development phase of the Cape Town Stadium as he was of the view that the venue should present "a full day experience" for the entire family. Ald J van der Merwe asked about the minimum spectators to make an event break-even financially and the difference resources for larger events. Ms G Woodburn explained that the CTS charge a flat rental rate and that a challenge occurs when an event organiser cannot achieve a minimum attendance. She was of the view that profit was only achieved with the minimum attendance of between 5 000 and 7 000 spectators. Ms G Woodman informed the meeting that there were very few events, besides a rugby test match, that would bring in 58 000 spectators and the challenge for the Stadium and the event organisers would be a tough break-even. She stated that the two factors to determine profitability was the number of tickets and the price thereof for any event.

Cllr Y Adams asked about the cost to ratepayers of the Cape Town Stadium since its construction. Mr D Valentine stated that he could only provide the current subsidy issued by the City to the Cape Town Stadium Management which was approximately R35M. The total cost to the ratepayers was not available now. Mr D Valentine explained that the Stadium, as well as the benefit of the infrastructure around the area was funded via grant funding. Mr D Valentine also explained that since the CTS board had taken over the management of the stadium, the subsidisation had decreased significantly. It was, however noted that the events held alone would not generate enough profit for the CTS to be self-sufficient.

In response to the question raised by Cllr Y Adams on when the properties would be developed in the surrounding area and Cllr B

MINUTES MUNICIPAL PUBLIC ACCOUNTS COMMITTEE (MPAC)

04 MARCH 2025

Majingo's requesting a timeline thereof, Ms G Woodman explained the process and progress was ongoing and that completion was aimed to be before the 2027/28 financial year. This is also further aligned with the Granger Bay development timeline. It was noted that various processes had to be completed prior to the construction of the property.

Cllr K Southgate asked if the Stadium would ever become self-sustainable and how the City would finance the property development. Mr D Valentine stated that, even though the aim was to become self-sufficient in future, that he was of the opinion that there would always be some kind of subsidy from the City as per the trend at other stadiums around the world. Mr D Valentine highlighted the fact that the Cape Town Stadium created economic growth in the area and that all aspects should be considered. In terms of the financing of the development of the property, Ms G Woodman explained that it would be a board decision, and that the return on the investment was currently underway. Ms G Woodman was of the view that the revenue streams from the development would be significant.

Cllr B Majingo was of the view that, under the management of the board, the view of the public had become positive and that Cape Town Stadium was moving in the right direction to become more profitable.

Cllr C Mes asked if there had been a comparative study done with other major cities around the world in terms of profitability. Ms G Woodman informed the MPAC meeting that a study could be done on how other stadiums around the world were funded. She was, however of the view that stadiums around the world were indeed subsidised by the Cities they were located in.

Cllr A Moses asked how the CTS managed indoor and outdoor advertising to which Ms G Woodman explained that the outdoor advertising was restricted by its signage master plan and that most of the value had been assigned to the naming rights package.

RESOLVED that the presentations regarding the performance of the Cape Town Stadium (RF) SOC LTD, during the 2023/24 financial year, be NOTED.

ACTION: J VAN ZYL, E FRAY

MINUTES MUNICIPAL PUBLIC ACCOUNTS COMMITTEE (MPAC)

04 MARCH 2025

THE MEETING ENDED AT 12:23

CHAIRPERSON: CLLR Y ADAMS

DATE

DRAFT

A. CITY OF CAPE TOWN

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
1.	General: The focus is mainly on Transport	Cllr J Witbooi	<u>Irregular expenditure of R634m (R368m for 2023/24 and R266m for 2022/23)</u> Please explain the overall increase in irregular expenditure and what mechanisms are put in place to early detect this and what corrective measure are the City putting in place? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	K Jacoby
2.	274	Cllr J Witbooi	<u>Unspent Conditional Grants</u> Please explain why we have so much unspent grants and what are we doing to ensure that this does not reoccur or even that these grants are reduced or sent back. MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	K Jacoby D Sullivan
3.	186	Cllr J Witbooi	<u>Big variances: year-on-year comparative figures budget vs actual</u> Please explain these big variances and what are we as the City doing to reduce these big variances. MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	K Jacoby C Stroud
4.	307	Cllr J Witbooi	Any feedback on the forensic report. What mechanisms are we putting in place to reduce this risk? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	G Postings
5.	365	Cllr J Witbooi	<u>Poor performance</u> What are we doing to address the situation? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	N Gqiba
6.	36	Ald. J van der Merwe	During the 2022/2023 financial year, the Planning Appeals Advisory Panel dealt with 174 appeals and 11 invalid appeals. What are the figures for the 2023/2024 financial year? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	R McGaffin
7.	36	Ald. J van der Merwe	(a) How many meetings of the MPT took place during the 2023/2024 financial year? (b) How many applications were dealt with? (c) How many of the above-mentioned applications were: (i) Approved (ii) Refused	R McGaffin

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RESOLUTIONS AND ADDITIONAL QUESTIONS FROM THE MPAC OVERSIGHT MEETING (4 MARCH 2025)

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
8.	48	Ald. J van der Merwe	What was the staff component per depot in area East? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	E Sass
9.	84	Ald. J van der Merwe	How many: (a) C3 notifications were logged per subcouncil? (b) How many of the C3 notifications were closed per subcouncil? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	E Sass P Nongqongqo
10.	128-130	Ald. J van der Merwe	(a) What was the maintenance and security cost of the CoCT sports facilities? (b) What is the current status of the Facilities Management agreements? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	K Jacoby E Sass Z Mandlana
			ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025 Do the agreements referred to in the response relate to the approved Policy? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	Z Mandlana
11.	128-130	Ald. J van der Merwe	(a) How many tenders are there in the Community Service and Health department? (b) How many of the abovementioned tenders were valid during the 2023/2024 financial year? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	Z Mandlana
12.	128	Ald. J van der Merwe	(a) How many holiday resorts belong to the CoCT? (b) What was the income of each resort during the 2023/2024 financial year? (c) What was the expenditure of each resort during the 2023/2024 financial year? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	Z Mandlana
			ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025 (a) Why is the expenditure exceeding the income? (b) What is the way forward with the resorts to be sustainable, i.e. profitable?	Z Mandlana

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RESOLUTIONS AND ADDITIONAL QUESTIONS FROM THE MPAC OVERSIGHT MEETING (4 MARCH 2025)

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
13.	139	Ald. J van der Merwe	(a) What is the current status of the Bellville PTI development? (b) What was the expenditure on the abovementioned development?	D Campbell
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
14.	132-145	Ald. J van der Merwe	How many spectators made use of the MyCiTi Bus during the following events at the DHL Stadium: (a) Rugby Games (b) Soccer Games (c) Other Events	D Campbell
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
15.	132-145	Ald. J van der Merwe	(a) What was the total income of the MyCiTi bus services during the 2023/2024 financial year? (b) What was the total expenditure of the MyCiTi bus services during the 2023/2024 financial year? (c) Are there any other plans in place to reduce any losses in future?	D Campbell
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
16.	132-145	Ald. J van der Merwe	(a) How many MyCiTi buses do the City of Cape Town have? (b) How many of the abovementioned total are fully operational?	D Campbell
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
17.	150	Ald. J van der Merwe	How many building plans were approved within the boundaries of subcouncil 14 during the past financial year?	R McGaffin
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
18.	156	Ald. J van der Merwe	How many communities within the CoCT had internet connection during the past financial year?	E Sass
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
19.	172	Ald. J van der Merwe	What is the reason(s) why only 61,06% service requests for no collection of refuse were resolved within 3 days?	P Mayisela
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	

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RESOLUTIONS AND ADDITIONAL QUESTIONS FROM THE MPAC OVERSIGHT MEETING (4 MARCH 2025)

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
20.	172	Ald. J van der Merwe	What is the reason(s) why the planned target of number of service sites was not met? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	N Gqiba
21.	173	Ald. J van der Merwe	What is the reason(s) why the kilometres of new municipal roads were not achieved? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	D Campbell
22.	215	Ald. J van der Merwe	What was the total cost of security services at the CoCTowned buildings during the 2023/2024 financial year? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	E Sass R Melody V Botto C Stroud
23.	215 & 219	Ald. J van der Merwe	What was the % of : (a) Ward allocation spending per subcouncil? (b) Subcouncil allocation spending per subcouncil during the 2023/2024 financial year? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	K Jacoby C Stroud
24.	215	Ald. J van der Merwe	What was the cost of overtime during the 2023/2024 financial year in the following departments in comparison with the previous year? (a) Water & Sanitation (b) Urban Mobility (c) Energy (d) Events MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	E Sass C Kleynhans
25.	215	Ald. J van der Merwe	What was the operational spending per directorate during the 2023/2024 financial year? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	K Jacoby C Stroud
26.	219	Ald. J van der Merwe	What was the capital spending per directorate in the CoCT during the 2023/2024 financial year? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	K Jacoby C Stroud
27.	224	Ald. J van der Merwe	(a) How many CIDs are there in the CoCT? (b) What was the collection rate per CID? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	R McGaffin J Joubert

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RESOLUTIONS AND ADDITIONAL QUESTIONS FROM THE MPAC OVERSIGHT MEETING (4 MARCH 2025)

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
28.	20-21	Ald. J van der Merwe	How many spectators attended the following events during the 2023/2024 financial year? (a) Rugby Matches (b) Soccer Matches (c) Other Events MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	K Jacoby D Valentine CTS: CEO
29.	77 – 154	Cllr B Majingo	(a) How does the municipality measure its service delivery performance, and what are the key indicators? (b) Were there any significant improvements in service delivery, and if so what were the contributing factors? (c) What plans are in place to address any service delivery challenges or backlogs? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	G Morgan M Fillies
30.	214 – 342	Cllr B Majingo	(a) What were the key factors contributing to the clean audit? (b) Were there any significant improvements in financial management and internal controls? (c) How did the municipality manage to reduce or eliminate irregular expenditure? (d) What measures are in place to ensure the sustainability of the municipality's finances? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	K Jacoby D Valentine
31.	496 – 520	Cllr B Majingo	(a) How effective is the municipality's governance structure in ensuring accountability and transparency? (b) What role did the audit committee play in ensuring the integrity of the financial statements? (c) Were there any significant changes in leadership or management that contributed to the clean audit? (d) How does the municipality ensure that its leaders and managers are held accountable for their actions? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	G Postings
32.	518 – 520	Cllr B Majingo	(a) Were there any audit findings or recommendations that require attention or implementation? (b) What is the municipality's plan to address any audit findings or recommendations? (c) How will the municipality ensure that the recommendations are implemented and	Z Hoosain

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RESOLUTIONS AND ADDITIONAL QUESTIONS FROM THE MPAC OVERSIGHT MEETING (4 MARCH 2025)

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			<p>sustained?</p> <p>(d) What mechanisms are in place to monitor and report on the implementation of audit recommendations?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	
33.	536 – 548	Cllr B Majingo	<p>(a) What internal controls are in place to prevent and detect irregularities, including fraud and corruption?</p> <p>(b) How effective is the municipality's risk management framework in identifying and mitigating risks?</p> <p>(c) Were there any significant risks identified during the audit, and if so, how are they being addressed?</p> <p>(d) How does the municipality ensure that its internal controls and risk management processes are regularly reviewed and updated?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	K Jacoby (RiskCo Chairperson) M Noonan D Valentine
34.	12	Cllr K Southgate	<p>The City Manager alludes to the extraordinary steps taken to protect our procurement system:</p> <p>(a) Provide details of this plan?</p> <p>(b) How is the "Enough is Enough" campaign being marketed and implemented?</p> <p>(c) What has been the success to date?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	G Postings
35.	12	Cllr K Southgate	<p>Statement by the City Manager on load shedding:</p> <p>(a) What are the multiple investments that the City has made to improve our resilience against Eskom's failure to provide reliable electricity and does it include all the City's essential service facilities?</p> <p>(b) If not, what is the plan going forward?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	G Postings
36.	16	Cllr K Southgate	<p><u>Financial Challenges</u></p> <p>What strategies and initiatives are being implemented or explored to address the growing concern of rising maintenance costs and business continuity expenses being experienced due to load shedding and how will these efforts ensure the long-term sustainability and reliability of our infrastructure and services?</p>	K Jacoby C Stroud D Valentine

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RESOLUTIONS AND ADDITIONAL QUESTIONS FROM THE MPAC OVERSIGHT MEETING (4 MARCH 2025)

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
37.	17	Cllr K Southgate	<p><u>Crime</u> What strategies guide the deployment of resources to combat crime in identified hotspots and what metrics or indicators are used to measure the effectiveness and success of these interventions, ensuring that resources are optimally allocated and that crime targets are achieved?</p> <p>With reference to the metrics or indicators used: (a) How many CCTV cameras are deployed across the City? Provide details per subcouncil. What is the ratio between those funded from the department budget vs Ward allocation? (b) How many LEAP officers are employed across the City? Provide details per subcouncil.</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p> <p>ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025</p> <p>(a) What informs the pre-planned operations? (b) How are resources/ staff allocated for these operations? (c) In subcouncil 18, 119 cameras were installed, the third highest of all the subcouncils. Based on the CCTV investment and the allocation of LEAP officers, how do you marry up with the “feet on the ground”?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	V Botto
38.	Page 20	Cllr K Southgate	<p>(a) What comprehensive plan does the City have in place to address traffic congestion? (b) What specific initiatives, projects and timelines are being implemented to improve traffic flow, reduce congestion and enhance the overall mobility and transportation efficiency within the City? (c) How many Pointsmen do the City currently deploy in areas where there is heavy congestion during peak hours? Provide details. (d) How does this align with the IDP?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p> <p>ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025</p> <p>(a) Where was congestion relief projects implemented and completed?</p>	D Campbell V Botto
				D Campbell D Valentine

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RESOLUTIONS AND ADDITIONAL QUESTIONS FROM THE MPAC OVERSIGHT MEETING (4 MARCH 2025)

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			(b) What is the success rate of the implementation? (c) Is congestion relief noticeable where the MyCiti bus services were deployed? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025 ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025 How many illegal land occupancy is there along De Waal Road and where are they located? MATTER WILL BE FOLLOWED UP VIA THE SCHEDULE OF MATTERS RECEIVING ATTENTION	
			ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025 (a) Can Pointsmen be deployed at strategic locations in that area? (b) Since no resources and funding is available for Pointsmen, will the Metro Police and Law Enforcement Officers be able to act as Pointsmen? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	V Botto
39.	306	Cllr K Southgate	(a) What were the primary causes and contributing factors that lead to the irregular expenditure? (b) What corrective measures are being implemented to address the root causes and to prevent future occurrences? (c) What consequence management steps have been implemented to ensure accountability for those responsible for the irregular expenditure? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	K Jacoby D Valentine
			ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025 (a) Does the Contract Register Management System form part of the report to the Portfolio Committees? (b) What is the average amount of contracts allocated per Contract Manager? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	K Jacoby
40.	404	Cllr K Southgate	<u>Circular 88 Scorecard</u> <u>FM1(i)</u>	G Morgan

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RESOLUTIONS AND ADDITIONAL QUESTIONS FROM THE MPAC OVERSIGHT MEETING (4 MARCH 2025)

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			<p>(a) How does the City ensure effective public participation in the budgeting and IDP processes?</p> <p>(b) How does the City ensure that the process is inclusive and impactful and what mechanisms are used to measure the success?</p> <p>(c) How do you track inputs received from communities and do you inform them that their inputs have been considered in the budget and IDP?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p> <p>ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025</p> <p>(a) At what point is the public participation process considered as being adequate?</p> <p>(b) How many public participation engagements were held during 2023/24 financial year (period under review)?</p> <p>(c) What was the total amount of responses received per demographic area?</p> <p>(d) What was the demographics of the responses received, i.e. online vs in person?</p> <p>MATTER WILL BE FOLLOWED UP VIA THE SCHEDULE OF MATTERS RECEIVING ATTENTION</p>	
41.	404	Cllr K Southgate	<p><u>FM1(ii)</u></p> <p>(a) How does the municipality ensure that the budget is aligned with the priorities and objectives as outlined in the IDP?</p> <p>(b) What mechanisms are in place to monitor and track the allocation of resources to ensure that they are targeted towards achieving the IDP's strategic goals and objectives?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	K Jacoby C Stroud
42.	405	Cllr K Southgate	<p><u>FM 5.2</u></p> <p>(a) What proportion of the budget was spent on repairs, maintenance and upgrades to City assets that includes infrastructure, buildings and equipment?</p> <p>(b) What systems are in place to ensure that expenditure is properly planned, executed and monitored to maximise the lifespan and performance of City assets?</p> <p>(c) What criteria is applied to determine when and what assets are to be upgraded and maintained?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	K Jacoby C Stroud

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RESOLUTIONS AND ADDITIONAL QUESTIONS FROM THE MPAC OVERSIGHT MEETING (4 MARCH 2025)

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
43.	356	Cllr K Southgate	<p><u>Building Plans approved within 30 days</u></p> <p>(a) What were the primary reasons for not meeting the performance target as outlined in the IDP and SDBIP?</p> <p>(b) What remedial steps have been implemented to address the shortcomings, including corrective actions, additional resources or changes in policy and procedures?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p> <p>ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025</p> <p>(a) Have the vacancies in the department been filled? If yes, is there improvement?</p> <p>(b) What mechanisms are in place to assist the Developers?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	R McGaffin
		Cllr Y Adams	<p>ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025</p> <p>(a) Why no consequences for a complainant, i.e. neighbour who submits invalid complaints?</p> <p>(b) When will the City's ruling on balustrades on roofs be amended?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	
		Cllr A van Zyl	<p>ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025</p> <p>Why is the complainant not provided with feedback after complaint is lodged in respect of building works?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	
44.	356	Cllr K Southgate	<p><u>Building Plans 500m² approved within 60 days</u></p> <p>(a) What were the primary reasons for not meeting the performance target as outlined in the IDP and SDBIP?</p> <p>(b) What remedial steps have been implemented to address the shortcomings, including corrective actions, additional resources or changes in policy and procedures?</p> <p>(c) What is the average time that it takes for developers to get their plans passed and is the system designed to align with the City's commitment to "ease of doing business"? Provide details.</p>	R McGaffin

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
45.	360	Cllr K Southgate	<p><u>Key Performance Indicator (4.D)</u> (a) What percentage of service requests are outsourced? Provide details. (b) Of the amount of outsourced service request how many are completed within normal working hours and how many afterhours, which includes weekends?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	K Jacoby C Stroud
46.	360	Cllr K Southgate	<p><u>Key Performance Indicator (4.E)</u> (a) What percentage of service requests are outsourced? Provide details (b) Of the amount of outsourced service request how many are completed within normal working hours and how many afterhours which includes weekends?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	L Manus
47.	362	Cllr K Southgate	<p><u>Key Performance Indicator (4.F)</u> (a) What were the reasons for the two contractors withdrawing and was there action taken against the contractors? Provide details. (b) What specific remedial actions has been taken to mitigate against extortion, including measures to prevent, detect and respond to acts of extortion? (c) What progress has been made in implementing these measures to ensure a safe and secure environment for residents and contractors? (d) What were the factors within the City's control that affected the achievement of the target and what has been done to address it?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	P Mayisela
			<p>ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025</p> <p>(a) How often do the extortion task team and the Joint Operations Centre (JOC) meet? (b) How do you ensure threats/extortion lands at the JOC in the shortest time possible? (c) Can the contractor claim against the City for loss of time in the event of a threat/extortion? (d) What happens if the bidder is the extortionist?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p> <p>(e) At the Edward Street Housing project the second contractor left the site due to threats. Is</p>	G Morgan V Botto

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RESOLUTIONS AND ADDITIONAL QUESTIONS FROM THE MPAC OVERSIGHT MEETING (4 MARCH 2025)

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			the Executive Director: Human Settlements aware that the project was stopped? MATTER WILL BE FOLLOWED UP VIA THE SCHEDULE OF MATTERS RECEIVING ATTENTION	K Jacoby
48.	362	Cllr K Southgate	<u>Key Performance Indicator (4.G)</u> Since the launch of online SSEG has there been less pressure and has there been improvement in the turnaround times? Provide details. MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	K Nassiep
49.	364	Cllr K Southgate	<u>Key Performance Indicator (7.C)</u> (a) What were the primary reasons for not meeting the performance target as outlined in the IDP and SDBIP? (b) What remedial steps have been implemented to address the shortcomings, including corrective actions? (c) What is the status of the remedial action plan? Provide details. MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	N Gqiba
50.	370	Cllr K Southgate	<u>Key Performance Indicator 16.A</u> (a) Have all the EDs submitted their action plans to address and enhance service delivery in areas where community satisfaction have shown a decrease? (b) What mechanisms are in place to monitor and track the implementation of these plans to ensure that they are effective in improving service delivery and restoring community satisfaction? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	G Morgan
51.	372	Cllr K Southgate	<u>Key Performance Indicator 16.K</u> (a) What steps have been taken to ensure that service requests are addressed within the standard turnaround time now that the service standards have been changed from 25 days to 32 days? (b) What additional improvements have been made to the internal processes and resource allocation to improve communication with residents? (c) What metrics are used to track performance in meeting the new targets? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	E Sass

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NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
52.	274	Cllr K Southgate	<p>Subject to the reasons provided for under-spending on conditional grants:</p> <p>(a) Were the delays due to administrative delays by the City, capacity constraints or inadequate planning? If yes, provide details.</p> <p>(b) What measures have been implemented to address the challenge of this happening again?</p> <p>(c) What was done to ensure full utilisation of the allocated funds and achieving the intended objectives and outcomes of these grants?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	K Jacoby D Sullivan
53.	496	Cllr K Southgate	<p><u>MFMA 56 of 2003</u></p> <p>(a) How does the City promote accountability amongst officials and Councillors?</p> <p>(b) What mechanisms are in place to ensure that those responsible for poor performance, maladministration or corruption are held accountable?</p> <p>(c) How are lessons learnt used to improve governance and service delivery?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	G Postings
54.	497	Cllr K Southgate	<p><u>Effective control</u></p> <p>In our briefing with AGSA concern was expressed at the lack of oversight by Portfolio Committees and subcouncils over the Annual Report.</p> <p>What measures are being implemented to strengthen the effectiveness of Portfolio Committees and subcouncils in relation to the Annual Report when it is circulated to the respective structures?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	G Postings
55.	156	Cllr K Southgate	<p>(a) What measures are the City taking to ensure that it is getting value for money in its procurement of goods and services?</p> <p>(b) What analysis has been conducted to determine whether the City is paying too much for certain goods and services?</p> <p>(c) Has any benchmarking been done against industry standards or best practices? If yes, provide details.</p> <p>(d) Has there been comparative studies in relation to services being rendered in-house and outsourced? If yes, provide details. If not, why not?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	K Jacoby A Bloew
56.	118	Cllr K Southgate	<p><u>Programme 8.2. Deliver rapid, large-scale improvement of informal settlements. Upgrading of Informal Settlements Programme programme (UISP)</u></p>	N Gqiba

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RESOLUTIONS AND ADDITIONAL QUESTIONS FROM THE MPAC OVERSIGHT MEETING (4 MARCH 2025)

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			<p>(a) What are the reasons for the delays in the construction/ upgrade of informal settlements, with special reference to Freedom Park and Princess Vlei informal settlement that has been lying still for three years and one year respectively, and that after the civils work has been completed?</p> <p>(b) What impact are these delays having on the overall upgrading programme, including timelines, budgets and beneficiary expectations?</p> <p>(c) What corrective measures are being taken to remediate these delays, accelerate progress and ensure the successful completion of the upgrading programme?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	
57.	173	Cllr K Southgate	<p><u>Material misstatements</u></p> <p>(a) What were the nature of the misstatements? Provide details.</p> <p>(b) How were they corrected?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	G Morgan M Fillies
58.	245	Cllr K Southgate	<p><u>Property Plant and Equipment</u></p> <p>(a) Does the City maintain an up to date Asset Register?</p> <p>(b) How often are audits undertaken to verify the accuracy of the register?</p> <p>(c) If yes, what is the current status of the register including the total number of properties owned by the City and when was the last audit undertaken?</p> <p>(d) Provide details of the locations, value and condition of the fixed property as well as vacant land.</p> <p>(e) Provide a breakdown of how many are residential, commercial, community and vacant land.</p> <p>(f) How many of the properties are occupied by the City and how many are leased out?</p> <p>(g) How many have been declared as problem buildings?</p> <p>(h) How many are illegally occupied?</p> <p>(i) How many properties are awaiting demolition orders?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	K Jacoby D Valentine R Gelderbloem
59.	172	Cllr K Southgate	<p>(a) What are the reasons for the under achievement in providing housing opportunities as reflected in the notes to the financial statements?</p>	N Gqiba

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RESOLUTIONS AND ADDITIONAL QUESTIONS FROM THE MPAC OVERSIGHT MEETING (4 MARCH 2025)

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			<p>(b) What corrective measures have been implemented to address these challenges and to increase the delivery of housing opportunities which include formal housing, informal service sites and service sites?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	
60.	172	Cllr K Southgate	<p>(a) What are the reasons for the under achievement in no collection of refuse as reflected in the notes to the financial statements?</p> <p>(b) What corrective measures have been implemented to address these challenges to improve refuse collection rates and to ensure that all households, including those in informal settlements, receive regular and reliable waste management services?</p> <p>(c) What is the status of the current forensic investigation into waste services?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	P Mayisela
61.	172	Cllr K Southgate	<p>(a) What is the reason for the under achievement in processing customer applications for new electrical supplies?</p> <p>(b) What measures have been implemented to address the challenges and streamline the process and to reduce the turnaround times for new connections and to improve customer satisfaction?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	K Nassiep
62.	56	Cllr Y Adams	<p>Why is work ethic not considered a major challenge, since we have staff members who lack the desire to work?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p> <p>ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025</p> <p>Is there a problem with work ethic in the City?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	G Morgan
63.	60	Cllr Y Adams	<p>Is stakeholder engagement a tick-box exercise since the majority of Councillors themselves do not engage the IDP or even the Integrated Annual Plan?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	G Morgan

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NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
64.	67	Cllr Y Adams	<p>We speak of accelerating growth. How is this possible when Council's water/electricity connection tariff requires massive investment from the home owners and takes on average three months, and building plan delays are standard? Example, why does one require a building plan for a simple car-port?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	R Gelderbloem
65.	66	Cllr Y Adams	<p>Why is the building plan application so cumbersome/ time consuming and why do we allow objections from unaffected parties?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	R McGaffin
66.	67	Cllr Y Adams	<p>Why do we keep talking about the removal of red-tape every year, but seldom explain what we have done to remove existing red-tape and why it exists in the first place?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	R Gelderbloem
67.	75	Cllr Y Adams	<p>We speak of investing in public infrastructure. Why does the Athlone area not have a subcouncil hub where all municipal activities can be communicated from? A request has been made for 10 years continuously.</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	E Sass
68.	76 - 77	Cllr Y Adams	<p>We have been talking about social housing in the inner city for 30 years. How many social housing units have been built in the past 30 years?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	R Gelderbloem N Gqiba
69.	86 - 87	Cllr Y Adams	<p>When will the City of Cape Town free itself from the National grid and eradicate load shedding?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	K Nassiep
70.	88 - 89	Cllr Y Adams	<p>What is happening with USAID to Cape Town? Do we have a plan to replace it if it is removed?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	K Nassiep
71.	94 - 95	Cllr Y Adams	<p>Are we prepared for another day zero? What is the issue regarding the City pumping effluent and polluting sea water and popular beach areas?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	L Manus
72.	102 - 103	Cllr Y Adams	<p>Have criminal networks infiltrated our contracts division, example housing contracts?</p>	G Postings

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			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025 ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025 (a) Is the City aware of service providers that the City is contracting with who have a criminal history, and are they permitted to contract with the City? (b) Can reports submitted in the future to MPAC indicate whether the service provider has a criminal history? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
73.	104 - 105	Cllr Y Adams	Which departments are most affected by criminal networks and what is being done to ensure that honest/law abiding contractors have a fair opportunity for work applications? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	G Postings
74.	242 - 243	Cllr Y Adams	What is the latest on the train situation? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	D Campbell
75.	60	Cllr A Van Zyl	How will the City improve stakeholders' engagements regarding the amendments to the IDP and drafting the budget in the future as the current engagements are not effective? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	G Morgan
76.	60	Cllr A Van Zyl	How will the City improve stakeholders' engagements regarding the amendments to the IDP and drafting the budget in the future as the current engagements are not effective? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	G Morgan
77.	71	Cllr A Van Zyl	With the focus of the City to become the best city in Africa to do business with, please advise the processes undertaken to improve the number of days to obtain business licences and informal trading permits? And how many staff members are employed in the section/department responsible for the licences and the permits? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	R Gelderbloem
78.	72	Cllr A Van Zyl	With regard to the "business retention and expansion interventions", please advise on the initiatives which will follow after the intervention in Stikland Industria. MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	R Gelderbloem L Greyling

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NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
79.	75	Cllr A Van Zyl	Please provide feedback on the current status of the wastewater infrastructure in the Phillippi Opportunity Area which is slowing short-term development. MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	L Manus
80.	75	Cllr A Van Zyl	What is the current status of the redevelopment of the Strand Street quarry? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	R McGaffin
81.	75	Cllr A Van Zyl	How far is the legal and environmental due diligence investigations for City landholdings in Central Claremont? And when will the process be completed? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	R McGaffin
82.	79	Cllr A Van Zyl	How may new taps, on current sites, still need to be installed? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	L Manus
83.	87	Cllr A Van Zyl	What challenges were experienced with the tender for demand response aggregator services and what is the current status thereof? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	K Nassiep
84.	90	Cllr A Van Zyl	Please provide details of the inputs received on the Waste Strategy, or themes/ categories if too many to provide. MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	P Mayisela
85.	93	Cllr A Van Zyl	Well done on the certifications received for ensuring energy efficiency at the WWTWs!!	Not a question. Just a comment
86.	94	Cllr A Van Zyl	What is the current status of the Cape Flats bulk sewer rehabilitation projects? And what is the expected date of completion? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	L Manus
87.	94	Cllr A Van Zyl	What initiatives for optimising of stormwater and urban water for water reuse is being investigated? Are any of the initiatives part of the Water Strategy and has specific projects/ programmes been identified? Potential dates for implementation, if any? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	L Manus
88.	98	Cllr A Van Zyl	To which areas will the City expand its recycling collection services and when will it be implemented?	P Mayisela

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			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
89.	106	Cllr A Van Zyl	What is the current status of the process to expand the powers of the Metro Police? And what process is being followed? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	V Botto
90.	108	Cllr A Van Zyl	Where will the CCTV expansion for the 19 projects mentioned take place? What process is being followed to identify the locations and which criteria apply? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	V Botto
91.	109	Cllr A Van Zyl	Is there any intention to include community members, e.g. NHWs, in the Civil Security Collaboration Initiative? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025 ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025 What is the process that was followed to get the neighbourhood watches involved in the Civil Security Collaboration Initiative? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	V Botto
92.	126	Cllr A Van Zyl	Has the procurement process for the rehabilitation of the Sand and Langevlei Canal confluence been completed and the project been implemented? If so, when? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	L Manus
93.	130	Cllr A Van Zyl	Which libraries have extended their operating hours? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	Z Mandlana
94.	138	Cllr A Van Zyl	Until when will the transport operating company (TOC) pilot project in Mitchells Plain run? And when will the report regarding the outcomes be available? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025 ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025 Request that the TOC pilot project report be tabled at MPAC.	D Campbell

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			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
95.	149	Cllr A Van Zyl	Why is there a decrease in the number of engagements with rough sleepers and referrals for social grants and specialised care while the number of people living on the street has not decreased that much?	Z Mandlana
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
96.	157	Cllr A Van Zyl	Is the CAR project on track and are all timelines being met?	E Sass
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
97.	158	Cllr A Van Zyl	Does the City keep track of the number of users of the open data portal and the spatial information portal? If so, how many used the portal respectively in the 2023/24 financial year?	E Sass
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
98.	159	Cllr A Van Zyl	Has the results of automating public service disruption information system been analysed? If so, please provide the details.	E Sass
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
99.	357	Cllr A Van Zyl	<u>Key Performance Indicator 1.B</u> There was a significant improvement in 2023/24. What still needs attention to ensure compliance?	R McGaffin
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
			ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025 In respect of the response received, what is still outstanding on the DAMS 2 service request?	
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
100.	357	Cllr A Van Zyl	Why was the target for the informal trading plans less in 2023/24 than what it was in the 2022/23 financial year?	R Gelderbloem
			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
			ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025 In respect of the response received, was the disagreement with the subcouncil resolved?	

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			MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	
101.	357	Cllr A Van Zyl	What are the “significant opportunities to improve” the average time to finalise informal trading permits? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	R Gelderbloem
102.	359	Cllr A Van Zyl	<u>Key Performance Indicator 3.B</u> Has all the planned work at Steenbras Dam (extension of pumped storage scheme and the procurement of the battery energy storage) been completed? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	K Nassiep
103.	361	Cllr A Van Zyl	<u>Key Performance Indicator 4.A</u> Was oversight and monitoring not properly administrated? Concerned that the “exhausted contract capacity” resulted in non-performance (did not reach target). MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025 ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025 Why was the 100km target for the KPI not achieved? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	L Manus
104.	363	Cllr A Van Zyl	<u>Key Performance Indicator 4.F</u> Please provide the reason for extending the turnaround time. MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	P Mayisela
105.	365	Cllr A Van Zyl	<u>Key Performance Indicator 7.C</u> When did the Project Manager, Director and Executive Director become aware of all the outstanding work that has to be done? And what remedial actions were taken? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	N Gqiba
106.	367	Cllr A Van Zyl	<u>Key Performance Indicator 11.A</u> Target for this KPI should be 100% as the complaints from the community is excessive when the grass cutting is not taking place. MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025 ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025	Z Mandlana

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			<p>(a) Every year it is reported that the grass cutting matter is under control. Is everything under control this year?</p> <p>(b) Due to the increase in tender rates of the new tender, are adequate funds (budget) available for grassing cutting in this financial year?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	
107.	373	Cllr A Van Zyl	<p><u>Key Performance Indicator 16.K</u> Reason for increase in the number of days to attend to service requests. Is it to ensure that targets are reached?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	E Sass
108.	388	Cllr A Van Zyl	<p>General feedback on the large number of “not applicable”, “system limitation”, “National Treasury exempted...”, etc. comments. Does not really serve a purpose. I am aware that some of the information is reported on elsewhere in the report. Why is the appendix included? Is it a requirement from National Treasury?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	G Morgan
109.	172	Cllr E Botha-Rossouw	<p>What controls are in place to prevent misstatements for basic services, housing and transport?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	G Morgan M Fillies
110.	274	Cllr E Botha-Rossouw	<p><u>Note 17</u> Late in August 2023 the first USDG and ISUP tranches were received. Why were the Conditional Grants not used before the AG 2023/24 report?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	K Jacoby D Sullivan
111.	279	Cllr E Botha-Rossouw	<p><u>Note 24</u> What process is in place to recover outstanding debt?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	K Jacoby E Greyling
112.	307	Cllr E Botha-Rossouw	<p><u>Note 41</u> (a) What controls are in place to prevent fraud? (b) What controls are in place to enhance the oversight role of Executive Directors, Line</p>	K Jacoby D Valentine

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			<p>Managers, Project Managers and SCM officials to prevent irregular and fruitless and wasteful expenses?</p> <p>(c) Will there be harsher consequence management for officials and managers from top to bottom who default in their oversight role and who do not follow SCM regulations and the MFMA?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	G Postings
113.	310	Cllr E Botha-Rossouw	<p><u>Noted 41</u></p> <p>(a) What controls are in place to prevent water and electricity losses?</p> <p>(b) Reply separate on faulty and inaccurate meters and theft, please.</p> <p>(c) Are CCTV cameras a deterrent and how many theft cases are successfully captured by CCTV and lead to conviction of transgressors?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p> <p>ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025</p> <p>Further clarity was requested on point (a) above.</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	L Manus K Nassiep
114.	129	Cllr A Moses	<p>The report portrays that we want to provide basic service to communities in opening our community facilities to communities. In reality we find, although it is the intention, practice and theory does not resonate with each other. This is because staff have a functionality impressed on them and they cannot perform the assistance needed in various capacities. The reason for this is that it is not in their job description and it impacts on the purpose of the facility to give that basic service.</p> <p>(a) What is the alignment process to rectify the above?</p> <p>(b) Is there a business improvement strategy?</p> <p>(c) What is it and how will it provide the basic purpose for the functionality of the facility?</p> <p>(d) Is there a need to implement KPAs in order improve the services at the facilities.</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	Z Mandlana
115.	78	Cllr A Moses	<p>The intention is to provide the basic service to our customers and therefore do a customer satisfactory survey (Page 70) in order to determine how we can enhance the basic services. Through our complaints management services we try to deal with the turnaround time in dealing</p>	E Sass P Nongqongqo

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RESOLUTIONS AND ADDITIONAL QUESTIONS FROM THE MPAC OVERSIGHT MEETING (4 MARCH 2025)

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2023/2024 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			<p>with complaints. This is a basic service through all line departments.</p> <p>(a) What is the turn-around strategy to improve or rectify the delays in dealing with complaints?</p> <p>(b) Is there a need for KPAs in the depots to improve the turn-around time?</p> <p>(c) How can we improve the whole complaint manage system with the latest technology?</p> <p>(d) What is the alternative to avoid delays in our complaint management system?</p> <p>MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025</p>	

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RESOLUTIONS AND ADDITIONAL QUESTIONS FROM THE MPAC OVERSIGHT MEETING (4 MARCH 2025)

B. CAPE TOWN INTERNATIONAL CONVENTION CENTRE (CTICC)

No written questions were received from the MPAC members. The following questions were posed to the CTICC Chief Executive Officer and Chief Financial Officer at the Special MPAC meeting on 4 March 2025:

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2022/23 ANNUAL REPORT	RESPONSIBLE OFFICIAL
1.	N/A	Cllr van der Merwe	How does the CTICC deal with the reserves? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	CTICC: CFO
2.	46	Cllr K Southgate	(a) What is the bursary programme process? (b) What is the criteria for external people to qualify for the bursary? (c) Do you have a retention process in place for staff who received bursaries? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	CTICC: CFO
3.	N/A	Cllr K Southgate	(a) What is the current vacancy rate? (b) Are the current vacancies critical? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	CTICC: CFO
4.	N/A	Cllr Y Adams	What percentage of staff retrenched during the COVID-19 pandemic returned, and were the vacancies filled? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	CTICC: CFO
5.	N/A	Cllr A Moses	Did the organisation have any the extortion threats? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	CTICC: CFO
6.	N/A	Cllr E Botha-Rossouw	Job creation: How many job are in the Western Cape? MATTER WILL BE FOLLOWED UP VIA THE SCHEDULE OF MATTERS RECEIVING ATTENTION	CTICC: CFO

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RESOLUTIONS AND ADDITIONAL QUESTIONS FROM THE MPAC OVERSIGHT MEETING (4 MARCH 2025)

C. CAPE TOWN STADIUM (CTS)

The following questions were posed to the CTS Chief Executive Officer and Chief Financial Officer at the Special MPAC meeting on 4 March 2025:

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2022/23 ANNUAL REPORT	RESPONSIBLE OFFICIAL
1.	20-21	Cllr J van der Merwe	Refer to Section A, Question 28 above. MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	K Jacoby D Valentine CTS: CEO
2.	N/A	Cllr J van der Merwe	ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025 (a) How many spectators must attend an event to break-even? (b) What is the different income generated from different types of events, i.e. rugby test match vs normal rugby game? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	CTS: CEO
3.	N/A	Cllr Y Adams	ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025 (a) What has the total cost of the CTS, including construction of the stadium, been to the City and the ratepayers? (b) When will the shops be completed? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	D Valentine CTS: CEO
4.	N/A	Cllr K Southgate	ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025 (a) Is there a timeframe by when the CTS must become self-sustainable? (b) How will the proposed development be financed? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	CTS: CEO
5.	N/A	Cllr C Mes	ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025 Were comparative studies done with other major cities around the world in terms of profitability? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	CTS: CEO
6.	N/A	Cllr A Moses	ADDITIONAL QUESTION RECEIVED AT THE MPAC MEETING OF 4 MARCH 2025	CTS: CEO

RESOLUTIONS AND ADDITIONAL QUESTIONS FROM THE MPAC OVERSIGHT MEETING (4 MARCH 2025)

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS RAISED BY ALD/ CLLR	QUESTIONS SUBMITTED ON THE 2022/23 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			How is indoor and outdoor advertising of the stadium managed? MATTER RESOLVED AT MPAC MEETING ON 4 MARCH 2025	

A. QUESTIONS FROM PORTFOLIO COMMITTEES

None

B. QUESTIONS FROM SUBCOUNCILS

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS SUBMITTED BY	QUESTIONS SUBMITTED ON THE 2023/24 ANNUAL REPORT	RESPONSIBLE OFFICIAL
CITY OF CAPE TOWN				
1.	372	Subcouncil 18	(a) What strategies have been employed to improve response times and information shared with clients when they call the call centre agents? (b) What is the timeframe for calls to be answered and how has the call centre measured up to that? (c) How accurate is the information the call centre agents provide to clients and how often is it updated? (d) How often do call centre agents undergo training and what is the scope of the training? (e) Is the service received from the call centre one of the metrics used in the Customer Satisfaction Survey? If yes, how did the department score? (f) Provide a copy of the revised service standards.	E Sass
2.	12	Subcouncil 18	(a) What challenges are the City experiencing with the MyCiTi bus service expansion? (b) How does the City plan to protect the infrastructure built against vandalism? (c) Has the taxi industry been consulted before this expansions and what was their response?	D Campbell Gareth Morgan
3.	12	Subcouncil 18	(a) What progress has the City been making to reduce the impact of load shedding on Capetonians? (b) Is there a plan to eventually make the City of Cape Town to not be affected by load shedding?	K Nassiep
4.	P 25	Subcouncil 18	<u>Crime Rates</u> (a) All crime measurements have increased as compared to 2022. What is the City's short-term and long-term solution to this problem? (b) All safety targets in the scorecards are met. How accurate are the KPIs if crime incidents have worsened, but all safety KPIs are well above their set targets?	V Botto
5.	362	Subcouncil 18	<u>Poverty</u>	Clarity

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NO.	ANNUAL REPORT PAGE NO.	QUESTIONS SUBMITTED BY	QUESTIONS SUBMITTED ON THE 2023/24 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			Cape Town's poverty line has remained R3 500 for 2 years, how accurate is this considering inflation? Is it not supposed to increase?	
6.	20	Subcouncil 18	<u>City's Business Context: Adequate Housing</u> "The housing backlog based on the number of applicants from the metro totals approximately 350 000." "In the first two years since the programme's launch, City sites with an expected yield of over 4 200 affordable housing units have been released" Is there a long term solution that the City envisages? It appears even for decades to come that the current 350 000 backlog will not be cleared.	N Gqiba
7.	80	Subcouncil 18	<u>Basic Services</u> There was less access to basic services (sanitation & refuse removal) during the FY2024. What is the reason for this?	L Manus P Maysela
8.	145	Subcouncil 18	<u>General Expenses</u> Consultant costs have increased from R848 million in 2023 to R947 million in 2024. Does the City have a strategy to increase staff competency and skills and decrease consultancy costs over the long-term?	E Sass
9.	156	Subcouncil 18	<u>Irregular Expenditure</u> Irregular expenditure increased from R11 million in 2023 to R634 million in 2024. Could you provide a summarised version of what the increase relates to?	K Jacoby D Valentine
10.		Member of the public via Subcouncil 18	(a) What is the period for the completion of repairs in respect of water pipes, water meters, etc.? (b) What is the current position regarding homeless people and the erection of unauthorised structures? (c) How many dilapidated buildings are there in Wynberg, and how far is the City with regard to getting rid of dilapidated buildings? (d) Is it Council's policy to allow informal traders to occupy pavements? (e) When will the MyCiTi project in Wynberg commence?	Various
CAPE TOWN INTERNATIONAL CONVENTION CENTRE (CTICC)				
1.	239 Note 16 244 Note 25 250 Note 29	Subcouncil 18	<u>Business Performance and Strategy</u> (a) With the significant increase in event hosting this year (larger size and higher yielding), what measures are being taken to ensure that operational capacity and resources are handled effectively as business levels continue to improve?	K Jacoby D Valentine

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QUESTIONS AND COMMENTS RECEIVED VIA THE PUBLIC PARTICIPATION PROCESS

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS SUBMITTED BY	QUESTIONS SUBMITTED ON THE 2023/24 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			<p>(b) What strategies have been implemented to mitigate risks associated with fluctuating utility costs, especially given the significant increase in electricity and water charges this year? (Page 244 – Note 25)</p> <p>(c) How is the company addressing the unfavourable variance in utilities? Is there an ongoing strategy to reduce utility consumption during high-demand events? (Page 250 – Note 29)</p>	
2.	249 Note 29a	Subcouncil 18	<p><u>Financial Performance and Budget Variance</u></p> <p>Could you elaborate on the initiatives that led to the favourable variance in sales, particularly regarding the 43 international events? How do you plan to continue these initiatives to ensure sustained growth and revenue? (Page 249 – Note 29a)</p>	K Jacoby D Valentine
3.		Subcouncil 18	<p><u>On Cash Flow Management</u></p> <p>In the statement of profit or loss you have R215 509 in losses on disposal. Could you provide more insights? Were these disposed of at R0? The statement of cash flows does not show any proceeds from these.</p>	K Jacoby D Valentine
4.	351 Note 31	Subcouncil 18	<p><u>Supply Chain And Procurement</u></p> <p>The deviation from Supply Chain Management Regulations amounted to R17 902 365. Can you explain the steps taken to ensure that deviations are minimised, and procurement policies are strictly followed?</p>	K Jacoby D Valentine
CAPE TOWN STADIUM (CTS)				
1.	16	Subcouncil 18	<p><u>Event Acquisition and Hosting</u></p> <p>The DHL Stadium performance decreased compared to the previous year because it delivered a total of 135 events for the 2022/23 financial year and attracted a total of 993 627 spectators. It was well-known in previous year that there will be no Springbok test match due to the Rugby World Cup in the current year. What plans were put in place to mitigate this and why did they not materialise.</p>	K Jacoby D Valentine
2.	21	Subcouncil 18	<p><u>Event Acquisition and Hosting</u></p> <p>The DHL Stadium hosted 61 non-bowl events for 2023/24 compared to 66 non-bowl events in the previous year. What are the reasons for this?</p>	K Jacoby D Valentine
3.	72	Subcouncil 18	<p><u>Financial Performance</u></p>	K Jacoby D Valentine

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NO.	ANNUAL REPORT PAGE NO.	QUESTIONS SUBMITTED BY	QUESTIONS SUBMITTED ON THE 2023/24 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			<p>The DHL Stadium suffered a loss of R5 856 098 in the 2023/24 financial year compared to a loss of R3 492 126 in the previous financial year, of which the main contributing factor is the decline in revenue due to less events hosted and spectators attracted.</p> <p>(a) The advertising and rebates income decreased by material amounts compared to previous financial year, What was the main reason for this?</p> <p>(b) The biggest revenue stream for the stadium was from contributions made by the City (R33 196 048). Will the stadium be sustainable or break-even anytime soon and what plans are in place to ensure this?</p> <p>(c) The employee costs increased by R1 518 403, which is almost 50% compared to the previous financial year. What was the reason for the increase?</p>	
4.	19	Subcouncil 18	<p><u>Event Acquisition and Hosting</u></p> <p>In 2023/24 a total events of 127 were hosted against a SDBIP target of 122 and 748 276 spectators were welcomed to the DHL Stadium against a target of 750 000. The Stadium attracted less spectators than targeted. One of the main contributing factors is the DHL Stormers not achieving play-offs of the URC Tournament.</p> <p>(a) There is always a probability of the Stormers not moving forward in the tournament. What contingency plan does the stadium have when this happens to avoid not having any events?</p> <p>(b) What was the timeframe between the results of the Stormers not qualifying for the play-offs and the beginning of the play-offs?</p> <p>(c) Could they have managed to acquire any event in that timeframe?</p>	K Jacoby D Valentine

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C. COMMENTS FROM SUBCOUNCILS

The following comments were received and are noted:

NO.	COMMENTS SUBMITTED BY	COMMENTS SUBMITTED ON THE 2023/24 ANNUAL REPORT
1.	Subcouncil 10	<ul style="list-style-type: none"> (a) The various police raids in the offices of the various MayCo members of the City of Cape Town is a demonstration that the City's delivery is not aligned to the King IV Principles, which are the culture of ethical leadership, good governance, enhanced performance, effective internal controls and oversight into the administration. (b) One of the principles of good governance is to understand the fine line between political oversight and interference in the administration. (c) The City is finding itself in the current situation of being investigated by Law Enforcement Agencies because the City's leadership has not internalised and understood the difference between political oversight and political interference. (d) In this Annual Report the City says that it "prioritised excellence in the delivery of basic services as the foundation for healthy and prosperous Cape Town, reliable water and sanitation and refuse collection services provide the essential ground work for dignity and economic growth". This is not a lived experience of the people on the ground as the City only provides water stand pipes where there are drainage systems already in place, whereas the majority of informal settlements are occupying un-serviced land which does not have drainage systems. (e) The City further makes reference to recognised and unrecognised informal settlements and further claims that 99.84% of the recognised informal settlements now receives basic services. This implies that unrecognised informal settlements are not part of this percentage and are excluded from receiving basic services. (f) The report states that the sewer pipe replacement programme has been increased to 97km with R2.127 billion allocated for the next three years. There is still an issue in ward 95 and ward 96 with the sewer pipe replacement project which was supposed to be implemented in the first quarter of the financial year. This is a R14 million project which is supposed to be implemented in Cekeka and Dibana road in front of the new police station in Makhaza. This project did not happen as the companies that specialise in a particular material used did not tender due to the crime in Khayelitsha. (g) Subcouncil 10 has appealed that budget be set aside for this project and not be redirected to other projects. We should still pursue the implementation of this project. (h) The City of Cape Town cannot pride itself of excellent service delivery in the provision of sanitation in informal settlements as the City it is still continuing with the provision of the bucket system.
2.	Ward 96	<ul style="list-style-type: none"> (a) The various police raids in the offices of the various MayCo members of the City of Cape Town is a demonstration that the City's delivery is not aligned to the King IV Principles, which are the culture of ethical leadership, good governance, enhanced performance, effective internal controls and oversight into the administration.

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NO.	COMMENTS SUBMITTED BY	COMMENTS SUBMITTED ON THE 2023/24 ANNUAL REPORT
		<p>(b) One of the principles of good governance is to understand the fine line between political oversight and interference in the administration.</p> <p>(c) The City is finding itself in the current situation of being investigated by Law Enforcement Agencies because the City's leadership has not internalised and understood the difference between political oversight and political interference.</p> <p>(d) In this Annual Report the City says that it "prioritised excellence in the delivery of basic services as the foundation for healthy and prosperous Cape Town, reliable water and sanitation and refuse collection services provide the essential ground work for dignity and economic growth". This is not a lived experience of the people on the ground as the City only provides water stand pipes where there are drainage systems already in place, whereas the majority of informal settlements are occupying un-serviced land which does not have drainage systems.</p> <p>(e) The City further makes reference to recognised and unrecognised informal settlements and further claims that 99.84% of the recognised informal settlements now receives basic services. This implies that unrecognised informal settlements are not part of this percentage and are excluded from receiving basic services.</p> <p>(f) The City makes reference to recognised informal settlements. To date electricity is not installed.</p> <p>(g) The report states that the sewer pipe replacement programme has been increased to 97km with R2.127 billion allocated for the next three years. There is still an issue in ward 96 with the sewer pipe replacement project which was supposed to be implemented in the first quarter of the financial year. This is a R14 million project which is supposed to be implemented in Cekeka, Dibana Road, Malandalahle Crescent and Mhlophe Crescent. This project did not happen as the companies that specialise in a particular material used did not tender due to the crime in Khayelitsha.</p> <p>(h) The Ward Councillor has appealed that the budget set aside for this project not be redirected to other projects. We should still pursue the implementation of this project.</p> <p>(i) The City of Cape Town cannot pride itself of excellent service delivery in the provision of sanitation in informal settlements as the City is still continuing with the provision of the bucket system.</p> <p>(j) Human Settlement turned back billions as the City cannot build houses due to crime.</p>

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D. QUESTIONS FROM THE PUBLIC

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS SUBMITTED BY	QUESTIONS SUBMITTED ON THE 2023/24 ANNUAL REPORT	RESPONSIBLE OFFICIAL
1.	163 Par 40	Political Party	<p><u>Events after Reporting Date</u></p> <p>(a) What is the rationale behind the City's payment of an amount of R28 million upfront for the loan:</p> <p>(i) In terms of which contractual obligation was this payment made?</p> <p>(ii) Was the R28 Million allocation part of the original loan agreement?</p> <p>(b) Can the City provide a more comprehensive explanation for the interest rate and how and why it was determined that the interest rate will be fixed closer to the disbursement date?</p>	K Jacoby D Valentine
2.	153 Par 36.1	Political Party	<p><u>Principal Arrangements</u></p> <p>According to the report, four service providers Cigicell, Ontec, Flash and Sandulela serve as agents for the City in the third-party sale of prepared electricity. The report shows that the City pays an amount of R62 million to these service providers.</p> <p>(a) How many vendors do each of these service providers have on their books?</p> <p>(b) What is the amount they collect each month in terms of purchase orders?</p> <p>(c) How are the additional deductions from purchases accounted for?</p> <p>(d) Many of the municipal accounts do not reflect the deductions made monthly, in many cases up to 90% of the client purchases is allocated for deductions which the City imposes. How does the client reconcile the amount that is deducted per purchase, per month?</p> <p>(e) Is the commission based on the monthly purchases?</p> <p>(f) What percentage of the monthly purchases is paid in commission?</p> <p>(g) How does the commission factor into the tariff increase that was made to NERSA?</p>	K Nassiep
3.	238	Political Party	<p><u>Indicator C5</u></p> <p>According to the City they do not have any traditional leaders in answer to the question. In terms of this indicator the number of recognised traditional leaders within the municipal boundaries are zero.</p> <p>(a) Which traditional leaders were used to sign off the Amazon land in the controversial court case which the City approved?</p> <p>(b) The City indicated that they consulted with traditional leaders during the construction of the Green Point Dome. Which San/Khoi traditional leaders were used to launch the Dome?</p>	G Morgan M Fillies

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NO.	ANNUAL REPORT PAGE NO.	QUESTIONS SUBMITTED BY	QUESTIONS SUBMITTED ON THE 2023/24 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			<p>(c) Do the above categories of persons not reflect recognised traditional leaders?</p> <p>(d) Are the Jewish/Muslim leaders not recognised as traditional leaders within the municipality and why would the City ignore our rich heritage within the Cape?</p>	
4.	31	Political Party	<p>In terms of the alignment with sustainable development goals and values, can the City please provide us with the following: The business plan/ strategy for each of the 17 priorities and objectives aligned with the United Nations 17 sustainable development goals, per directorate mentioned below.</p> <p>(a) The report further states that the table below summarises the alignment of the City six priorities and three foundational programmes with the SDG. The six priorities are: (1) Economic Growth, (2) Safety, (3) Basic Services, (4) Housing, (5) Public Space, Environment & Amenities and (6) Transport. The three foundational programmes include: (a) A resilient City, (b) A Spatial Integrated and Inclusive City and (c) A Capable Collaborative Government.</p> <p>(b) Taking the priorities and foundational programmes into consideration, can the City provide an explanation why the foundation of an Integrated and Inclusive City is taking so long to be realised and why the City actively prevents this realisation from taking place via litigation and other means?</p> <p>(c) The crime and murder rate in the Western Cape is amongst the highest in the country. Aside from the shot spotter technology and the deployment of more LEAP officers, what other plans/strategies do the City intend on implementing to ensure that the priority of safety is achieved?</p>	G Morgan V Botto
5.	147	Political Party	<p>(a) Can the City please advise why the conditional grants which was delayed by 28 days could not be spent?</p> <p>(b) Are there no existing projects that required funding?</p> <p>(c) How many projects are in the pipeline to be implemented and why could the funds not be utilised for these projects?</p> <p>(d) How many housing projects are tender ready waiting only for funding in the City of Cape Town?</p> <p>(e) The same questions are to be asked of informal settlements. This funding was also only delayed by 23 days.</p>	K Jacoby D Sullivan
6.	166	Political Party	In terms of the information provided below, which indicates that R2 billion has been awarded to family of employees in the service of the state, can the City provide us with the following:	K Jacoby A Bloew

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QUESTIONS AND COMMENTS RECEIVED VIA THE PUBLIC PARTICIPATION PROCESS

NO.	ANNUAL REPORT PAGE NO.	QUESTIONS SUBMITTED BY	QUESTIONS SUBMITTED ON THE 2023/24 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			<p>(a) How many employees of the City and/or their family members are doing business with the City of Cape Town or are actively contracting with the City of Cape Town and how does the City ensure that the Bid Adjudication process is not tainted through such kinds of contracts/tenders?</p> <p>(b) What is the total value of these tenders? Is R2 billion an accurate reflection?</p> <p>(c) In which departments or directorates are these tenders and can an accurate breakdown be provided?</p> <p>(d) How many councillors are doing business with the City of Cape Town?</p> <p>(e) How many political office bearers are doing business with the City of Cape Town?</p> <p>(f) How many ex-politicians have projects with the City of Cape Town and are receiving funding for these projects?</p>	
7.	163	Political Party	<p>Legal services reports to the Office of the City manager. In light of this can the City Manager please explain the following:</p> <p>(a) How R130 000 Legal Service procurement is not in terms of Supply Chain Management regulations?</p> <p>(b) How was it possible that expenditure of R8.4 million was incurred after the contract expired?</p> <p>(c) Can the City provide an explanation for the R626 million which is not compliant with the City's SCM Policy, the SCM Regulations and sections 33, 11 and 116(3) of the MFMA?</p> <p>(d) Can the City provide a full report of the matter within the Urban Waste Management directorate that is currently being investigated by the Ethics and Forensic Services department? How far is the investigation into the MayCo member's conduct by the Office of the Speaker?</p>	G Postings R Sayed
8.	66, 67, 68	Political Party	<p>(a) How is the City going to resolve the issue of the housing waiting list?</p> <p>(b) Can the City please answer the following:</p> <p>(i) How is the City of Cape Town going to deal with the housing waiting list that is not reducing, but more people are being added as the youth turn 18 years old?</p> <p>(ii) When was the last time that the waiting list was assessed to:</p> <ul style="list-style-type: none"> determine the number of beneficiaries who have passed on (to remove duplications, etc.) 	N Gqiba

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NO.	ANNUAL REPORT PAGE NO.	QUESTIONS SUBMITTED BY	QUESTIONS SUBMITTED ON THE 2023/24 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			<ul style="list-style-type: none"> determine the number of people who have become property owners. Once they received their home, they should come off the list and re-apply if something unfortunate happens. <p>(iii) Can the City advise how beneficiaries are identified across the city when a:</p> <ul style="list-style-type: none"> rental opportunity is made available BNG project is identified. <p>(iv) How many housing projects has the City identified?</p> <p>(v) Where are these housing projects located? Is the location of these projects closer to the CBD and/or economic opportunities, schools and other amenities?</p> <p>(vi) How many housing opportunities are identified in each of these projects?</p> <p>(vii) Have the beneficiaries already been identified for these housing projects?</p> <p>(viii) Can a breakdown of the projects that have been implemented be provided, and if they have not yet been implemented are there exact dates for when these projects can be implemented and completed?</p> <p>(ix) The housing backlog in Cape Town stands at 350 000 families. Why has the City delivered only 1 627 serviced sites out of the promised 7 100?</p> <p>(x) What is the plan to accelerate housing delivery, and why have commitments not been met?</p> <p>(xi) The housing backlog in Cape Town stands at 350 000 families. Why has the City delivered only 1 627 serviced sites out of the promised 7 100?</p> <p>(xii) What is the plan to accelerate housing delivery, and why have commitments not been met?</p>	
9.	40, 45 - 91	Political Party	<p>(a) What is the purpose of the Integrated Annual report?</p> <p>(b) The City of Cape Town brands itself as “pro-poor” and fiscally responsible. Given the findings of the latest Integrated Annual Report, how would you respond to claims that the administration has failed the City’s vulnerable communities?</p> <p>(c) Trust in the City’s leadership has dropped significantly. Why do you think this has happened? What immediate interventions will be implemented to address poor service delivery, particularly in the poorer and underdeveloped areas as it also has a direct impact on our environment and the water ways?</p>	G Morgan

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NO.	ANNUAL REPORT PAGE NO.	QUESTIONS SUBMITTED BY	QUESTIONS SUBMITTED ON THE 2023/24 ANNUAL REPORT	RESPONSIBLE OFFICIAL
			(d) The overall performance of this well run City has dropped from 2.8 to 2.7. This falls within the category of fair to poor or poor to fair, fair being 3. This City has not yet provided a fair performance. Furthermore, compared to other public service providers they cannot even reach a fair at this point but a miserable 2.7 (Poor to Fair) rating. As a service provider it certainly does not do any better than a 2.7.	
10.	22	Political Party	<p>With the poverty percentage standing at 17.6% according to the report, of the 1 452 845 household, 186 520 households are indigent (the actual number should be 255 701 households). Can the City please advise on the following:</p> <p>(a) How many indigent grants have been issued?</p> <p>(b) What is the rand value of the indigent grant?</p> <p>(c) Many of the indigent have deductions taken from their electricity purchases? Why are these deductions not reflected on their municipal accounts?</p> <p>(d) When indigent grants are approved, the City claims that the arrears are written off, but once the indigent period (2 to 3 years) has expired, the arrears is placed back onto the account and the debt collection processes is reinstituted. If the debt is written off, why is this arrears reinstated after the indigent period?</p> <p>(e) Does the City employ collection agents/attorneys to collect the arrear amounts? If so, how many collection agents/attorneys do we employ?</p> <p>(f) How many letters are sent out per month per agent/attorney?</p> <p>(g) Are the legal fees for these agents added to the account of the indigent?</p> <p>(h) How are these agents/attorneys paid?</p>	K Jacoby E de Villiers

**REPORT OF THE AUDIT AND PERFORMANCE AUDIT COMMITTEE
TO THE MUNICIPAL PUBLIC ACCOUNTS COMMITTEE
ON THE CITY OF CAPE TOWN'S 2023/24 INTEGRATED ANNUAL REPORT**

PURPOSE

To provide a report to the Municipal Public Accounts Committee ("MPAC") in support of its oversight function, and to inform the MPAC oversight report.

MANDATE AND AUTHORITY

The Audit and Performance Audit Committee ("APAC" or "the committee") is mandated in terms of section 166 of the Municipal Finance Management Act, Act 56 of 2003 (MFMA).

The responsibility of the APAC, as an advisory oversight activity, is further re-iterated in terms of:

- The MFMA Circular No. 65 of November 2012 which stipulates reporting requirements and the need for the chairperson of the Audit Committee to submit a copy of its report to the MPAC for consideration during the MPAC engagements on the oversight report; and
- In terms of MFMA Circular No. 32 of March 2006 the Audit Committee provides independent specialist advice on financial performance, efficiency and effectiveness, performance management and compliance with legislation.

Note: The above circulars have not been adopted by the Council of the City of Cape Town.

The APAC chairperson is available to discuss the report if requested by the MPAC chairperson.

In terms of the APAC's Terms of Reference, approved by MayCo on 22 June 2023, the APAC has the following responsibilities related to the Annual Financial Statements and the Integrated Annual Report:

- 7C(f): Advise on disclosures on matters of risk and risk management in the Integrated Annual Report;
- 7L(d): Review the integrity of the information included in the final Integrated Annual Report before release, by considering the work and results of assurance providers (e.g. external and internal audit) relating to the validity, accuracy and completeness thereof;
- 7L(j): Consider the Integrated Annual Report with recommendation to MPAC regarding onward submission to Council;
- 8(f): APAC will report to Council on how it has fulfilled its duties during the financial year. This report is included in the Integrated Annual Report of the City and its entities;
- 8(k): APAC should have regard to all factors and risks that may impact on the integrity of the Integrated Annual Report, aligned to its role and functions;
- 8(l): The APAC must review the disclosure of sustainability issues in the Integrated Annual Report to ensure that it is reliable and does not conflict with the financial information.

RELATED AUDIT REPORTS

The APAC has considered the work performed by Internal Audit (IA) and the Auditor-General of South Africa (AGSA) on the Integrated Annual Report (IAR) in exercising its responsibilities and as required by its Terms of Reference.

Section 79A(3)(b) of the Local Government: Municipal Structures Amendment Act, Act 3 of 2021, requires the MPAC to review internal audit reports together with comments from the management committee and the audit committee and make recommendations to the municipal council. To assist MPAC in fulfilling this mandate, APAC wishes to draw MPAC's attention to the following areas flowing from APAC's activities during the year, including the quarterly review of IA projects completed, as required by section 165(2)(b) of the MFMA, and IA's Annual Statement on Governance, Risk Management and Internal Control Processes within the City of Cape Town for the year ended 30 June 2024:

- A matrix (based on COSO – Committee of Sponsoring Organizations of the Treadway Commission) is applied to measure and provide an opinion on the overall governance, risk management and internal control processes of the City. The overall assessment rating for 2023/24 was calculated at 2.73, compared to 2.82 in the previous financial year, which falls into the "some improvement needed" category. The rating of Some Improvement Needed indicates that a few specific control weaknesses were noted. However, in general, controls evaluated are adequate, appropriate, and effective to provide reasonable assurance that risks are managed and/or objectives are met.
- Audits conducted differ from year to year and is dependent on the City's risk profile identified during the compilation of the annual risk-based audit plan and adjustment audit plan. The basis of comparatives used may therefore differ from year to year as the City's risk profile evolves from year to year.
- The overall ratings for the 37 assurance audits completed are:
 - Effective: 11% (2022/23: 27%)
 - Some improvement needed: 67% (2022/23: 49%)
 - Major improvement needed: 22% (2022/23: 24%)
 - Unsatisfactory: 0% (2022/23: 0%)
- Main root causes identified from the 37 assurance audits conducted in 2023/24 are:
 - Lack of and/or the inadequacy of existing policies and procedures (12 of the 37 audit reports = 32%);
 - Lack of management review, supervisory checks and oversight (21 of the 37 audit reports = 57%);
 - Lack of supporting evidence/information/records management processes (15 of the 37 audit reports = 41%);
 - Resource/Capacity constraints, lack of skills/ guidance and training (17 of the 37 audit reports = 46%);
 - Lack of communication/collaboration/coordination (7 of the 37 audit reports = 19%); and
 - Lack of monitoring activities (15 of the 37 audit reports = 41%).
- Follow-up audits are performed to determine if corrective actions agreed to by line management, in respect of audit findings from previous audits, have been implemented. The directorates' Key Operational Indicator for "Percentage Internal Audit recommendations resolved" has a target of 75%, and follow-up audit results indicated that 89% (2022/23: 87%) of audit findings previously reported were addressed.

Internal Audit also completed an advisory review on the draft Annual Financial Statements where issues were raised with management for action. In addition, risks and opportunities with value-adds were shared. The report also gave the APAC comfort that subsections 7L(a), 7L(c) and 7L(h) of our Terms of Reference had been achieved.

Notwithstanding significant challenges during the year under review, the City has exhibited growth and efficacy, effective governance, increased accountability, and transparency. The APAC congratulates the City's management on achieving an unqualified audit report on the Annual Financial Statements, with no material Compliance findings – effectively a “clean audit” for the third year in a row. This is an excellent achievement and we thank the entire management team for the hard work that went into this excellent achievement. It's no easy feat achieving a “clean audit” especially on compliance in an entity of this size and complexity.

CONCLUSION

In terms of the MFMA Circular No. 32 of March 2006, relating to The Oversight Report, the APAC has the following to bring to the attention of the MPAC:

- A Report of the APAC for year ended 30 June 2024 is included in the Integrated Annual Report.
- As part of its continual monitoring and assurance, an Outstanding Matters Schedule is maintained on the APAC agenda and matters not finalised are followed-up at subsequent meetings, until resolved.
- APAC maintains oversight of the key performance areas and the control environment through ongoing monitoring of indicated activities and controls, challenges and shortcomings.
- APAC monitors the implementation and maturity of the combined assurance process, integrated thinking and other initiatives to enhance governance. Risk identification, mitigation plans, and achievement of targets are robustly engaged to ensure and assure relevance on a continuing basis.
- Governance enhancements include:
 - Management and monitoring of corrective actions to be implemented to address internal control findings, ethics, loss and risks
 - Information technology governance
 - Application of good corporate governance based on King IV
- Enhanced focus by APAC on:
 - The implementation and maturity of combined assurance
 - Forensic findings and recommended management actions
 - Legal matters, including contingent liabilities
 - Governance and control improvements
 - Proactive management of critical risks
 - Compliance
 - Information, Communication and Technology (IC&T)
 - Environmental/climate change
 - Thefts and losses

The City's Integrated Annual Report presents performance against all key commitments and the committee is pleased with the progressive continuous improvement made by the City and compliments the City's Executive Management Team and recommends the City's Integrated Annual Report for onward submission.



Tom Blok

Chairperson: Audit and Performance Audit Committee

Date: 31 January 2025

MPAC 07/03/25

QUESTIONS/COMMENTS SUBMITTED VIA PUBLIC PARTICIPATION PROCESS ON THE CITY'S 2023/24 ANNUAL REPORT					
QUESTION N.	PAGE NO.	QUESTIONS/COMMENTS FROM	QUESTION	EXECUTIVE DIRECTOR	
SUBCOUNCIL 18					
1	372	SUBCOUNCIL 18	<ol style="list-style-type: none"> 1. What strategies have been employed to improve response times and information shared with clients when they call the call centre agents. 2. What is the timeframe for calls to be answered and how has the call centre measured up to that? 3. How accurate is the information the call centre agents provide to clients and how often is it updated? 4. How often do call centre agents undergo training and what is the scope of the training? 5. Is the service received from the call centre one of the metrics used in the Customer Satisfaction Survey? if yes how did the department score? 6. Provide a copy of the revised service standards. 	<p>16.K – E Sass</p> <p>16.K – E Sass</p> <p>16.K – E Sass</p> <p>16.K – E Sass</p> <p>16.K – E Sass</p> <p>16.K – E Sass</p>	
ANSWER <ol style="list-style-type: none"> 1. IVR enhancements, including Updated Position in Queue software, implementation of new shift rotations to maximise capacity and regular updates to our Body of Knowledge. 2. We aim to answer 80% of calls within 3 minutes and the remainder within 5 minutes. 3. During periods of unexpectedly high call volumes the contact centre has struggled to maintain this service level, but in recent months the contact centre has been able to consistently maintain its service levels. 4. The contact centre is mandated by service departments to render contact centre services on their behalf. This includes signed-off standard operating procedures that are updated by service departments whenever there are changes. SOPs form the basis for contact centre training and are also available via the Body of Knowledge. This is regularly updated whenever any information changes. 					

5. Agents undergo training whenever there are significant changes to processes. Smaller changes are communicated via email and reinforced during team meetings. Team Leaders ensure that agents are fully aware of these changes.

Yes, it is. Agent professionalism, knowledge and level of service received.

6. The department consistently achieves a score of 4.7 or above out of 5 on the Likert scale.

Please see attached document example of the SLA with Recreation and Parks which was signed for 2024/2025.
ANNEXURE A TO THIS DOCUMENT

2	12	SUBCOUNCIL 18	<p>1. What challenges is the City experiencing in its MyCiTi bus service expansion?</p> <p>2. How does the City plan to protect the infrastructure built against vandalism?</p> <p>3. Has the Taxi industry been consulted before this expansions and what was their response?</p>	<p>D Campbell</p> <p>Gareth Morgan</p> <p>D Campbell</p>	
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ANSWER

1. Funding capacity is the most significant limitation to MyCiTi service expansion. No public transport system is self-funding, and MyCiTi is no different. Funding sources include Fare Revenue, City Rates, and national grant funding (Public Transport Network Grant (PTNG)). As Fare Revenue is insufficient to fund all direct costs (the actual bus operations), City Rates are required to fill the gap. Maintenance and other indirect costs (staff, station management, automated fare collection etc.) are funded via the PTNG, which cannot fund bus operations. The extent of PTNG use is limited to indirect costs (up to 50% of indirect costs only), which means that additional bus services cannot be introduced. Thus, the current grant framework contributes to bus services expansion being inhibited.
2. TII has incorporated the following vandal deterrent aspects in their designs for the MyCiTi Phase 2A:
 - Kerbside stops made of precast concrete units
 - Signal equipment protected in underground chambers
 - The stops and stations constructed of vandal proof materials with roller door shutdown to prevent further vandalism during protests
 - Using in-situ exposed aggregate concrete for the sidewalks instead of pavers to prevent theft of pavers
3. The directorate has embarked on an extensive consultation and engagement program with the minibus-taxi (MBT) industry stretching back to 2022. The main purpose of the engagements was to introduce the MyCiTi Phase 2A project to the industry and to expand on the benefits and advantages the project holds for the industry participants. To date the project has been reasonably well received by the industry, although some challenges did occur as to be expected from a project of this magnitude. Five MBT regions have been earmarked for the project and engagements are currently ongoing. The biggest challenge from a relationship and participation perspective was received from the CATA association which to date has not fully participated in engagements. CATA is currently struggling with internal conflict which impacts on the decision making by the executive committee of the association. The City will continue to engage CATA in order to bring them on-board however the project is continuing with the other 4 participants. Allowance will be made for CATAs on-boarding once the association is ready to join.

3	12	SUBCOUNCIL 18	What progress has the City been making reducing the impact of loadshedding on Capetonians? Is there a plan to eventually make the City of Cape Town to not be affected by loadshedding?	K Nassiep	
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ANSWER

The City has plans in place to reduce the impact of loadshedding by up to 4 stages by 2026. As long as we are dependent on Eskom for the bulk of our power supply we will be at risk of loadshedding. The higher the level of loadshedding the greater the cost and longer the time to implement measures to mitigate against the impact. Over time and a firm date cannot be given, the City will reduce its dependence on Eskom by purchasing power from independent sources and through self-build generating capacity. The timing of such purchases and construction will depend on factors such as

- i) available budget
- ii) projected load growth
- iii) type of power required (baseload, peaking, emergency, etc) and
- iv) customer choices

While it is desirable to reduce the dependency on Eskom in order to limit the impact of loadshedding and protect our customers from related price hikes, we need to ensure we have grid infrastructure in place to accommodate higher loads and diverse sources of power. Linked to this will be the need to, over time, take over direct Eskom-supplied customers to ensure a standardised quality of supply.

4	P 25		CRIME RATES: <ol style="list-style-type: none"> 1. All crime measurements have increased as compared to 2022, what is the City's short-term and long-term solution to this problem? 2. All safety targets in the scorecards are met, how accurate are the KPIs if crime incidents have worsened but all safety KPIs are well above their set targets? 	V Botto	
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ANSWER

1. It is primarily the constitutional responsibility of SAPS to attend criminal matters, we performing a supporting role. However, the City is frequently called upon to assist with the gaps left by SAPS. The Safety and Security Directorate has adopted an approach of continuously improving its existing resources as it understands the limitations in respect of appointing ideal levels of policing staff. To this end, it is in the process of further developing its training, information gathering and analysis, investigative, tactical policing and technology capacity. The Directorate is also in the process of exploring different policing practices and firm decision have been taken on the expansion of a well-documented hot-spot policing initiative and the introduction of neighbourhood / problem-orientated policing. In addition, the Directorate has made significant progress in increasing collaboration with local businesses, private security, NGO's and community based safety organisations in an effort to build a strong united front against crime and disorder. The Directorate is furthermore committed to an advocacy process that aims to secure additional powers for its policing resources in an effort to increase the potential impact it can have on the current crime situation in the City. The long term solution is a highly trained and well-developed

Directorate that aims to continuously improve its operational capacity, is adaptable and is willing to explore different ways and means to achieve its operational objectives. The Safety and Security Directorate is well on its way to achieve this goal.

2. The KPIs have been developed to measure the level of effort and achievements of the Directorate and are therefore mostly output based. This is largely due to the fact that the Directorate is only one of a number of roll-players that are responsible for addressing crime and disorder. The Directorate can, however, take on a more prominent role in reducing crime as and when its policing powers are expanded. Despite this, the Directorate has embarked on a process of introducing more outcomes based KPIs that will attempt to measure its performance as it relates to the actual levels of crime and disorder.

5	25	SUBCOUNCIL 18	3. Poverty - Cape Town's poverty line has remained R3 500 for 2 years, how accurate is this considering inflation? Is it not supposed to increase?	G Morgan	
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ANSWER

The R3500 refers to the household income as a proxy for household poverty based on the qualification for Building New Ground (BNG) housing, which explains the R3500 value being constant over the past few years.

The insight states that 17.6% of households qualify for BNG housing in 2023, a decrease from 23.5% in 2022.

The R3500 also aligns closely with the current lower-bound poverty line published by Stats SA for households. StatsSA publishes the National poverty lines annually.

Going forward we will adjust this to reflect the official Stats SA poverty lines against the household income data for Cape Town gathered via the annual General Household Survey produced by Stats SA.

This will allow the reader to view the changes of the poverty lines and the income levels of households, rather than aligned to the BNG income threshold.

6	20	SUBCOUNCIL 18	CITY'S BUSINESS CONTEXT – ADEQUATE HOUSING "The housing backlog based on the number of applicants from the metro totals approximately 350 000." and "In the first two years since the programme's launch, City sites with an expected yield of over 4 200 affordable housing units have been released" Is there a long term solution that the City envisages? It appears even for decades to come, that the current 350 000 backlog will not be cleared.	N Gqiba	
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ANSWER

The Human Settlements directorate will continue to upscale and improve on its role as a provider of housing opportunities through the implementation of the National Housing Code programmes such as the Breaking New Ground (BNG), Enhance People's Housing Process (EPHP) etc Increasing demand for human settlements opportunities will also be addressed through supporting the participation of the private sector in the provision of housing, and through encouraging densification/high density development and innovation in the way housing is delivered in the City. Examples include: → Land

release and city incentives to the private sector (traditional private sector, emerging private sector, social housing institutions). The current land release programme projects to release an additional 10 000 affordable housing opportunities in the next 2 years. → Identification, advocacy and assembly of state-owned land for redevelopment (e.g. Stikland, Wingfield, Youngfield etc) → Support for small scale rental units and micro-developers (Sector is the fastest growing in terms of affordable housing development. It also encourages densification, which needs less land per unit output) → Upgrading of Informal Settlements Programme (UISP) to push for incrementalism and formalization over time. → Encouraging densification through: – Alternative Building Technology (ABT) in informal settlements – Additional development rights for developing affordable housing → Future ownership: developing a rent-to-buy pilot project to test a new model of home ownership that is more appropriate for the South African context (addressing existing barriers of high levels of household indebtedness, and credit worthiness issues) – with the aim of replicating over time. This will be most appropriate for the land release programme.

7	80	SUBCOUNCIL 18	BASIC SERVICES There was less access to basic services (Sanitation & Refuse removal) during the FY2024, what is the reason for this?	Sanitation - L Manus Refuse - P Maysela	
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ANSWER

The data on the percentage coverage on basic sanitation is provided by the Stats SA 2023 General Household survey, not water and sanitation and would require detailed analysis by the City to determine reasons for the variation in 2023/24. It must also be noted that the percentage coverage include formal and informal households. It is most likely that the decline relates to the informal households within the city. Thus although the number of toilets provided in the informal settlements increased by 25% comparing the two years, the decline in percentage coverage would mean that the number of households not serviced by the city increased at a higher rate than the rate on the number of households serviced during that period.

The reasons why the rate of servicing households versus not servicing them differs may relate to funding requirements as well as the location of the settlement. In many instances, the City is unable to provide basic services on the land due to constraints such as land ownership (as per the MFMA, the City cannot provide infrastructure on land not owned by the City without written consent from the landowner), land suitability (many settlements have been formed on wetlands and other environmentally sensitive areas that would require Environmental Authorisation from National and Provincial Departments prior to being allowed to provide piped infrastructure), extreme density as well as other factors such as topography, bulk infrastructure availability, bulk capacity, and community acceptance.

8	145	SUBCOUNCIL 18	GENERAL EXPENSES Consultant costs have increased from R848 million in 2023 to R947 million in 2024. Does the City have a strategy to increase staff competency and skills and decrease consultancy costs over the long term?	E Sass (Not really an accounting question, Can HR speak on professionalization drive)	
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ANSWER

The City has a range of strategies to ensure staff are competent and skilled for the purpose of delivering on strategies. Use of consultants can be justified notably as a response to the rapidly expanding project preparation of the infrastructure portfolio, noting that the capital expenditure rose from approximately R6.9bn in 22/23 to R9.4bn in 23/24, and will likely to

grow to more than R10bn from 24/25. Notwithstanding that the City will always endeavour to use its own staff where possible.

Key interventions that seek to ensure competent and skilled staff.

- Periodic update of workforce development plans to determine staffing strategies in response to needs of the business units
- Annual development and implementation of workforce skills plans for business unit.
- Provision of bursaries for studies
- Updating of job descriptions based on requirements of the Municipal Staffing Regulations
- Recruitment and selection

Efforts are underway to professionalise the workforce . This includes ensuring that all staff are registered with the Engineering Council of South Africa (ECSA), alongside a structured skills development process in collaboration/ partnership with HR."

9	156	SUBCOUNCIL 18	IRREGULAR EXPENDITURE Irregular expenditure increased from R11 million in 2023 to R634 million in 2024. Could you provide a summarised version of what the increase relates to?	K Jacoby - David Valentine	
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ANSWER

The majority of the irregular expenditure relates to a finding from the AGSA, which was disputed by the City during the finalisation of the 2022/23 external audit and was referred for technical consultation. The finding identified a tender where the functionality scoring did not comply with the City's SCM Policy. Specifically, no individual scoring sheets were provided, and the scoring was done in a consolidated manner, rather than individually, as required by the policy. This finding remained under audit consideration and was revisited during the 2023/24 financial year audit. In the 2023/24 audit, the AG concluded that the expenditure was irregular, as it contravenes Section 28 of the Municipal Supply Chain Management Regulations, leading to non-compliance.

Flowing from the disputed COMAF as outlined above, the AG issued another audit finding in November 2024, relating to the same principle. They found that not all members of the BEC participated in scoring functionality, where applicable. According to Paragraph 234 of the SCM Policy (26 January 2023), the BEC should consist of at least two City officials: an appointed Chairperson (who may also chair the Bid Specification Committee) and a responsible technical official. However, the policy does not specifically address the participation in functionality scoring. The AG noted that the explanation for some members not participating due to lack of required skills was not acceptable, as the SCM policy does not make provision for this and remains silent on the matter.

The non-compliance as noted above has not resulted in the incorrect bidder being awarded and the procedural non-compliance did not impact the fairness of the award either. At the Council meeting on 30 January 2025, Council resolved (C67/01/25) that the irregular expenditure arising from the non-compliance be deemed irrecoverable and written off, as the City received the services.

Corrective measures

1. A report was tabled at Council on 5 December 2024 to amend the SCM Policy clause to refer to individual scoring/consolidated scoring. The particular clause is a self-imposed matter and does not originate in that detail out of regulations.

2. The following preventative and corrective controls/actions will be implemented in relation to the appointed service providers undertaking due diligence on the City's behalf:
- Induction session with all service providers appointed on the panel to ensure consistency and alignment in required;
 - Communication of lessons learnt, geared towards deficiencies identified in the bid process;
 - Monthly contract performance on all panel service providers;
 - Recourse to be taken against service providers in instances where matters were not identified by their due diligence process undertaken (that should have been).
3. Lessons learnt will be communicated citywide and detailed unpacking to be concluded in monthly SCM Working group where emphasis will be placed on the following:
- Constitution and roles and responsibility of BEC;
 - Who are required to score functionality and evaluate/allocate points for preference and price;
 - Contingency plan for change in committee composition, including necessary administration to be undertaken to ensure detailed records are maintained;

Responsibility of practitioners to ensure compliance with SCM policy.

10	19	SUBCOUNCIL 18	<p><u>CAPE TOWN STADIUM</u></p> <p>EVENT ACQUISITION AND HOSTING</p> <p>In 2023/24 a total events of 127 were hosted against a SDBIP target of 122 and 748 276 spectators were welcomed to the DHL Stadium against a target of 750 000. (Page 19)</p> <p>The Stadium attracted less spectators than targeted; one of the main contributing factors is the DHL Stormers not achieving play-offs of the URC Tournament.</p> <ol style="list-style-type: none"> 1. There is always a probability of the Stormers not moving forward on the tournament and what contingency plan the stadium has when this happens in order to avoid not having any event. 2. What was the timeframe between the results of the Stormers not qualifying for the play-offs and the beginning of the play-offs and 3. Could they have managed to acquire any event in that timeframe? 	<p>Kevin Jacoby</p> <p>- David Valentine</p>	
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ANSWER

1. The ME no longer includes play-offs in the budget. The 2024/25 FY does not include playoffs and they will not be included in future years to prevent this scenario from happening again
2. Our contractual commitments with Stormers Rugby require that we "hold " the dates of playoffs each year. Approximately 2 months prior to the dates of the playoffs we are aware that the team will or will not make the playoffs
3. It is unlikely to secure a "bowl" event in such a short time frame, however it is possible to secure non-bowl events in a shorter time frame. The lead time to secure a bowl event is anywhere between 6 months and 1 year.

11	(2022/23 annual report, page 16)	SUBCOUNCIL 18	<u>CAPE TOWN STADIUM</u> EVENT ACQUISITION AND HOSTING <p>The DHL Stadium performance decreased compared to previous year because it delivered a total of 135 events for the 2022/23 financial year and attracting a total of 993 627 spectators</p> <p>It was well-known in previous year that there will be no Springbok Test match due to Rugby World Cup in the current year, what plans were put in place to mitigate this and why did they not materialise.</p>	Kevin Jacoby - David Valentine	
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ANSWER

The Anchor Tenant Agreement (ATA) was signed in January 2023. The first full year operating under the Anchor Tenant Agreement was the 2023/24 financial year. There have been many learnings in the process of implementing the ATA and one of them has been the Rugby Test schedule and how this is managed. These learnings are now being applied and plans are being implemented now for the next Rugby World Cup window in the 2027/28 FY.

While there was no replacement event for the Springbok Test, the “down time” was well utilised to replace the pitch. The pitch replacement has enabled us to host a far more robust calendar of events, as well as a faster turnaround time before events (In February 25 for example 3 concerts were hosted over a 10 day period, with a rugby match following 2 days later).

12	21	SUBCOUNCIL 18	<u>CAPE TOWN STADIUM</u> EVENT ACQUISITION AND HOSTING <p>The DHL Stadium hosted 61 non-bowl events for the 2023/24 compared to 66 non-bowl events compared to previous year, what are the reasons for the.</p>	Kevin Jacoby David Valentine	
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ANSWER

Non-bowl activity is a total of film shoots and non-bowl events such as conferences and expo's.

- In 2022/23 FY there were 66 non-bowl events and 29 film shorts, resulting in a total of 95 non-bowl activities.
- In 2023/24 FY there were 61 bowl events and 32 film shoots, resulting in a total of 93 non-bowl activities.

The non-bowl activities have remained relatively stable over the two years when film shoots are taken into account. We have begun to emphasise bowl events and non-bowl events that are more profitable. The measurement does not differentiate on the size of a particular non-bowl event (ie a small event with 20 people vs a larger event over multiple days with 300 people)

Our ideal target market for non-bowl events are events hosted during the week for between 200 - 1000 delegates. If an event is hosted over multiple days, it may be more profitable but it is still counted as 1 event. In future, we will consider

amending this measurement to “event days where the stadium is utilised” to take into account more profitable, multi-day events.

13	72	SUBCOUNCIL 18	<p><u>CAPE TOWN STADIUM</u></p> <p>FINANCIAL PERFORMANCE</p> <p>The DHL Stadium suffered a loss of R5 856 098 in the 2023/24 financial year compared to a loss of R3 492 126 in the previous financial year, of which the main contributing factor is the decline in revenue due to less events hosted and spectators attracted.</p> <ol style="list-style-type: none"> 1. The advertising and rebates income decreased by material amounts compared to previous financial year, what was the main reason for this? 2. The biggest revenue stream for the stadium was from contributions made by the City (R33 196 048), will the stadium be sustainable or break-even anytime soon and what plans are in place to ensure this. 3. The employee costs increased by R1 518 403 which is almost 50% compared to previous financial year, what was the reason for the increase? 	<p>Kevin Jacoby</p> <p>David Valentine</p>	
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ANSWER

1. The Anchor Tenant Agreement with Western Province Rugby (WPR) came into effect on 1 January 2023 thus resulting in this revenue being split between Cape Town Stadium(CTS) and WPR. In the prior year there was no revenue shared and thus CTS earned all the income from the advertising income.
2. CTS has managed to reduce the grant funding utilised to almost half from when the entity being established in 2018. On average the grant funding utilised per annum was R60million, however the entity managed to reduce the dependency on grant funding. The ME has focused on building the events calendar which is now robust and generating significant income. The entity is looking at other revenue streams in order to further reduce the dependency on grant funding. The plan in progress is on property development within the stadium and there is return on investment study currently in progress. Once the potential income from property rental is understood, and the funding model identified, there will be a clearer financial view of future revenues.

During the 2023/24 a new CEO was appointed as the previous CEO who was an employee of the City seconded to CTS retired on 31 October 2023. The new CEO was appointed as an employee of the entity on a contract and this salary now forms part of the employee costs. The previous CEO salary formed part of admin and support services costs. Year on Year there has been 6.8% decrease on salaries.

14		SUBCOUNCIL 18	<u>CITCC</u> BUSINESS PERFORMANCE AND STRATEGY 1. With the significant increase in event hosting this year (Larger size and higher yielding), what measures are being taken to ensure that operational capacity and resources are handled effectively as business levels continue to improve? 2. What strategies have been implemented to mitigate risks associated with fluctuating utility costs, especially given the significant increase in electricity and water charges this year? (Page 244 – Note 25) 3. How is the company addressing the unfavourable variance in utilities ? Is there an ongoing strategy to reduce utility consumption during high-demand events? (Page 250 – Note 29)	Kevin Jacoby David Valentine	
	PAGE 239 NOTE 16				
	PAGE 244 NOTE 25				
	PAGE 250 NOTE 29				

ANSWER

1. The CTICC has a core staffing component that allows the entity to deliver services to their clients of small to medium size events, where additional resources are required the entity procure these additional staff and other resources from their external supplies with whom they have contracts, which were issued following their SCM process. The resource requirements are confirmed by the clients in advance and are planned with the suppliers to ensure that staffing, food, beverages and services are available to deliver the events.
2. The CTICC is currently busy with a feasibility project around installing solar and battery storage on site to reduce its dependence on grid power. This will allow the CTICC to limit the need to increase the charges to clients and/or limit the dilution on their margins to ensure that they remain competitive with other local and international venues.

The CTICC has installed energy saving lighting and systems across the complex and are currently benefiting from this.

The CTICC also has its own Reverse Osmosis plant which operates and provides water for the entire complex, limiting its reliance on the municipal potable water.

3. The unfavourable variance in the utility costs in this case, like to other costs, are not an issue for the CTICC, as their budget is based on a specific number of events and the days that they will be using their venues. When the CTICC has more events and higher occupancies in the year their usage does increase which leads to the unfavourable variance, but the entity is earning higher revenues. Where the CTICC has unfavourable variances to costs, it will be led by favourable variances in revenue.

It must be noted that the favourable increase in revenue for the year is over 19% and utilities only 14%, which is testament to the efficient management of cost and resources that the CTICC managed to achieve.

15	P 249 NOTE 29a	SUBCOUNCIL 18	<u>CITCC</u> FINANCIAL PERFORMANCE AND BUDGET VARIANCE Could you elaborate on the initiatives that led to the favourable variance in sales, particularly regarding the 43 international events? How do you plan to continue these initiatives to ensure sustained growth and revenue? (Page 249 –Note 29a)	Kevin Jacoby David Valentine	
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ANSWER

This is purely down to the continued focus that the CTICC places on its marketing of itself, attending industry events locally and internationally, being members of various local and international associations and groups, maintaining our facilities to 5 Star standards and having a good local and international sales focus and team delivering on these results. It is important for the CTICC to remain top of mind and present at local and international events, which is done in conjunction with the City, Cape Town Tourism, Wesgro, the convention bureaus and SA Tourism.

The approach that was implemented, even during the COVID-19 years, continues to deliver to this day. During the pandemic the CTICC maintained their core team across the company, including sales, the CTICC still advertised and held virtual meetings with potential and existing clients, with the result that the entity contracted 17 international events during that period.

16		SUBCOUNCIL 18	<u>CITCC</u> ON CASH FLOW MANAGEMENT In the statement of profit or loss, you have R215 509 in losses on disposal. Could you provide more insights? Were these disposed of at R0? The statement of cash flows doesn't show any proceeds from these.	Kevin Jacoby David Valentine	
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ANSWER

The CTICC has a policy that it donates assets that have reached the end of their economic lives to local school as part of our corporate social responsibilities. This is also disclosed in Note 3 to the AFS on page 227 of the IAR. These schools usually use these assets donated to train students or refurbish the items to use at the school. The assets may have a book value, hence the loss, but is uneconomical for the CTICC to repair or use as newer technology is required for our business and clients as we endeavour to offer a 5 Star level of service.

17	P 351 NOTE 31	SUBCOUNCIL 18	<u>CITCC</u> SUPPLY CHAIN AND PROCUREMENT The deviation from supply chain management regulations amounted to R17 902 365 . Can you explain the steps taken to ensure that deviations are minimized, and procurement policies are strictly followed?	Kevin Jacoby David Valentine	
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ANSWER

The CTICC has an SCM policy that is approved by the Board of Directors and is aligned to the City of Cape Town's policy.

The CTICC follows the MFMA and all SCM regulations when procuring services and goods, by following normal procurement procedures. However, this is not always possible with certain services that are required and due to the nature of services as well.

As disclosed in Note 31 the majority of the CTICC's costs are on Single Providers, which are related to the entity's computer systems and maintenance of their assets like operable (movable) walls. In these cases the SCM regulations are followed due to a single provider as a tender process will result in a single submission, if the supplier decides to submit a proposal knowing that they are the only local supplier.

The other major item procured through a deviation is the payments to Professional event Organisers (PCO) where as a commercial entity the CTICC pays a commission to the organiser of the event to host it in our venues. A normal procurement process is impractical in this instance. This is a normal occurrence within the convention centre industry across the world.

18		Member of the public via Subcouncil 18	1. What is the period for the completion of repairs in respect of water pipes, water meters etc.? 2. What is the current position regarding homeless people and the erection of unauthorized structures? 3. How many dilapidated buildings are there in Wynberg and far is the City with regard to getting rid of dilapidated buildings? 4. Is it Council policy to allow informal traders to occupy pavements? 5. When will the MyCiti project in Wynberg commence?	VARIOUS	
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ANSWER

RESPONSES STILL AWAITED

19	age 163 – Paragra ph 40: Events after Reportin g Date	POLITICAL PARTY	<p>1. What is the rationale behind the City's payment of an amount of R28 Million upfront for the loan:</p> <ul style="list-style-type: none"> - In terms of which contractual obligation was this payment made? - Was the R 28 Million allocation part of the original loan agreement? <p>2. Can the City provide a more comprehensive explanation for the interest rate and how and why it was determined that the interest rate will be fixed closer to the disbursement date?</p>	Kevin Jacoby - David Valentine	
<p>ANSWER</p> <p>1. The R28m are the fees required to be paid in terms of the IFC loan agreement.</p> <p>2. We are usually guided by the standard practices of the lender with regard their interest setting practices. In this instance, IFC's practice is to fix the rate at the point of the disbursement. Their interest rate is made up of a ZAR Fixed Base Rate + the margin offered to the City of 1.6%. The ZAR Fixed Base Rate is IFC's cost of providing funding at a fixed interest rate.</p>					
20	Page 153 paragra ph 36.1 Principal Arrange ments	POLITICAL PARTY	<p>According to the report, four service providers: Cigicell; Ontec; Flash and Sandulela serve as agents for the city in the third-party sale of prepared electricity. The report shows that the city pays an amount of R62 million to these service providers.</p> <ol style="list-style-type: none"> 1. How many vendors does each of these service providers have on their books? 2. What is the amount they collect each month in terms of purchase orders? 3. How are the additional deductions from purchases accounted for? 4. Many of the municipal accounts do not reflect the deductions made monthly, in many cases up to 90% of the client purchases is allocated for deductions which the city imposes. How does the client reconcile the amount that is deducted per purchase, per month? 5. Is the commission based on the monthly purchases? 6. What percentage of the monthly purchases is paid in commission? 	K Nassiep	

			7. How does the commission factor into the tariff increase that was made to NERSA?		
<p>ANSWER</p> <p>According to the report, four service providers: Cigicell; Ontec; Flash and Sandulela serve as agents for the city in the third-party sale of prepared electricity. The report shows that the city pays an amount of R62 million to these service providers.</p> <ol style="list-style-type: none"> 1. Collectively these service providers have in excess of 3000 vending outlets available for customers – representing spaza shops, supermarket chains, convenient and general shops, as well as Bank Apps, dedicated websites and Apps. 2. Total sales collected via the service providers averages R650million per month 3. Electricity debt, ISU (Revenue) debt and housing (City rental) debt. Arears collected file is sent to SAP on a Daily basis for reconciliation. SAP return returns the outstanding balance. 4. ISU Debt balances are reflected on the customers rates account on a monthly basis. However, with Electricity debt the Customer has to enquire about the outstanding balance to Electricity Retail and or the Corporate Call centre. 5. Cents/kWh on unit sold and % on debt collected – monthly basis 6. As per 5. Above. Ranges from 2 – 3cents per kWh and 2-2,1% for debt. 7. Commision is cost element and therefore will factor in our cost of supply calculation and eventually in the tariff. 					
21	Page 238-Indicator C5	POLITICAL PARTY	<p>According to the city they do not have any traditional leaders in answer to the question; In terms of this indicator the number of recognised traditional leaders within the municipal boundaries are zero.</p> <ol style="list-style-type: none"> 1. Which traditional leaders were used to sign off the Amazon land in the controversial court case which the city approved. 2. The City indicated that they consulted with traditional leaders during the construction of the of the Green Point Dome, which San/Khoi traditional leaders were used to launch the Dome. 3. Do the above categories of persons not reflect recognised traditional leaders? 	Gareth Morgan - Monique F	

			4. Are the Jewish/Muslim leaders not recognised as traditional leaders within the municipality and why would the City ignore our rich heritage within the Cape?		
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ANSWER

The term 'Traditional Leadership' in the City's Annual Report refers to the legislative/statutory definitions of the term. The relevant legislation includes Chapter 12 of the Constitution of the Republic of South Africa as well as Traditional and Khoi-San Leadership Act 3 of 2019. The Circular 88 indicator requires reporting against this definition.

In its Annual Performance Plan for 2024/2025, the Department of Traditional Affairs affirms that the Western Cape Province has no legally recognised Traditional Leaders as defined in legislation. See pg 36 of the department's Annual Performance Plan of the Department of Traditional Affairs for 2024/2025

1. The City did not directly engage with any Khoi and San leaders during the processing of the Amazon development. The developer however, as part of the EIA/HIA process did run a consultation with representatives of certain groups. More information can be obtained from the developer.
2. Some Khoi and San groups and leaders were invited to ceremonial events and to contribute to consultation processes. These individuals were not "recognised traditional leaders" in a legal sense. The City has no authority in law to determine who are "recognised traditional leaders". These groups and individuals typically participated in a heritage or cultural capacity, and the City is grateful for the collaboration.
3. Under national legislation "recognised traditional leaders" must meet specific legislative criteria and be officially gazetted or accredited. The individuals consulted by the City might be community or cultural leaders but, without formal recognition by the relevant provincial or national authorities, they would not be considered "recognised traditional leaders" in the strict legal sense.

As stated already, there are no "recognised traditional leaders" in the Western Cape. The City has no authority in law to determine who are "recognised traditional leaders".

22	31	POLITICAL PARTY	<p>In terms of the alignment with sustainable development goals and values, can the city please provide us with the following:</p> <ol style="list-style-type: none"> 1. The business plan/strategy for each of the 17 priorities and objectives aligned with the United Nations 17 sustainable development goals, per directorate mentioned below. 2. The report further states that the table below summarises the alignment of the City six priorities and three foundational programmes with the SDG, The six priorities are: (1) Economic Growth; (2) Safety; (3) Basic Services; (4) Housing; (5) Public Space, Environment and Amenities and (6) Transport. The three foundational programmes include: (a) A resilient City; (b) A Spatial Integrated and Inclusive City and (c) A Capable Collaborative Government. 	Gareth Morgan	
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			<p>- Taking the priorities and foundational programmes into consideration, can the City provide an explanation as to why the foundation of an Integrated and Inclusive City is taking so long to be realized and why the City actively prevents this realization from taking place via litigation and other means?</p> <p>- Crime and the Murder rate in the Western Cape is amongst the Highest in the Country, aside from shot spotter technology and the deployment of more leap offices, what other plans/strategies does the City intend on implementing to ensure that the priority of Safety is achieved?</p>	<p>Gareth Morgan</p> <p>V Botto</p>	
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ANSWER

1. The intention of SDG analysis in the IDP and the IAR was to show where there are areas of alignment and to demonstrate the contribution the City aims to make to these global goals. This has been important for our relationships with international partners. There was never an intention to have business plans around the SDGs. Our strategies and business plans are organised around our IDP objectives and the Directorates/Departments responsible for implementing the IDP programmes. There are no requirements to have business plans for SDGs in the Municipal Systems Act, which is the legislation that prescribes requirements for development of IDPs. It should be noted however that the City participates in the “voluntary local review” programme of the SDGs whereby the City makes submissions to the UN on performance in reaching SDG outcomes.
2. The MSDF and IDP of the City make clear the policy of the City to a) densify in the urban inner core and b) improve access to opportunities (thereby addressing spatial legacy). This requires multiple interventions, including land use changes, transport investments, housing programmes, infrastructure investment and land release for affordable housing. These are all long term processes, often hampered by funding constraints (e.g. public transport investments funded by grants or housing projects funded by grants), dependent on other state entities (e.g. for restoring rail), subject to market forces and impacted by shock events (e.g. COVID pandemic). That said, the spatial trends report indicates that we are making progress towards the outcomes set out in the MSDF. In this term of office there has been significant progress on land release for affordable housing in well located areas, and we are investing more than any metro in the enabling infrastructure to support the spatial strategy”.
3. The City approach to achieving our safety objectives relies on three key components:
 - a. increasing and maintain officer numbers,
 - b. the use of technology (shot spotter is only one of several technologies)
 - c. partnerships (for example with neighbourhood watches)

The City is also actively advocating for more investigative powers to be devolved by national government. The City has had success in making arrests but does not have the powers to ensure convictions.

It is important to note that the South African Police Service (SAPS) is the agency that is primarily responsible for the combating of violent crime. The SAPS therefore has the legislative mandates implementing functions relating to crime intelligence, the investigation of serious and violent crimes, special operations and the combating of organised crime. The City’s Safety and Security Directorate does not have these legislative mandates and accompanying resources.

That said, the Safety and Security Directorate is increasingly expected to play a more prominent role in the combating of crime and disorder and has therefore adopted an approach of continuously improving its existing resources as it understands the limitations in respect of appointing ideal levels of policing staff. To this end, it is in the process of further developing its

training, information gathering and analysis, investigative and technology capacity. The Directorate is also in the process of exploring different policing practices and firm decision have been taken on the expansion of a well-documented hot-spot policing initiative and the introduction of neighbourhood / problem-orientated policing. The Directorate has furthermore invested in the improvement of its tactical policing capacity which includes (a) the improvement of its tactical training capacity at the Public Safety Academy, (b) the introduction of stress exposure training for all policing staff in an effort to improve their decision making when faced with life and death situations and (c) the establishment of a Special Weapons and Tactics Unit which is currently being prepared for operational deployment. In addition, the Directorate has made significant progress in increasing collaboration with local businesses, private security, NGO's and community based safety organisations in an effort to build a strong united front against crime and disorder. The Directorate is furthermore committed to an advocacy process that aims to secure additional powers for its policing resources in an effort to increase the potential impact in can have on the current crime situation in the City.

23	147	POLITICAL PARTY	<ol style="list-style-type: none"> 1. Can the city please advise why the conditional grants which was delayed by 28 days could not be spent. 2. Are there no existing projects that required funding. 3. How many projects are in the pipeline to be implemented, why could the funds not be utilised for these projects. 4. How many housing projects are tender ready waiting only for funding in the city of cape town. 5. The same questions are to be asked of Informal Settlements, this funding was also only delayed by 23 days. 	K Jacoby - Daniel Sullivan	
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ANSWER

The footnote relates to delayed funding tranches which have an impact on spending in that there is a dependency on having the funding in time in order to deliver the projects/programmes per the required schedule. When funding comes in late, it causes uncertainty in identified projects/programmes. Through the adjustment budget process, we continually assess project/programme performance and switch funding in/out from non-performing to performing projects/programmes – however we need to ensure that the funding goes to eligible activities (per grant conditions). Pipeline preparation is not just about funding, it also requires components such as contracts, EIAs, WULAs, internal Project Management capacity (amongst others) – that said, we do continue to ensure that grant funding is allocated to projects that are being implemented. Specific reasons and measures were taken to ensure grant performance on National and Provincial Grants were:

National

The unspent National Grants include funds from the Urban Settlements Development Grant (USDG) and the Public Transport Network Grant (PTNG). The underspending was mainly due to construction delays, contract terminations, and delays in obtaining water use licenses. A rollover application for R174 million was submitted and fully approved by National Treasury, as all projects were contractually committed. Additionally, approval was granted for the re-phasing of PTNG BFI to align with the City's adjusted cash flows.

Provincial

The unspent provincial grants primarily relate to the Human Settlements Development Grant (HSDG), which is linked to approved beneficiaries. Funds are received in advance and are only disbursed once a Housing Subsidy System (HSS) notification from the Western Cape Government (WCG) confirms the approval of beneficiaries.

24	166	POLITICAL PARTY	<p>In terms of the information provided below which indicates that R2 billion has been awarded to family of employees in the service of the state.</p> <p>Can the city provide us with the following:-</p> <ol style="list-style-type: none"> 1. How many employees of the city and/or their family members, are doing business with the City of Cape Town or are actively contracting with the City of Cape Town and how does the City ensure that the Bid Adjudication process is not tainted through such kinds of contracts/tenders. 2. What is the total value of these tenders, is R 2 Billion and accurate reflection? 3. In which departments or directorates are these tenders and can accurate breakdown be provided? 4. How many councillors are doing business with the City of Cape Town? 5. How many political office bearers are doing business with the City of Cape Town. 6. How many ex-politicians have projects with the City of Cape Town and are receiving funding for these projects? 	<p>K Jacoby</p> <p>- Adiel Bloew</p>	
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ANSWER

Q1

- As at 30 June 2024, there are no COCT employees doing business with the City as this is prohibited in terms of NT MFMA SCM Regulation 44.
- As disclosed in the notes to the financial statement, a total of 28 family members of COCT employees contracting with the City during the period under review 2023/24.
- As disclosed in the notes to the financial statement, a total of 120 family members of employees of other Organs of State were contracting with the City during the period under review 2023/24
- All bid meetings are guided by legislation, the City's policies, procedures and guidelines. As prescribed by the aforementioned, there are minimum declarations required to be made by all bidders and all bid committee members. The controls that the City has in place, mitigates the risk of bid process being tainted. Where a conflict is identified at any stage, the relevant persons are required to recuse themselves from the proceedings accordingly. Any awards made to the relevant persons as per the categories in regulation 45, are disclosed in the BAC reports.

Q2

- Yes, the total value is R2 098 814 as disclosed on the annual report.

Q3

- This can be provided but additional time is required for an accurate breakdown.

Q4

- No Councillors are doing business with the City of Cape Town as this is prohibited as per NT MFMA SCM Regulation 44.

Q5

- No Political office bearers are doing business with the City of Cape Town as this is prohibited as per NT MFMA SCM Regulation 44.

Q6

- Councillors are required to submit declarations of interest annually, and disclose applicable business interests held, which is disclosed as part of the related party disclosure note in the annual report.

Although there is no legislative requirement that prohibits the City of Cape Town from conducting business with ex-politicians, the city has sufficient internal controls in place in performing its due diligence to identify if any of those councillors/ex-politicians are part of entities submitting offers for awards.

25	163	POLITICAL PARTY	<p>Legal services is reported to the office of the City manager in light of this can the city Manager please explain the following:</p> <ol style="list-style-type: none"> 1. How R130 000-00 Legal service procurement is not in terms of supply chain manager regulations? 2. How was it possible that expenditure incurred after the contract expired to the amount of R8.4 million? 3. Can the city provide an explanation for the R626 million which is not compliant with City's SCM policy, the SCM regulations and Section 33,11 and 116(3) of the MFMA? 4. Can the City provide a full report of the matter within the urban Waste Management Directorate that is currently being investigated by the Ethics and Forensic Services department and further how far the Investigation into the Mayco Members conduct is by the Office of the Speaker. 	<p>Office of the City Manager</p> <ul style="list-style-type: none"> - Gayle/ Riaana 	
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ANSWER

Question 1:

The transactions related to dormant historic cases that became active and the additional costs had to be approved as a section 62 payment in terms of the MFMA. The Auditor-General of South African (AGSA) finding of 2018/19 raised the non-compliance in terms of the delegated authority not being applied for Legal Service Providers and culminated in Comaf 71 & 72. The Legal Service department submitted Comaf 71 & 72 reports to the City's Municipal Public Accounts Committee (MPAC) at the time. All active cases were addressed, but legal processes take time and the dormant cases of the past arise from time to time. These will be addressed as they become known. The dormant case transactions in 2023/24 were reported to the City's MPAC and the Council resolved on the matter.

Question 2:

The Bill of Quantities for Rehabilitation and Patching of Portions of Jakes Gerwel Drive was approved. However, the total Contract Price Adjustment value (contractual condition, based on variables), calculated and paid in terms of the contract, exceeded the amount that was originally recorded in the Supply Chain Management (SCM): Bid Adjudication Committee (BAC) resolution. This was a previous practice and CPA are no longer included in the SCM: BAC reports.

Question 3:

The R625 million was a result of numerous transactions related to SCM legislation, regulations and Policy plus contract management incidents of non-compliance. These relate to –

- a. Out of scope works completed – beyond the contractual appointment
- b. Due SCM processes not being followed before accepting services
- c. Expenditure beyond the contract lifespan
- d. Costs exceeding the approved value
- e. Outdated Memorandum of Agreement commitments
- f. Cap values that were not adhered to
- g. Delayed delivery
- h. Restrictive specifications
- i. Bid not advertised for legislated timeframe
- j. Bid evaluation committee (BEC) processes were not documented and applied, per the City's SCM Policy requirements at the time
- k. BEC scoring was not individually completed
- l. Transversal contract use application and authority not obtained
- m. Contract adjustments without following due process

Question 4:

The incident relates to the transversal use of contract 135C/2021/22 ("135C"). The City Manager authorised the investigation into the possible UIFW expenditure that may have been incurred in relation to three projects executed by Urban Waste Management (UWM) under the Contract.

The three projects primary non-compliance related to –

- 21 Pilot Project - the Contract Scope of Work made no provision for Environmental Practices Training. In addition, fruitless and wasteful expenditure was incurred (overpayment) as 970 trainees received the LGSETA accredited Environmental Practice Training but only 667 were issued with Statements of Results.
- Bakkie Brigade Project - the Contract made no provision for the Bakkie Brigade project (not in scope), yet the Schedule of Rates line item was utilised to accommodate the employment costs of the EPWP personnel which was not provided for in the Contract Scope of Work and the Schedule of Rates.

In addition, fruitless and wasteful expenditure was incurred (overpayment) as the daily rate of R180 was paid instead of R120.

- Organic Wet Waste Project - Contract Scope of Work made no provision for the Organic Waste project and expenditure line items and pricing which were not provided for in the Contract and/or the Schedule of Rates. In addition, fruitless and wasteful expenditure was incurred (overpayment) as rates were paid that did not form part of the Schedule of Rates.

The initial forensic report was concluded on 29 August 2024. However, the original forensic investigation (FSD027/23-24) covered a sample of purchase orders and therefore further investigation is required. Since September 2024, three other forensic reports were issued and another will be finalised by 31 March 2025. Further work may be required but legal and actuarial advices are being sought to motivate further investigation.

The contract owner of contract 135C is the Spatial Planning and Environment Directorate (SPE) and the Executive Director: SPE has been tasked with reporting the matter to MPAC in March 2025. Other implicated directorates will be in attendance of the MPAC investigation Task Team Meetings i.e. Urban Waste Management and Water and Sanitation.

Additional controls being applied relate to –

- Confirming authority to sign service level agreements for the Transversal Use of contracts.
- Confirmation that purchase orders items are raised for items in the contract and on the schedule of rates.
- Verification that the invoiced items are line items and priced on the Schedule of Rates – line management to sign off as accurate.
- Obtain the required information and supporting documentation for verification purposes, prior to approving the invoices for payment.

Question 5:

The Investigation by the Speakers Office is not part of the administration and therefore the question should be directed to the political sphere.

26	66, 67, 68	POLITICAL PARTY	<p>How is the city going to resolve the issue of the housing waiting list.</p> <p>Can the city please answer the following:</p> <ol style="list-style-type: none"> How is the City of Cape Town going to deal with the housing waiting list that is not reducing, but more people are being added as the youth turn 18 years old When was the last time that the waiting list was assessed, a. to determine the number of beneficiaries have passed (to remove duplications etc) b. To determine the number of people who have become property owners. (Once they received their home, they should come off the list and reapply if something unfortunate happens) Can the city advise how beneficiaries are identified across the city when: a. A rental opportunity is made available b. A BNG project is identified. 	N Gqiba	
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			<p>4. How many housing projects has the city Identified.</p> <p>5. Where are these housing projects located, is the location of these projects closer to the CBD and/or economic opportunities, schools and other amenities?</p> <p>6. How many housing opportunities are identified in each of these projects?</p> <p>7. Has the beneficiaries already been identified for these housing project?</p> <p>8. Can a breakdown of the projects that have been implemented be provided and if they have not yet been implemented are there exact dates for when these projects can be implemented and completed.</p> <p>9. The housing backlog in Cape Town stands at 350,000 families. Why has the City delivered only 1,627 serviced sites out of the promised 7,100?</p> <p>10. What is the plan to accelerate housing delivery, and why have commitments not been met?</p> <p>11. The housing backlog in Cape Town stands at 350,000 families. Why has the City delivered only 1,627 serviced sites out of the promised 7,100?</p> <p>12. What is the plan to accelerate housing delivery, and why have commitments not been met?</p>		
<p>ANSWER</p> <p>NEXT PAGE</p>					

1. *How is the City of Cape Town going to deal with the housing waiting list that is not reducing, but more people are being added as the youth turn 18 years old*

A housing waiting list is a register/database of citizens residing within the jurisdiction of the City of Cape Town who have registered a need for a housing opportunity. In addition, it also reflects those people that have received a housing opportunity. A housing opportunity in the context of the City Cape Town is defined as a serviced site, a serviced site and top structure (BNG), a Community Residential Unit (CRU) or Social Housing. The increasing nature of applicants on the Housing Needs Register/Database is as result of urbanisation, the growing population and rapid inward migration. The current and projected demand for human settlements opportunities far outweighs the current and projected supply. The state interventions through the housing subsidy programmes as provided for the Housing Act are significantly inadequate. The state funding is also declining and inadequate to meet the demands. The City is therefore, constantly exploring alternative delivery mechanisms and in particular, partnerships with the private sector are crucial in addressing the current housing demand. The Human Settlements Strategy (2021) redefines the role of human settlements to broadly become a provider, enabler and regulator of human settlements with a view of responding to existing market failures and future demand for human settlements opportunities.

2. *When was the last time that the waiting list was assessed, a. to determine the number of beneficiaries have passed (to remove duplications etc) b. To determine the number of people who have become property owners. (Once they received their home, they should come off the list and reapply if something unfortunate happens)*

The City last implemented major upgrades to the Housing Needs Register (Database) between 2019 and 2021. On an ongoing basis as part of daily operations, records are updated whenever changes are reported to the database administrators.

A new project is currently under implementation (started in January 2025 and to be completed in June 2025) to inter alia, improve the Housing Needs Register (Database) Technology and Data. The project is specifically focusing on:

- Database Integrity and Reliability;*
- In-depth review of Data Completeness (outdated information and long waiting lists);*
- Required updates and maintenance;*
- Audit trails; and*
- Technology infrastructure and operational challenges.*

3. Can the city advise how beneficiaries are identified across the city when: a. A rental opportunity is made available b. A BNG project is identified.

Rental opportunity:

The following processes are followed when identifying beneficiaries for a rental opportunity.

Trigger	City Rental
Trigger	City rental unit is vacant
Action/s	<ul style="list-style-type: none"> Local public housing office notifies Housing Information Branch (HIB) and submits an Assist Form HIB extracts list of applicants from the Housing Needs Register, according to allocation policy and those that expressed a interest in a rental opportunity within the noted suburb HIB performs following checks to confirm eligibility of applicant <ul style="list-style-type: none"> ✓ Deeds check ✓ National Housing Subsidy check ✓ City Property Transaction System check Qualified applicant is submitted to Local public housing office for consideration
HNR Status	- Qualified applicant is noted as Assisted on the Housing Needs Register

BNG opportunity:

The following processes are followed when identifying beneficiaries for a BNG opportunity.

Trigger	Breaking New Ground/RDP
Trigger	Housing Development Project is identified for a specific suburb/s
Action/s	<ul style="list-style-type: none"> Project Manager makes recommendation based on analyses and presents to Project Engagement Committee for comment ARF is compiled and submitted to the Housing Allocations Oversight Committee for consideration Final recommendation from the Housing Allocations Oversight Committee submitted to Executive Director: Human Settlements for approval in terms of Council delegations and to Mayoral Committee Member for Human Settlements for endorsement Approved and endorsed Allocation Request form (ARF) is submitted to HIB for the extraction of potential beneficiaries within the identified suburb/s Housing Information Branch extracts list of applicants from the Housing Needs Register, according to allocation policy and criteria stipulated within the ARF

	<ul style="list-style-type: none"> • <i>Extracted applicant details are submitted to the Housing Development project team who perform the following</i> <ul style="list-style-type: none"> ✓ <i>Contact applicants</i> ✓ <i>Manage the subsidy application process in accordance with the Housing Subsidy System (HSS)</i>
<i>HNR Status</i>	<ul style="list-style-type: none"> - <i>Applicants are marked as Pended on the Housing Needs Register during project lifecycle</i> - <i>Once project is completed, the qualified applicants are noted as Assisted on the Housing Needs Register</i>

4. How many housing projects has the city Identified.

Refer annexure

ANNEXURE B

5. Where these housing projects located are, is the location of these projects closer to the CBD and/or economic opportunities, schools and other amenities?

Infill developments are done on vacant sites in existing build-up areas with existing amenities. As part of the planning exercise for larger developments, all the necessary schools and other amenities (non-residential uses) will be planned and included as part of the new development.

6. How many housing opportunities are identified in each of these projects?

Refer annexure A attached

7. Has the beneficiaries already been identified for these housing project?

A Project Engagement Committee (PEC) is establish for each new housing project. The PEC will make a recommendation on the split of the new beneficiaries according to the approved Housing Allocation Policy. Once the allocation split is approved, names will be requested from the City's Data base and beneficiaries will be invited to start the subsidy application process.

8. Can a breakdown of the projects that have been implemented be provided and if they have not yet been implemented are there exact dates for when these projects can be implemented and completed.

- *Planning – Consultant teams have been appointed to prepare and submit the necessary plans to obtain all the statutory approval.*
- *Procurement – Tender documents are prepare and advertised to appoint contractors for the construction of Services and Top Structures*
- *On site – Contractors are on site*

9. The housing backlog in Cape Town stands at 350,000 families. Why has the City delivered only 1,627 serviced sites out of the promised 7,100?

The sites target for 23/24 was 2 700. Housing Development delivered 1 627 sites and Informal Settlement delivered 1 124 sites.

10. What is the plan to accelerate housing delivery, and why have commitments not been met?

The Human Settlements directorate will continue to upscale and improve on its role as a provider of housing opportunities through the implementation of the National Housing Code programmes such as the Breaking New Ground (BNG), Enhance People's Housing Process (EPHP) etc.

Increasing demand for human settlements opportunities will also be addressed through supporting the participation of the private sector in the provision of housing, and through encouraging densification/high density development and innovation in the way housing is delivered in the City. Examples include:

- *Land release and city incentives to the private sector (traditional private sector, emerging private sector, social housing institutions). The current land release programme projects to release an additional 10 000 affordable housing opportunities in the next 2 years.*
- *Identification, advocacy and assembly of state-owned land for redevelopment (e.g. Stikland, Wingfield, Youngfield etc)*
- *Support for small scale rental units and micro-developers (Sector is the fastest growing in terms of affordable housing development. It also encourages densification, which needs less land per unit output)*
- *Upgrading of Informal Settlements Programme (UISP) to push for incrementalism and formalization over time.*
- *Encouraging densification through:*
 - *Alternative Building Technology (ABT) in informal settlements*
 - *Additional development rights for developing affordable housing*

Future ownership: developing a rent-to-buy pilot project to test a new model of home ownership that is more appropriate for the South African context (addressing existing barriers of high levels of household indebtedness, and credit worthiness issues) – with the aim of replicating over time. This will be most appropriate for the land release programme.

11. The housing backlog in Cape Town stands at 350,000 families. Why has the City delivered only 1,627 serviced sites out of the promised 7,100?

Same as question 9 above The sites target for 23/24 was 2 700. Housing Development delivered 1 627 sites and Informal Settlement delivered 1 124 sites.

12. What is the plan to accelerate housing delivery, and why have commitments not been met?

The Human Settlements directorate will continue to upscale and improve on its role as a provider of housing opportunities through the implementation of the National Housing Code programmes such as the Breaking New Ground (BNG), Enhance People's Housing Process (EPHP) etc

Increasing demand for human settlements opportunities will also be addressed through supporting the participation of the private sector in the provision of housing, and through encouraging densification/high density development and innovation in the way housing is delivered in the City. Examples include:

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27	40, 45 - 91	POLITICAL PARTY	<p>What is the purpose of the Integrated Annual report?</p> <ol style="list-style-type: none"> 1. The City of Cape Town brands itself as “pro-poor” and fiscally responsible. Given the findings of the latest Integrated Annual Report, how would you respond to claims that the administration has failed the city’s vulnerable communities? 2. Trust in the City’s leadership has dropped significantly—why do you think this has happened? What immediate interventions will be implemented to address poor service delivery particularly in the poorer and underdeveloped as it also has a direct impact on our environment and the water ways. 3. The overall performance of this well run city has dropped from 2.8 to 2.7 this falls within the category of fair to poor or poor to fair, fair being 3, this city has not yet provided a fair performance. Furthermore compared to other public service providers they cannot even reach a fair at this point `but a miserable 2.7 (Poor to Fair) rating. As a service provider it certainly does not do any better than a 2.7. 	G Morgan	(Not perfect fit but probably best for full overview)
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ANSWER

Q1. The Auditor General commented in her audit report that Cape Town is exceeding every target for service delivery in townships, and needs to pay careful attention to the financial sustainability of doing so. The City is proud to spend its budget disproportionately in poorer communities, and will continue aiming to deliver services to an even higher standard. Besides a huge differential in operational spending — to deliver largely free (cross-subsidised, but free for the user) basic services to residents in informal settlements - the City is further making major infrastructure investments. In total, based on a line by line analysis, 75% of Cape Town’s record capital infrastructure budget benefits lower income households directly. This includes some projects which benefit lower income households exclusively, some which benefit all, as well as those which

benefit mixed-income communities. Just the pro-poor portion of Cape Town's capital budget is larger than the entire capital budget of any other metro for the year in question.

Q2 Trust in the City has moved from 3 to 2.9 which is a 0.1 decrease. It is an index question where community members are required to rate the City on trust on a Likert scale from 1-5. There are a number of factors that may have influenced perceptions of respondents to this question, some of which are not within the mandate of the City to fully address. Nevertheless community members often deem factors such as unemployment, crime and housing as the ambit of the City, while they are shared mandates with National and Provincial government.

The 2023/24 results are communicated to leadership in the respective line departments, who have been tasked with identifying action plans to address areas of key concern highlighted by the data.

Q3 The City runs a robust survey with 4 index questions and 33 service attributes across all line departments. While the overall performance is indicated at a 2.7 there is also a view at Directorate level where the scores range between 2.7 and 3.4, with 2.7 being the lowest score.

As previously stated some of the factors influencing the scores are not within the locus of control of the City. However, the City Manager and Executive Directors have ensured that plans in place to positively improve these scores. Also noting that the results should not be considered in isolation but consistent with other data sets that either present the same view or add more insights on what could have informed the score.

28	22	POLITICAL PARTY	<p>With the poverty percentage stands at 17.6% according to the report of the 1452845 household, 186 520 households are indigent (the actual number should be 255701 household) can the city please advise the following:</p> <ol style="list-style-type: none"> 1. How many indigent grants has been issued? 2. What is the rand value of the Indigent grant? 3. Many of the indigent have deductions taken from their electricity purchases – why are these deductions not reflected on their municipal accounts? 4. When indigent grants are approved, the city claims that the arrears are written off, but once the indigent period (2 to 3 years) has expired the arrears is placed back onto the account and the debt collection processes is reinstituted. If the debt is written off, why is this arrears reinstated after the indigent period? 5. Does the city employ collection agents//attorneys to collect the arrear amounts. If so how many collection agents/Attorneys do we employ? 6. How many letters are sent out per month per agent/attorney? 	<p>K Jacoby</p> <p>- Eloise de Villiers</p>	
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			7. Is the legal fees for these agents added to the account of the indigent?		
			8. How are these agents/attorneys paid?		

ANSWER

1. The City provides indigent benefits to accountholders with a gross monthly income of R7500 or less and to owners of properties that have a municipal value of R450 000 or less. As at the 31 January 2025 about 228 832 account holders (owners of properties) have benefited from the indigent benefits of the City.
2. The City stopped providing indigent grants
Beneficiaries are provided with the following benefits:
 - 100% rates rebate
 - 15 000 litres of water free per month
 - 10 500 litres of sewerage free per month
 - 100 % refuse rebate on 1 bin
 - Prepaid electricity meter will be installed free of charge
 - 25 kWh if electricity received is between 250kWh and 450kWh per month
 - 60 kWh if electricity received does not exceed 250 kWh per month
 - Arrears written-off as a once off write-off
3. Electricity purchases reflect on the municipal account if it is linked to the same business partner for the same property. Deductions to recover arrears will show on the receipt issued when purchasing electricity. On request at a Revenue Walk in Centre or the Call Centre, the balance of any arrears will be provided.

There are customers who tamper with their meters and are fined for doing so. The fine charges and recalculated outstanding electricity charges (resulting from the tampering) are also collected via electricity purchases and these collections will not reflect on the normal municipal account, it is allocated to the electricity pre-paid account.
4. Arrears are not reinstated, unless it is found that the applicant was dishonest when the indigent application was submitted.

There are however income-based indigent customers who need to re-apply ever three years if they are 60 years and older or every 12 months if they are younger than 60. If they do not make application and do not pay their municipal account once the indigent benefit period has lapsed, debt will build up on their accounts and the necessary debt collection actions will commence. Notices are sent to remind them but many ignore this.
5. The legal debt collection panel of attorneys comprises of 14 service providers.
6. This depends on the number of accounts that the City has handed over. Currently approximately 19093 accounts have been handed over, which indicates that at least 19093 final demands were sent.
7. Indigent accounts are not normally handed over, because the indigent beneficiary receives a zero monthly account.
8. Attorneys are paid from a budget provision after their invoices have been vetted.

COMMENTS RECEIVED				
		WARD 96	<ol style="list-style-type: none"> 1. The various police raids in the offices of the various Mayco Members of the city of cape town, is a demonstration that the city's delivery is not aligned to the King 4 Principles which are the culture of ethical leadership, good governance, enhanced performance, effective internal controls and oversight into the administration. 2. One of the principles of good governance is to understand the fine line which is between political oversight and interference in the administration. 3. The city is finding itself in this current situation of being investigated by law enforcement agencies because the city's leadership have not internalised and understood the difference between political oversight as well as political interference. 4. In this annual report the city says that it "prioritised excellence in the delivery of basic services as the foundation for healthy and prosperous Cape Town, reliable water and sanitation and refuse collection services provide the essential ground work for dignity and economic growth". This is not a lived experience of the people on the ground as the city only provides water stand pipes where there are drainage systems already in place, whereas the majority of informal settlements are occupying unserviced land which does not have drainage systems. 5. The City further makes reference to recognised and unrecognised informal settlements and further claims that 99.84% of recognised informal settlements that now receives basic services. This implies that unrecognised informal settlements are not part of this percentage and are excluded from receiving basic services. 6. The City further makes reference to recognised informal settlements even to date the Electricity is not Installed to them 7. The report states that the sewer pipe replacement programme which according to the report has been increased to 97km with 2.127 billion allocated for the next three years. There is still an issue in ward 96 of a project of sewer pipe replacement which was supposed to be implemented in the first quarter of the financial year. This is a 14 million project which is supposed to be implemented in Cekeka, Dibana road, Malandalahle Crescent and Mhlophe Crescent. This project did not happen as the companies that specialised with a particular material which is used did not tender because of the crime situation that we have in Khayelitsha. 	NO ANSWER REQUIRED

			<p>8. Ward Councillor have appealed that the budget set aside for this project do not be redirected to other projects we should still pursue the implementation of this project.</p> <p>9. The City of Cape Town cannot pride itself of excellent service delivery in the provision of sanitation in informal settlements when it is still continuing with the provision of bucket system.</p> <p>10. Human Settlement lot of Billons are turn back because City can't build houses due to Crime</p>		
		SUBCOUNCIL 10	<p>1. The various police raids in the offices of the various Mayco Members of the city of cape town, is a demonstration that the city's delivery is not aligned to the King 4 Principles which are the culture of ethical leadership, good governance, enhanced performance, effective internal controls and oversight into the administration.</p> <p>2. One of the principles of good governance is to understand the fine line which is between political oversight and interference in the administration.</p> <p>3. The city is finding itself in this current situation of being investigated by law enforcement agencies because the city's leadership have not internalised and understood the difference between political oversight as well as political interference.</p> <p>4. In this annual report the city says that it "prioritised excellence in the delivery of basic services as the foundation for healthy and prosperous Cape Town, reliable water and sanitation and refuse collection services provide the essential ground work for dignity and economic growth". This is not a lived experience of the people on the ground as the city only provides water stand pipes where there are drainage systems already in place, whereas the majority of informal settlements are occupying unserviced land which does not have drainage systems.</p> <p>5. The City further makes reference to recognised and unrecognised informal settlements and further claims that 99.84% of recognised informal settlements that now receives basic services. This implies that unrecognised informal settlements are not part of this percentage and are excluded from receiving basic services.</p> <p>6. The report states that the sewer pipe replacement programme which according to the report has been increased to 97km with 2.127 billion allocated for the next three years. There is still an issue in ward 95 and ward 96 of a project of sewer pipe replacement which was supposed to be implemented in the first quarter of the financial year. This is a 14</p>	NO ANSWER REQUIRED	

			<p>million project which is supposed to be implemented in Cekeka and Dibana road in front of the new police station in Makhaza. This project did not happen as the companies that specialised with a particular material which is used did not tender because of the crime situation that we have in Khayelitsha.</p> <p>7. Subcouncil 10 have appealed that budget set aside for this project to not be redirected to other projects we should still pursue the implementation of this project.</p> <p>8. The City of Cape Town cannot pride itself of excellent service delivery in the provision of sanitation in informal settlements when it is still continuing with the provision of bucket system.</p>		
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112 ANNEXURE A**SERVICE LEVEL AGREEMENT (SLA)**

Between Customer Relations Department (CR) (Service Provider) and Recreation and Parks Department (Client) of the City of Cape Town for the period 2024 - 2025

The purpose of this Service Level Agreement is to define the levels of service that will be provided by the CR Department via the Corporate Contact Centre (CCC) to the Recreation and Parks Department and to ensure that a mutual understanding exists with regard to service expectations and the commitments between the two parties.				
No.	Service	Measurement	Criteria	How Measured
1.	<u>Operational Services/Service Guarantees</u>			
	<u>List of CR Services (Service Guarantees)</u>			
1.1	• CCC to answer 80% of calls within two minutes.	• 80% within 2 minutes		
1.2	• CCC to accurately record all customer interactions relating to R&P queries.	• According to defined specifications 80%		
1.3	• CCC to resolve 80% of general queries at first point of contact.	• Immediately		
1.4	• CCC to refer all customer interactions requiring back office intervention to R&P by means of a SAP Service notification.	• Immediately		
1.5	• CCC to refer all difficult, technical or escalated queries that the CCC cannot solve, to R&P by means of an email.	• Within 1 hour	• Speed • Reliability • Quality • Cost • Flexibility	• Quarterly Stakeholder Engagement Meetings • Statistics
1.6	<u>List of R&P Services:</u>			
1.6.1	• R&P to respond to difficult, technical or escalated issues within one week.	• Within one week		
1.6.2	• R&P to draw daily SAP variant reports on unresolved issues	• Daily		
1.6.3	• R&P to resolve all queries within specified SLA timeframes	• Within SLA Timeframes		
2.	<u>Campaigns, Communication and Monitoring</u>			
	<u>Campaigns:</u>			
2.1	• R&P to inform the CCC of any planned campaign or initiative timeously.	• According to agreed schedule	• Speed • Reliability • Quality • Cost • Flexibility	• Monthly / Quarterly Stakeholder Engagement • Statistics
2.2	• Involve the CCC with any campaign which may result in increased call volumes in order to put proper staffing measures in place to meet	• According to agreed schedule	• Speed • Reliability • Quality • Cost Flexibility	• Monthly / Quarterly Stakeholder Engagement • Statistics

	the associated call demands.			
2.3	<ul style="list-style-type: none"> • R&P to provide CCC with appropriate process flows related to any campaigns or initiatives. 	<ul style="list-style-type: none"> • According to agreed schedule 	<ul style="list-style-type: none"> • Speed • Reliability • Quality • Cost Flexibility 	<ul style="list-style-type: none"> • Monthly / Quarterly Stakeholder Engagement • Statistics
3.	<p><u>Roles and Responsibilities</u></p> <p>The purpose of defining roles is to ensure that responsibilities can be assigned to specific people and to aid communication between R&P and the CCC. This section must detail the specific roles and responsibilities of all parties and provide the contact details of the contact details of the people who will assume the responsibilities defined.</p>			
3.1	<p><u>Service Provider (Customer Relations):</u></p> <p>The Director CI assumes overall responsibility for the service provided. The Head: CCC is responsible for the delivery of daily Call Centre services.</p> <p>Pearl Nongqongqo Director Citizen Interface</p> <ul style="list-style-type: none"> • Tel: 021 400 4955 • Cell: 072 133 3608 <p>Stephen Minnaar Head: Corporate Contact Centre</p> <ul style="list-style-type: none"> • Tel: 021 427 7040 • Cell 0731439087 			
3.2	<p><u>Client Recreation and Parks</u></p> <p>The custodian of the agreement is the person responsible for negotiating and signing the agreement.</p> <p>Chantal Michaels Director: Recreation and Parks Tel 021 400 9109</p> <p>Nosipho Mbuku Manager: Support Tel 021 4004247</p> <p>Konanani Phadziri Administrative Officer Tel 021 4009538</p>			

3.3	The CCC's responsibilities are:			
3.3.1	To provide the services defined in section 1 above.			
3.3.2	To respond to and resolve all calls and requests within the resolution time in 1 above.			
3.3.3	To request training of CCC staff by R&P for reasons that include (inter alia) re-training, re skilling and staff turnover within the CCC.			
3.3.4	To protect suppliers against any unauthorised disclosure of their sensitive information.			
3.3.5	To train and support R&P staff in approving and maintaining processes via the Body of Knowledge application.			
3.3.6	To maintain communication with R&P.			
3.3.7	To monitor the number of calls and the percentage of calls resolved at first time resolution.			
3.3.8	To draw statistics at least on a monthly basis to ensure compliance with the agreement.			
3.3.9	The performance measures will be presented for discussion at the SLA meetings.			
3.3.10	Any urgent matters after hours and on weekends to be referred to Disaster Risk Management.			
3.4	CP's responsibilities are:			
3.4.1	To communicate any R&P related news and current initiatives in R&P to the CCC.			
3.4.2	To communicate any potential issues with the citizens to the CCC.			
3.4.3	To approve new R&P processes and process changes via the Body of Knowledge application.			
3.4.4	To train the CCC staff and/or business trainer to have sufficient expertise in R&P			

	business including Maintenance initiatives.			
3.4.5	To provide CCC with any information that the CCC could reasonably require in order to provide the service defined in this agreement.			
3.4.6	To action, all notifications and service orders sent to R&P by the CCC within agreed timeframes as per annexure A.			
3.4.7	All escalated enquiries will be dealt with by Konanani Phadziri <ul style="list-style-type: none"> Responsible person will respond to the escalated enquiries. Responsible person will action matter and provide feedback. 	<ul style="list-style-type: none"> Within 48 hours Within 7 working days 		
3.4.8	<ul style="list-style-type: none"> To evaluate and measure service levels attained against the SLA and provide feedback. 			
3.4.9	<ul style="list-style-type: none"> To maintain communication with the Head: CCC. 			
4.	<u>Escalation Procedure</u> The escalation procedures to follow when the caller has made a call to the CCC and the Call Centre Agent at the CCC has attempted to resolve the call but the caller requires additional technical information or support.			
4.1	<ul style="list-style-type: none"> Should the call concern a service notification that is outside of SLA, the agent creates an Outside Service Level (OSL) service notification to the OSL Team. 	<ul style="list-style-type: none"> Immediately 		
4.2	<ul style="list-style-type: none"> The OSL team will follow up on the issue and inform the customer accordingly. 			
4.3	<ul style="list-style-type: none"> For any other technical request that an agent is unable to deal with, the Call Centre Agent creates an escalation to the Team Leader. 	<ul style="list-style-type: none"> 7 days 		
4.4	<ul style="list-style-type: none"> The Team Leader assesses the situation and if required, sends an email to R&P. 			
4.5	<ul style="list-style-type: none"> The Team Leader assesses the situation and if 			

	required, sends an email to R&P.			
4.6	<ul style="list-style-type: none"> If the matter remains unresolved, the Team Leader/OSL agent sends an email to the Administrative Officer. 	<ul style="list-style-type: none"> Within 48 hours of receipt 		
4.7	<ul style="list-style-type: none"> Head: Revenue Management (R&P) phones the customer and ensures that the issue is resolved. 	<ul style="list-style-type: none"> Within 3 working days 		
5.	<u>Statistics</u> The following statistics will be drawn by R&P and the CCC on a weekly basis.			
5.1	<ul style="list-style-type: none"> Number of R&P contacts and notifications. 	<ul style="list-style-type: none"> According to a defined time frame. 	<ul style="list-style-type: none"> Speed Reliability Quality Cost Flexibility 	<ul style="list-style-type: none"> Monthly/Quarterly Stakeholder Engagement Meetings Statistics
5.2	<ul style="list-style-type: none"> Number of resolved/unresolved R&P queries. 	<ul style="list-style-type: none"> According to a defined time frame. 	<ul style="list-style-type: none"> Speed Reliability Quality Cost Flexibility 	<ul style="list-style-type: none"> Monthly/Quarterly Stakeholder Engagement Meetings Statistics
5.3	<ul style="list-style-type: none"> Number of calls handled not logged as C3 notifications to be categorised % response times achieved. 	<ul style="list-style-type: none"> According to a defined time frame. 	<ul style="list-style-type: none"> Speed Reliability Quality Cost Flexibility 	<ul style="list-style-type: none"> Monthly/Quarterly Stakeholder Engagement Meetings Statistics
6.	<u>Hours of Operation</u>			
6.1	<p>Recreation and Parks (R&P) operating hours are: Monday to Friday: 07H30 to 16H00</p> <p>CCC operating hours are Accounts and General Enquiries : Monday to Friday: 07h00 to 18h00 Saturdays: 08h00 to 14h00 Sundays and most Public Holidays 09h00 to 13h00</p> <p>After hours, calls will receive a message to confirm the hours of operation</p>	<ul style="list-style-type: none"> According to defined time frame. 	<ul style="list-style-type: none"> Speed Reliability Quality Cost 	<ul style="list-style-type: none"> Quarterly Stakeholder Engagement Meetings Statistics

7.	Training and Support			
7.1	<ul style="list-style-type: none"> R&P to provide training on R&P business from time to time. 	Professionally	<ul style="list-style-type: none"> Speed Reliability Quality Flexibility 	<ul style="list-style-type: none"> Quarterly Stakeholder Engagement Meetings Statistics
7.2	<ul style="list-style-type: none"> R&P to make specialist support available when required. 	Professionally	<ul style="list-style-type: none"> Speed Reliability Quality Flexibility 	<ul style="list-style-type: none"> Quarterly Stakeholder Engagement Meetings Statistics
7.3	<ul style="list-style-type: none"> R&P to keep the CCC informed of any changes or initiatives that could affect all volumes call volumes or resolution of queries. 	At least one day before the change is scheduled to occur	<ul style="list-style-type: none"> Speed Reliability Quality Flexibility 	<ul style="list-style-type: none"> Quarterly Stakeholder Engagement Meetings Statistics
8.	Customer Specific Requirements :			
	<ul style="list-style-type: none"> R&P will continue to deal with walk-in customers. 			
9.	SLA Review			
	This agreement will be reviewed annually from date of signature, or sooner if circumstances demand it.			

Complaint Type	Current SLA's	Updated SLA's
Tree Complaint		
Tree trimming	110 days	
Tree Trimming @ Recreation Facilities	110 days	
Root Pruning	110 days	
Tree removal	110 days	
Fallen tree	10 days	
Fallen Branch	10 days	
Tree Planting	10 days	
Bush Clearing	90 days	110 days
Mowing		
Parks	60 days	
Cemeteries	60 days	
Passage Ways	60 days	
Road Reserves	60 days	
Recreation Facilities	60 days	
Greenbelt	N/A	60 days (new)
Weed Control	60 days	
Dumping on Parks	30 days	
Irrigation	30 days	60 days
Litter picking at the Park/Cemeteries	N/A	30 days (new)
Bin Cleaning at the Parks	14 days	
Repair of Park infrastructure:		
Fencing	90 days	
Pathways	90 days	
Bins	14 days	60 days
Signage	90 days	
Signage on Recreation Facilities	90 days	
Equipment	90 days	
Maintenance at Recreational Facilities:		

Parking Grounds	90 days	
Parking Lines	90 days	
Designated for disabled	90 days	
Loading Zones	90 days	
Litter picking at Facilities	90 days	30 days
Potholes in Parking area	90 days	
Resurfacing of parking	90 days	
Buildings		
Leaking Roof	90 days	
Painting of building	90 days	
Broken windows/doors	90 days	
Ceiling	90 days	
Lights not working at Facilities	90 days	
Broken/Faulty Equipment	30 days	90 days
Drain blockage on the Facility	N/A	30 days (new)
Plumbing Repairs	30 days	90 days
General Cleaning:		
Halls	7 days	30 days
Resorts	7 days	30 days
Swimming Pools	7 days	30 days
Sports field	7 days	30 days
Public Toilets/Ablution	7 days	30 days
Tidal Pools	7 days	30 days
Stadium	7 days	30 days
Department days	93 days	

CUSTOMER RELATIONS**Name:** Pearl Nongqongqo**Director:** Citizen Interface

Signed: _____

Pearl Nolutando
Nongqongqo

Digitally signed by Pearl Nolutando Nongqongqo
Date: 2024.10.30 11:12:18
+02'00'

Name: Helourine Seyffert
Departmental Support Manager:
Customer Relations

Signed: _____

Helourine
Seyffert

Digitally signed by Helourine Seyffert
Date: 2024.10.30 07:49:20
+02'00'

Name: Andrea Scullard
SPO: Service management
Customer Relations

Signed: _____

Andrea Scullard

Digitally signed by Andrea Scullard
Date: 2024.10.30 08:23:36
+02'00'

RECREATION AND PARKS**Name:** Chantal Michaels**Director:** Recreation and Parks

Signed: _____

Chantal Michaels

Digitally signed by Chantal Michaels
Date: 2024.11.07 00:12:01
+02'00'

Name: Nosipho Mbuku
Departmental Support Manager
Recreation and Parks

Signed: _____

Nosipho
Mbuku

Digitally signed by Nosipho Mbuku
Date: 2024.11.05 20:32:30 +02'00'

Name: Konanani Phadziri
Administrative Officer
Recreation and Parks

Signed: _____

Konanani Phadziri

Digitally signed by Konanani Phadziri
Date: 2024.10.30 11:26:28 +02'00'

Human Settlements: Housing Development: Housing Implemer

01-Mar-25

No.	Projects in Planning Stage	Estimated Number of Units to yield	Area	Housing Development Region 1,2,3,4	Sub-Council	Ward
1	Annandale	2 500	Milnerton	1	3	5
2	Atlantis Protea Park (Protea)	570	Atlantis	1	1	32
3	Athlone Infill	303	Athlone	3	11, 14	47, 44 & 49
4	Belhar Infill housing project	750	Belhar	3	5	12
5	Darwin Road	TBD	Kraaifontein	1	2	102
6	Farm 920 plus Bloubos Road	539	Pass	2	8	84
7	Hanover Park	645	Hanover Park	3	11	47
8	Hangberg Phase 2	TBD	Hout Bay	1	20	74
9	Kensington Housing Project	141	Kensington	1	15	56
10	Masiphumelele Phase 4 Stage 2 ("Masiphumelele West")	635	Noordhoek	4	19	69
11	Mitchells Plain Infill	2 200	Mitchells plain	2	12,17	75 ,76, 116
12	New Crossroads	126	Gugulethu	4	13	38
13	Nooiensfontein	2 569	Blue Downs	2	21	19, 108
14	Ocean View Infill	397	Ocean View	4	19	61
15	Pelican Park Phase 2	1 900	Pelican Park	4	18	67
16	Retreat (Crest Way)	453	Retreat	4	18	110
17	Rouen Farm Housing Project	5 500	Strand		8	100
18	Strandfontein	750	Strandfontein	4	17	43
19	Vrygrond	665	Muizenberg	4	19	45

No.	Projects in Tender Phase	Tender Type	Potential Units	Area	Region 1,2,3,4	Sub-Council	Ward
1	Atlantis Kanonkop (Ext.12) Phase 2.A1	Top Structures	422	Atlantis	1	1	32
2	Atlantis Kanonkop (Ext.12) Phase 2.A2	Top Structures	738	Atlantis	1	1	32
3	Blueberry Hill	Bulks, Civil	3 789	Blue Downs	2	21	17
4	Delft Symphony Way (ACSA) site B	Bulks, Civil	1 675	Delft	3	5	12, ,22, 24
5	Delft The Hague Phase 1	Top Structures	216	Delft	3	5	13
6	Elsiesriver Infill	Top Structures	724	Elsiesriver	3	4	25,26 & 42
7	Mahama Infill	Top Structures	261	Khayelitsha	2	10	95, 96, 97, 98, 99
8	Maroela (South)	Top Structures	395	Kraaifontein	1	2	101
9	Rusthof Infill Project	Bulks, Civil	384	Strand	2	8	85, 100
10	Valhalla Park	Top Structures	557	Valhalla Park	3	15	31
11	Vlakteplaas	Bulks, Civil	4 300	Strand	2	8	100

No.	Under Construction	Construction Type	Units	Area	Region 1,2,3,4	Sub-Council	Ward
1	Delft Symphony Way (ACSA) site A	Bulks, Civil	1 586	Delft	3	5	13
2	Aloe Ridge (northern site)	Bulks, Civil	720	Blue Downs	2	21	108
3	Aloe Ridge (southern site)	Bulks, Civil	638	Blue Downs	2	21	108
4	Atlantis GAP Sites Robin Vale and Beacon Hill	Bulks, Civil	491	Atlantis	1	1	29, 32
5	Atlantis Kanonkop (Ext.12) Phase 2	Bulks, Civil	1 762	Atlantis	1	1	32
6	Bonteheuwel Infill	Bulks, Civils, T/S	273	Bonteheuwel	3	15	50
7	Dido Valley	Top Structures	600	Simon's Town	4	19	61
8	Edward Avenue	Tops Structures	126	Grassy Park	4	18	66
9	Freedom Park	Top Structures	159	Ottery	4	18	66
10	Greenville Phase 5	Bulks, Civils, T/S	495	Fisantekraal	1	7	105

11	PHP)	Civils	966	Fisantekraal	1	7	105
12	Gugulethu Infill - Erf 8448	Top Structures	571	Gugulethu	4	13	39
13	Gugulethu Infill - Mau Mau (erf 2849)	Top Structures	434	Nyanga	4	13	37
14	Elsiesriver Infill	Bulks, Civil	724	Elsiesriver	3	4	25,26 & 42
15	Macassar	Bulks, Civil, T/S	2 469	Macassar	2	21	109



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MUNICIPAL PUBLIC ACCOUNTS COMMITTEE

18 MARCH 2025

VOLUME 2

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