AREA BASED SERVICE DELIVERY MODEL

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THE ODTP
PEOPLE + DELIVERY = PROGRESS

Making progress possible. Together.
CONTENT

• Global Context
• Organisation Development & Transformation Plan
• Strategic Pillars & Priorities
• The Area Based Service Delivery Model
The SDGs: What local governments need to know
THE ORGANISATIONAL DEVELOPMENT AND TRANSFORMATION PLAN (ODTP) IS A STRATEGIC PLAN TO:

• Improve service delivery
• Become more customer-centric
• Modernise government

The main aim is to enhance service delivery and the City’s connection with customers, especially the poor.
WHY THE ODTP WAS DEVELOPED

• The ODTP serves as a plan for building a more sustainable, responsive and effective organisation and will help take local government to the next level.

• The ODTP will live alongside the City’s Integrated Development Plan (IDP) in order to outline the organisational requirements for bringing strategic planning to life.

• It aims to ensure effective service delivery for everyone in the city.
THE 5 STRATEGIC FOCUS AREAS (PILLARS)
THE 5 STRATEGIC FOCUS AREAS

- CITY OF OPPORTUNITY
- SAFE CITY
- CARING CITY
- INCLUSIVE CITY
- WELL-RUN CITY
TRANSFORMATIONAL PRIORITIES THAT GIVE LIFE TO THE FIVE STRATEGIC PILLARS
HOW WILL WE DELIVER EXCELLENCE IN BASIC SERVICE DELIVERY?

- Our aim is to effectively deliver basic services to improve the living conditions and health of residents.
- We will strive for excellent customer service, which includes customer engagement and the City’s response to service issues and complaints.
- We will continue to roll out access to the internet to help ensure that residents can enjoy the benefits of the digital age.
HOW WILL WE IMPROVE BASIC SERVICE DELIVERY TO INFORMAL SETTLEMENTS AND BACKYARD DWELLERS?

• We will work with communities to develop service delivery plans that are suitable for their needs.
• We will strive to address the realities of urbanisation during tough economic times, and aim to become a centre for excellence in servicing the immediate needs of informal settlements and backyard dwellers.
• We will continue to commit resources to help create a sense of belonging and promote residency in less formal communities.
HOW WILL WE CREATE SAFE COMMUNITIES?

- By deploying a comprehensive response to security threats and partnering with communities to target areas where dedicated resources are needed.
- By applying the right technology and information management systems to support localised crime prevention operations.
- By implementing social crime prevention programmes to address the root causes of gangsterism.
With new strategically located developments, around existing and planned public transport.

With the right mix and intensity of land use in new developments in order to improve the capability of the public transport network.

We will promote the use of public transport and non-motorised forms of transport with high quality public spaces.

The City will make every effort to prioritise the money spent on urban development – specifically transit corridors.

The City’s strategically located land holdings will be used, in partnership with the private sector to achieve transit oriented development.
HOW WILL WE ACHIEVE AN EFFICIENT, INTEGRATED TRANSPORT SYSTEM?

• By further developing an efficient, integrated, public transport system.
• By rolling out MyCiti as an integrated system that includes BRT, scheduled busses and minibus taxis.
• We will work hard to reduce congestion, by spending money on road capacity and initiatives to change commuter choices and driver behaviour.
• We will also aim to manage all land based public transport in order to improve the quality of service.
HOW WILL WE LEVERAGE TECHNOLOGY FOR PROGRESS?

• By improving our digital capabilities to drive operational transparency, enhance service delivery through process automation and online services whilst improving citizen engagement.
• By closing the digital divide through access to public Wi-Fi programmes, improving digital skills and supporting digital initiatives that enhance quality of life.
• We will aim to grow the digital economy within the city by creating an empowering environment for the growth of tech-enabled businesses and expanding its job creation potential.
• By investing in digital Infrastructure to support our digital city objectives and lower the cost of telecommunications in the City.
HOW WILL WE POSITION CAPE TOWN AS A FORWARD-THINKING, GLOBALLY COMPETITIVE BUSINESS CITY?

- By rolling-out a business brand with various partners aimed at positively positioning Cape Town in the mind of global investors.
- By tackling major limitations currently stopping investment while being responsive to investor needs.
- By creating growth partnerships between government and the private sector in Cape Town.
HOW WILL WE IMPROVE RESOURCE EFFICIENCY AND SECURITY?

• By promoting the use of production processes that are more resource efficient in order to make the most use of natural assets.
• By implementing strategies that will ensure systems and business plans are designed to improve resource efficiency and promote innovative practices and technologies.
• By establishing resilience to make the organisation and communities more resilient to shocks and stresses.
HOW WILL WE CONTINUE TO BUILD INTEGRATED COMMUNITIES?

• By partnering with NGO’s, business and tertiary institutions to promote conversations aimed at understanding and acceptance amongst communities.
• We will make the most of existing facilities to support cultural activities and supporting events.
• We will honour and respect events that allow communities to showcase their heritage.
• We will do our best to lead by example by attracting a diverse selection of South African talent and creating an institutional culture in which this talent can thrive.
HOW WILL WE CONTINUE TO BUILD INTEGRATED COMMUNITIES?

- We will dedicate resources and effort to the spatial transformation of the City. This includes escalating affordable housing provisions and promoting inclusionary land use.
- We will make every effort to deepen the conversation around race and inclusion in Cape Town by investing in research that will help to understand the real-life experiences of residents.
HOW WILL WE ENSURE ECONOMIC INCLUSION?

• By investing in expanded public works and community works programmes.
• By supporting skills development initiatives in high-growth areas to increase chances of employment.
• By funding bursaries for studies in areas of scarce skills and offering training and other forms of work experience to young people to prepare them for the world of work.
HOW WILL WE IMPROVE OPERATIONAL SUSTAINABILITY?

• We will strive to design services that are financially sustainable, have excellent project and operational management, and have good governance practices.

• We will do our best to deliver services in a manner that makes efficient use of available resources and that are financially sustainable.

• By becoming an effective strategy led organisation through:
  – Collaborative, transversal strategy management;
  – Clear sights of decision making

• By positioning the City as a “Best Employer” through its values and compelling “Employee Value Proposition”.

• Attracting, training and retraining staff members with the skills that are needed to succeed.

• By dedicating resources and capacity to revenue generation beyond traditional revenue streams.
AREA-BASED MODEL

NORTH: this quadrant includes areas such as Mamre, Atlantis, Durbanville, Melkbos, Milnerton, Brooklyn, Maitland, Langa, Kraaifontein, Observatory, Cape Town, Sea Point, Camps Bay and Hout Bay.

EAST: this quadrant includes areas such as Kuils River, Khayelitsha, Eerste River, Somerset West, Strand and Sir Lowry’s Pass.

SOUTH: this quadrant includes areas such as Constantia, Noordhoek, Cape Point, Muizenberg, Retreat, Philippi, Mitchells Plan, Newlands and Rondebosch.

CENTRAL: this quadrant includes areas such as Goodwood, Epping, Parow, Bellville, Delft, Manenberg, Gugulethu and Athlone.
AREA BASED SERVICE DELIVERY MODEL

• To implement an integrated approach to service delivery at a local level
• To develop effective city wide area coordination & management of service delivery
• To ensure equity and parity in service delivery across the City
• To facilitate ease of access to all clients
• To develop and foster a better understanding of its customers as it allows the city to position itself closer to the people
AREA-BASED SERVICE DELIVERY PURPOSE

PROACTIVE

IMPROVED SERVICE DELIVERY

REACTIVE

Opportunity City
- to promote social and economic development

Safe City
- to promote a safe and healthy environment

Caring City
- to ensure the provision of services to communities in a sustainable manner

Inclusive City
- to encourage the involvement of communities and community organisations in the matters of local government

Well-Run City
- to provide democratic and accountable government for local communities

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A NEW SOCIAL CONTRACT
BENEFITS OF THE ODTP TO ALL RESIDENTS OF CAPE TOWN

- Better service delivery for all.
- A more direct line of communication between residents and government.
- Improved transport systems.
- Better access to more renewable energy sources.
- More economic inclusivity.
THANK YOU