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DATE:	14 December 2016
TO:	All Staff

STAFF CIRCULAR 017/2016 - STANDARD OPERATING PROCEDURE (SOP) FOR THE PUBLICATION OF MUNICIPAL NOTICES ON THE CITY OF CAPE TOWN WEBSITE

Please note: Where reference is made to 'notices' in this staff circular, it relates only to an application advertised in the newspaper. Should a situation arise where the applicant undertakes the press notice, then this SOP is still applicable.

The launch of the new look and feel City of Cape Town website on the 28th October 2016 prescribed a change in the way that land use application notices are placed on the external platform. On the old website the weekly newspaper clipping (high resolution scan) of the applications open for comment was published for information. These clippings were not consistent with the concept of the new website and the department had to review the format of this service. The new website launched a more focussed web page dedicated to all the cities public participation issues - ['Have your Say'](#). This is the appropriate platform to publish land use notices and provides a number of opportunities for the department to further align to the strategic priorities of the city.

Including these land use notices in 'Have your Say' becomes a supplementary service to the current format for publication of the weekly land use notices in the Argus and Die Burger. It is therefore currently not prescribed in law and non-compliance will not result in procedural flaw. As it has enhanced features such as viewing the application file online - the benefit to both department and the citizen is clear. The effectiveness will be monitored for consideration to any future amendments to the applicable law.

Such benefits include but are not limited to;

The benefit to the Interested and Affected Party:

- A packaged application file will be available 24/7 (for viewing purposes only – the file will be protected to prohibit downloading)
- Reduces the cost of travelling to the district offices to view applications
- Reduces the impact on counter queues and available workstations
- Comments/Objections can be submitted from the 'Have your Say' webpage via direct e-mail

- Fair and Transparent access to the information, every customer gets to see the same information on day one as day 30.

The benefit to the Department:

- Application folder is packaged once with all relevant documentation and files
- Application folder is stored on the desktop of the counter pc for easy access
- Interested and Affected parties can view the packaged documentation from the counter pc and not directly from the live DAMS system
- Reduces the number of Interested and Affected parties viewing applications open for comment at the district counters – business cards will be created for the district on which counter staff can write the Case ID and URL for walk-ins to assist them in promoting the service.
- Application files can be archived on completion of the advertising period and provides for improved auditing purposes.

This standard operating procedure provides guidance to staff on how to implement the enhanced process for publishing land use notices. Once an application has been identified as requiring a notice in the media as contemplated in Section 81 of the Municipal Planning By-Law, 2015 it triggers the process below.

PROCESS TO BE IMPLEMENTED

- A [sharepoint platform](#) has been created to support the implementation of this standard operating procedure. A sharepoint folder for each district office exists on this sharepoint platform with unique permissions for each district office. The following officials and specific to each district office have been given permission to view, add, update and delete information on their sharepoint folders.

Head: Land Use Management
 District Manager and Secretary
 Customer interface support staff
 Case Officers
 Information Support Services
 e:comms

A communication will be send under separate cover to all the relevant officials. Any amendments to the permissions on these district folders should be forwarded to the Information Support Services (ISS) staff, [Vanessa Anderson](#) or [Natasja Geldenhuys](#) for actioning.

[Blaauwberg District](#)

[Cape Flats District](#)

[Helderberg District](#)

[Khayelitsha District](#)

[Northern District](#)

[Southern District](#)

[Table Bay District](#)

[Tygerberg District](#)

- On preparation of the land use notice for publication in the newspaper, customer interface support/case officer creates a folder under their district folder on Sharepoint. The preparation of a newspaper advertisement is the trigger for creating a folder on sharepoint.

The following naming convention must be adhered to: - **Case ID – Erf Number – Suburb**

- All relevant documentation pertaining to the application open for comment must be uploaded to this folder, in other words all documents that would be made available to interested and affected parties if they were to access the documentation at the counter as prescribed in the Notification policy for land use development applications. The following are the prescribed minimum required for a well represented comment/objection:
 - Template from submission for newspaper advertisements Application form
 - Site Development Plan (SDP) and plan of subdivision
 - Motivation report
 - Specialised reports for example, heritage, environmental, geotechnical and engineering services
- The documentation uploaded to these folders may vary in format and requires specific treatment to allow for publication on the website. Information Support Services (ISS) with support from e-comms will apply this treatment. The treatment includes but is not limited to;
 - Converting all documentation into pdf format
 - Performing a text recognition on the content to make the document searchable
 - Reducing the size of the package to comply with web regulations
 - Placing protection rights on the content to prevent it from being downloaded (application file if for viewing purposes only – the City of Cape Town has an obligation to protect privileged information)
 - Protecting privileged information by redaction
- PDF document (package of application documentation) is saved on the sharepoint platform and made available to E:comms for publication on the website.
- Applications for comment remain accessible on the 'Have your Say' platform for the duration of the commenting period afterwhich they are archived on Sharepoint for reference and auditing purposes.
- Publications on the 'Have your Say' webpage have the added functionality that the interested and affected party can submit a comment/objection online. The previous methods still apply, ie comments and objections can be submitted in writing, via fax or

email. The benefit of submitting online for the department is that the comment/objection will filter directly through to the comments and objections mailbox with a prescribed subject heading quoting the Case ID, Erf Number and Suburb. This will aid filtering the comments and objections per case.

PROMOTION OF THE SERVICE

- Both the Argus and Die Burger publications will carry information promoting the public participation platform 'Have your Say' on the Cityweb.
- Where district offices experience walk-ins requesting access to land use applications published in the media, they are encouraged to promote the 'Have your Say' platform by completing the business application card with the relevant Case ID, Erf number and Suburb for the client to view online.

IMPLEMENTATION DUE DATE

The advertising 'dead period' is experienced between 15 December 2016 and 15 January 2017 with the first land use notices due to be published in the newspapers on the 20th January 2017. This 'dead period' is crucial to implementing these enhanced services. The new year, historically provides a gradual increase in the number of land use applications advertised in the media. Corporate Services have indicated the 3 January as closing date for advertisements for publication on the 20th January 2017.

District Offices are required to indicate intention to advertise land use notices for 20 January by 3 January 2017 in order to ensure successful launch. Information Support Services will provide support and conduct onsite training on the municipal notice and sharepoint procedure to all district offices in January 2017 with preference to the district offices with advertisements on the 20th and 27th January 2017.

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