

URP Upgrade of Lookout Hill Facility

Verification Item:

Have relevant notices been placed up?

Response: _____

Verification Item:

Has a service provider been identified?

Response: _____

Verification Item:

Has Environmental Impact Assessment been completed?

Response: _____

Verification Item:

Have materials been purchased?

Response: _____

Next the social audit team holds a public hearing where they give the community and government feedback on the social audit's findings. This ties in with Strategy 7.

Strategy 5: Use your ward committee meetings

Attending ward committee meetings is an **extra opportunity** for you to ask for progress on the different projects, or to raise awareness about progress on the projects (which you have identified through your social audit in Strategy 4). It also gives you an extra space for asking questions from your councillor, and working together with members of your ward and the relevant officials to help take projects forward.

Strategy 6: Join your Integrated Development Planning representative forum

As part of the integrated development planning process, each municipality must establish an **IDP representative forum** or committee. These should draw from members of the community, and ward committees should **communicate directly** with the groups. It provides an opportunity to deal with IDP-specific issues.

Strategy 7: Mobilise your community members

A cause is greatly forwarded if people who care about the issue come together. Civil society groups² have noted that:

- You can **organise** by calling a meeting to talk about local problems and discuss how to take issues forward;
- You can **develop ties** with other community based groups, movements or coalitions to add strength (especially where they are looking at similar issues);
- You can **identify allies** outside of government like human rights organisations, and inside of government like your local ward councillor.

Once you have mobilised as a community, you can then think of strategies together to help voice your concerns and cause. These might include:

- Drafting and circulating a petition
- Contacting the media and issuing a press release
- Organising a protest or gathering

Strategy 8: Make a complaint

If your other strategies are not making progress, you can explore escalating your matter by making a complaint either to the Public Protector or the South African Human Rights Commission, with both entities having potential oversight of IDP-related problems. The Public Protector will consider complaints related to government service or conduct, and the South African Human Rights Commission will consider complaints relating to a human rights violation.

Further information

ODAC	The Open Democracy Advice specialise in access to information, protection of whistleblowers and freedom of expression. Get further information at www.opendemocracy.org.za .
Afesis-corplan	Afesis-corplan specialise in promoting active citizenship and good governance, and have done specific work in integrated development planning processes. Go to www.afesis.org.za or call +27 (0) 43 743 3830.
Section 27	Section 27 and others have developed a detailed guide for activists working in their local communities. To download a copy to help you identify actions you can take, go here: http://www.seri-sa.org/images/stories/activistguidetolocalgovernment_aug11.pdf



Your Ward is defined as:

Harare - Khaya - Liitha Park.

Who is your councillor?



Councillor
Nomvuyo
Mofoko (ANC)

The contacts for your councillor are:

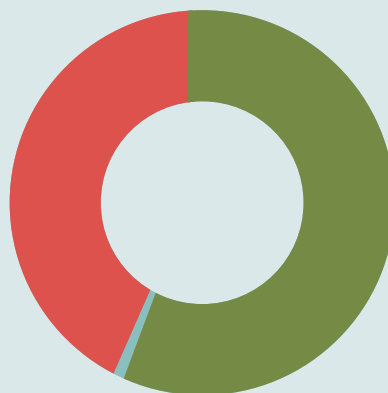
Telephone: 084 729 0816
Address: B605 Vuyani Street
Khayelitsha 7784
Email: nomvuyo.mofoko@capetown.gov.za

² Section 27 et al, 'Making Local Government Work: an activists guide' at: http://www.seri-sa.org/images/stories/activistguidetolocalgovernment_aug11.pdf

Projects planned for your area

Accordingly, the distribution of funds for project allocations over Departments is:

Allocation



- City Parks
- Roads and Stormwater
- Tourism

What is useful about this information?

This information shows the **prioritisation of projects** in your area, which is interesting to compare against the targets described in the integrated development plan. It also gives you **specific projects** that you can follow up on and ideas on where the gaps are in your area that are not being dealt with, which could be raised in time for the **next integrated development plan** (or directly lobbied for now).

Taking action on the information

Strategy 1:

Get more details on the status of the projects from your Ward Councillor (this will help with all other strategies)

You might **ask the following questions**:

- Are the facts about the projects correct? If not, why not? If they are correct, are there any plans to make changes?
- Who is the project manager on the project and what are their details?
- What is the project's timeline?
- What is the current status of the project?

Strategy 2: Get more information

There are **different tools** available to you, which might help you in taking action on this information. For instance, if you want more information about the projects you can use the **Promotion of Access to Information Act 2 of 2000**. This allows you to request information from public or private bodies.

If you want to know about why an administrative decision was taken or not taken (so for instance, why did the City chose to invest in sidewalk development but not street drainage?) you can ask for written reasons for that decision through the Promotion of **Administrative Justice Act 3 of 2000**.

Strategy 3: Make your own social audit¹

A social audit is a technique to **measure, verify, understand and report on local government's performance** on a project. The social audit process involves engaging with a number of **stakeholder groups**. These include:

- the local municipality and project managers (identified through strategy 1 and 2);
- community members; and
- contractors and any other individuals or civil society organisations interested in participating.

Your first step is to **pick which project** you want to monitor. You then get all the relevant associated documents (which you have done in strategy 1 and 2). The type of documents depends on the type of project and service you picked. This can range from tender documents, service delivery agreements, programme or project plans (even building plans), invoices, proof of payments, labour lists, and more.

The community members are then trained so that they have the knowledge and skills to analyse the documents. These community members will make up the social audit team who check **whether the documents match reality**. After the social audit team has looked through all the documents, the team goes into the field to verify the standard of service delivery. You can create a simple checklist to help, for example:

¹ See further, M Sithole 'Social Audits: understanding process' at <http://www.localgovernmentaction.org/blog/social-audits-understanding-process>.