

13.10

C10/06/26 REVIEW OF THE PUBLIC PARTICIPATION POLICY

REPORT FROM DIRECTOR : CORPORATE SERVICE [PUBLIC PARTICIPATION]

PURPOSE OF THE REPORT

To submit the draft Knysna Public Participation Policy to Council for approval.

BACKGROUND /DISCUSSION

On the 19 March 2026, the draft amended Knysna Public Participation Policy was workshopped with Councillors. This was preceded by a process of consultation and a workshop with both the Ward Committees Reps on the 30th of October 2025 and officials of the Public Participation Unit and the provincial counterparts on the 04th of December 2025.

The review of the Knysna Public Participation Policy is because of the amendments in the Municipal Structures Act in relation to the Code of Conduct for Councillors and the Role of the Speaker.

The aim of the proposed amendments is to elevate the importance of the role of the Speaker in ensuring that Ward Councillors adhere to the Code of Conduct in as far as engaging with their constituencies.

Section 37 (k) of the Municipal Structures Act places an obligation on the Speaker of Council to strengthen participatory democracy at local government level by ensuring functionality and effectiveness of ward committees and public participatory processes.

The current Constitution for Public Participation Policy of the Knysna Local Municipality was last reviewed and adopted by Council on the 29 June 2023.

Attached is the Knysna Public Participation Policy with the amendments that were workshopped with Councillors on the 19 March 2026.

APPENDIX

1. Draft Public Participation with amendments
2. Invitation to Council workshop
3. Workshop attendance register

RELEVANT LEGISLATION

The Constitution of the RSA, 1996
Municipal Structures Act 117 of 1998
Municipal Systems Act of 2000
Municipal Finance Management Act
Property Rates Act
White Paper on Local Government of 1998

RECOMMENDATION OF THE ACTING MUNICIPAL MANAGER

- [a] That the contents of the report regarding the amendments of the tabled Draft Public Participation Policy that was workshopped with Councillors on the 19 March 2026 for the Knysna Local Municipality be noted; and
- [b] That the proposed amendments to the tabled Draft Public Participation Policy be approved by Council.

File Number : 9/1/1/1/1

Execution : Director : Corporate Services
Manager: Public Participation



Public Participation Policy

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DEFINITIONS

In this policy, unless otherwise indicated in the context:

Code of Conduct for Councillors	Means the the Preamble of the Code of Conduct for Councillors which imposes an obligation on Councillors to consult with their constiencies on a quartely basis and report on service delivery issues
Council	means the municipal council of Knysna Municipality <i>established</i> by Local Government: Municipal Structures Act, No.117 of 1998 and Provincial Notice no 592 dated 22 November 2000
Councillor	means a member of the municipal council
Community or Local Community	means that body of people comprising– • The residents of Knysna Municipal Council; • The ratepayers of Knysna Municipal Council; • Any civic organisation and non-governmental, private sector or labour organization or bodies which are involved in the local affairs of Knysna Municipal Council.
Community Participation	means the public participation at the municipal level where local residents are called the community
Constitution of the Republic of South Africa (Act 108 Of 1996)	means the Constitution of the Republic of South Africa, 1996
Consultation	means the action or process of formally consulting or discussion
Inform	means to give or impart knowledge of a fact or circumstance
Integrated Development Plan (IDP)	means the principal strategic planning instrument which guides and informs all planning and development, in a municipality
Involve	means to have or include (something/someone) as a necessary or integral part or result
Municipal Manager	means the person appointed in terms of Section 54A of the Local of Government: Municipal Systems Act, Act 32 of 2000, also referred to as the Accounting Officer in terms of the MFMA
MTREF	means the Medium Term Revenue and Expenditure Framework
MFMA	means the Local Government: Municipal Finance Management Act, Act 56 of 2003
Performance Management System (PMS)	means a two-way communication process between the municipality and the community that measures specific targets, standards and priorities that were agreed on during the IDP process.

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Performance Management Regulations	means the Municipal Performance Management Regulations for Municipal Managers and Managers Directly accountable to Municipal Managers, R805, 1 August 2006.
Petition	means a formal written request, typically one signed by many people, appealing to authority in respect of a particular cause.

Promotion of Access to Information Act	means the Promotion of Access to Information Act, Act 2 of 2000.
Property Rates Act	means the Local Government: Municipal Property Rates Act, Act 6 of 2004.
Public Participation	means an open, fair and accountable process through which individuals and groups within selected communities can exchange views and influence decision making. It is further defined as a democratic process of engaging people, deciding, planning and playing an active part in the development and operation of services that affect their lives.

SDBIP	means Service Delivery and Budget Implementation Plan
CDW	means Community Development Worker
Stakeholder	means an individual or group with an interest in a particular issue addressed by government, e.g. ratepayers' association or trade unions.
Local Government : Municipal Structures Act (1998), as amended	means the Local Government: Municipal Structures Act, Act 117 of 1998
Local Government : Municipal Systems Act (2000), as amended	means the Local Government: Municipal Systems Act, Act 32 of 2000
Ward Committee	means a committee of a municipal ward, established in terms of Section 73 of the Municipal Structures Act (1998)
Loud hailing	means an amplified call or message to those who are able to hear. This is a medium to impart to communities, in the shortest way, information for their benefit or to extend an invitation to participate in a gathering or exercise an action.
GKMA	means Greater Knysna Municipal Area
SOP	means Standard Operational Procedures
PPU	means Public Participation Unit
PIP	Project Implementation Protocol
PSC	Project Steering Committee
CLO	Community Liaison Officer

CHAPTER ONE:

INTRODUCTION TO PUBLIC PARTICIPATION IN LOCAL GOVERNMENT

1.1. Introduction

Knysna Municipality Council acknowledges and values the contributions of the community in achieving its service delivery, developmental and strategic objectives. The development of a policy creates a framework, in line with the National Policy Framework 2007, within which public participation can be effected, serves to reaffirm the commitment of the Knysna Municipal Council to encourage structured community participation in the matters of the Municipal Council and to create an environment conducive to the engagement of the Greater Knysna Community in its governance and performing the duties and obligations set out in legislation with regard to public participation.

1.2. Purpose

The purpose of this policy is to outline mechanisms, processes and procedures that will be used by the municipality to facilitate effective and community centred public participation processes. These mechanisms and processes serve as platforms and tools for the residents of the Municipal Council to have access to information, participate meaningfully in order to inform and influence decision making processes of Knysna Municipal Council.

To institutionalize Public Participation as one of the core functions of the Municipality the Municipal Manager shall take responsibility for the management and coordination of the public participation processes. To this end, public participation will be a Key Performance Indicator (KPI) in the performance agreement of the Municipal Manager and all Section 57 managers of the municipality.

1.3. Legislative and Policy Framework

While there are several government policy frameworks which require some form of public participation in local government there are specific pieces of legislation around which this policy is centred, and these are:

The Constitution of the Republic of South Africa, 1996.

The objects of local government in terms of Chapter 7, Section 152(1)(a) of the Constitution is to encourage the involvement of communities and community organisations in the matters of local government. Chapter 7 further prohibits the passing of by-laws, unless the proposed by-law has been published for public comment in terms of Section 160(4). Section 162 restricts the enforcing of promulgated by-laws, unless they have been published in the official provincial government gazette and made accessible to the public by the municipality concerned. Chapter 10 expounds the basic values and principles that must govern public administration. Section 195(1) (e) stipulates that people's needs must be responded to, and the public must be encouraged to participate in policy-making, whilst Section 195(1) (g) stipulates that transparency must be fostered by providing the public with timely, accessible and accurate information. The Constitution further demands that enabling legislation be promulgated in order to give effect to the Bill of Rights and the values and principles enshrined in it.

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Local Government: Municipal Structures Act (117 of 1998)

Section 37 (k) places an obligation on the Speaker of Council to strengthen participatory democracy at local government level by ensuring functionality and effectiveness of ward committees and public participation processes.

The Structures Act (Chapter 4) sets out clear rules for ward committee establishment and functionality. For example, section 72-78 clearly stipulates the roles and function of ward committees to enhance participatory democracy in local government.

A ward committee consists of the councillor representing the ward who must also chair the committee, and not more than 10 other elected members. Ward committees are seen as one of the mechanisms for deepening local democracy and the instrument through which a vibrant and involved citizenry can be established. It is at the local level within wards that all development issues converge. Ward committees therefore have a crucial role to play as an interface between government and communities (not just local government). To this end, Knysna Municipal Council has developed and adopted a Ward Committee Constitution regulating the establishment and functionality of ward committees consistent with the provisions of this Act.

Local Government: Municipal Systems Act (32 of 2000)

The Systems Act defines "the legal nature of a municipality as including the local communities within the municipal area, working in partnerships with the Municipal Council's political and administrative structures to provide for community participation".

According to Chapter 4 of the Systems Act, The Municipality has the duty:

- To encourage the involvement of the local community;
- Develop mechanisms, processes and procedures for community participation;
- Communication of information concerning community participation;
- To consult the community about the level, quality, range and impact of municipal services provided by the municipality, either directly or through another service provider.

Chapter 5 of the Act encourages meaningful community involvement in the IDP processes of the municipality through appropriate methods of communication. Members of the community have the right:

- To contribute to the decision-making processes of the municipality and submit written or oral recommendations, representations and complaints to the council;
- To be informed of decisions of the council;
- To regular disclosure of the affairs of the municipality, including its finances

The clearest and most specific requirements for public participation in local governance are outlined in Chapter 4 of the Act. Hence Section 16 requires that: -

The Municipality must develop a culture of municipal governance that compliments formal representative government with a system of participatory governance and must...

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- ... encourage and create conditions for the community to participate in the affairs of the municipality, including in the IDP, performance management system, monitoring and review of performance...preparation of the budget, in strategic decisions relating to the provision of municipal services ;
- contribute to building the capacity of the local community to participate in the affairs of the municipality to enable it to participation in the affairs of the municipality;
- contribute to building the capacity of councillors and staff to foster community participation
- ... (section 42) through appropriate mechanisms, processes and procedures of a municipality must involve the local community in the development, implementation and review of the municipality's performance management system, and in particular, allow the community to participate in the setting of appropriate key performance indicators and performance targets of the municipality.

The **Municipal Finance Management Act**, was put in place to bring about transparent and effective financial management in municipalities and municipal public entities. The MFMA outlines ways in which the community can be informed of the financial situation of a municipality.

The **Property Rates Act** stipulates that the public must participate in decisions relating to municipal property rates.

1.1. Scope and Application

This Policy applies to all councillors, municipal officials, community representatives, ward committees, designated groups, and members of the public in as far as their rights, duties, responsibilities and roles are concerned.

This policy makes provision for mechanisms, processes and procedures to facilitate and give effect to public participation as regulated by statute.

The rules giving effect to Ward Committees, is an additional document and should be read together with this policy.

1.1. Key Policy Informants

According to the White Paper on Local Government, 1998 municipalities require active participation by citizens at four levels:

- As voters: to ensure maximum democratic accountability of the elected political leadership for the policies they are empowered to promote.
- As citizens: who express, via different stakeholder associations, their views before, during and after the policy development process in order to ensure that policies reflect community preferences as far as possible.

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- As consumers and end-users: who expect value for money, affordable services and courteous and responsive service.
- As organised partners involved in the mobilisation of resources for development for profit businesses, non-governmental organisations and community-based institutions

The White Paper further introduced the concept of **Batho Pele**, which means "People First". Batho Pele was launched to ensure that public representatives become service orientated, strive towards service excellence and are committed to continuous service delivery improvement. Eight (8) Batho Pele principles were developed which include consultation, setting service standards, increasing access, and ensuring courtesy, providing information, openness and transparency, redress and value for money.

The Batho Pele principles are built on (3) pillars, namely “we belong”, “we care” and “we serve”

CHAPTER TWO: PUBLIC PARTICIPATION THE VEHICLE
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2.1 What is Public Participation?

Public participation can be defined as an open, accountable process through which individuals and groups within selected communities can exchange views and influence decision-making. It is further defined as a democratic process of engaging people, in deciding, planning, and the communities playing an active part in the development and operation of services that affect their lives.

2.2 Developing a Culture of Public Participation

In giving effect to section 16 of the Systems Act and as set out in this policy, the Municipal Manager must ensure that for this purpose:

- The municipality encourages and creates conditions for the local community to participate in the affairs of the municipality, including in –
- The preparation, implementation and review of its IDP;
- The establishment, implementation and review of its performance management system;
- Determination, consideration and adoption of by-laws;
- The monitoring and review of its performance, including the outcome and impact of such performance;
- The preparation of its budget; and
- Strategic decisions relating to the provision of municipal services.

The municipality must endeavour to employ sufficient staff members who may help in informing and educating local community about the affairs of the municipality. To achieve this, Knysna Municipal Council must try to support the work of the CDWs.

All relevant staff members, including Councillors, should be trained in the basic knowledge of the areas referred to in section 16 of the Systems Act.

2.3 Principles guiding Public Participation

Public Participation efforts will aim to achieve the following principles:

- Inclusivity – embracing all views and opinions in the process of community participation.
- Diversity – in a community participation process it is important to understand the differences associated with race, gender, religion, ethnicity, language, age, economic status and sexual orientation.
- Building community participation – capacity building is the active empowerment

of role players so that they clearly and fully understand the objective of community participation and may in turn take such actions or conduct themselves in ways that are calculated to achieve or lead to the delivery of the objectives.

- Transparency – promoting openness, sincerity and honesty among all the role players in a participation process.
- Flexibility – Being flexible in terms of time, language and approaches to public processes and engagements
- Accessibility – ensuring that participants in a community participation process fully and clearly understand the aim, objectives, issues and the methodologies of the process, and are empowered to participate effectively. Accessibility ensures not only that the role players can relate to the process and the issues at hand, but also that they are, at the practical level, able to make their input into the process.
- Accountability – the assumption by all the participants in a participatory process of full responsibility for their individual actions and conduct as well as a willingness and commitment to implement, abide by and communicate as necessary all measures and decisions in the course of the process.
- Trust, Commitment and Respect – the Municipality should build trust, confidence, integrity, sincerity and honesty in the community so that they believe that their views will be heard, respected and considered when decisions are taken by the Municipality.
- Integration – that community participation processes are integrated into mainstream policies and services, such as the IDP process, service delivery issues and Budget and Performance Management Systems.

2.4. Value of Public Participation

- Increases involvement in the democratic process
- Encourages approaches of openness and transparency in community engagement
- Alarms municipality of ordinary issues from residents' viewpoint
- Contributes to the development of self-confidence, pride, initiative, responsibility and co-operation
- Motivates residence and communities to take charge of their own lives and be actively involved in finding solutions to their problems
- Builds capacity in communities to engage effectively with their councils
- When communities establish good working relationships with local municipality, it raises their level of confidence without losing perspective
- Participation also encourages and strengthens internal accountability structures in community organisations
- In terms of the IDP process, participation enables partnerships like public/public; public/private; public/community

2.5 Public Participation as an obligation

2.5.1 The structure of the municipality has three (3) distinct components actively involved in public participation –

- Political Governance Structure

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The council performs both legislative and executive functions. It focuses on legislative, oversight and participatory roles, and has delegated its executive functions to the Executive Mayor. Council's primary role is to debate issues publicly and to facilitate political debate and discussion.

Apart from their functions as decision makers, Councillors are also actively involved in community work and the various social programmes in the municipal area.

- **Administrative Governance Structure**

The Municipal Manager is the Chief Accounting Officer of the Municipality. He is the head of the administration and primarily has to serve as chief custodian of communication, service delivery and implementation of agreed priorities. He is assisted by the municipality's directors, who are referred to as the Top Management Team.

- **Public Accountability**

The Knysna Municipal Council has two distinct structures through which formalised public participation with its communities takes place i.e.

- The Ward Committee system as well as

- Communities, the ratepayers of the municipality, any civic organization and non-governmental organisations or members of the private sector which are involved in local affairs of the municipality are an integral part of the municipality.

In order to develop a culture of participatory governance, the Systems Act obliges the municipality to include communities in municipal decision-making. The Systems Act also encourages that public representatives, to report back to their constituencies at least once in a quarter.

The PPU in consultation with ward councillors is tasked to put together a quarterly schedule of both Ward Committee and Public meetings so that the Ward Councillors can comply with this requirement.

The SOP on annexure A explains the procedures that must be followed in rendering support to the public report back meetings.

2.6 THE ROLE OF THE SPEAKER

As part of his/her statutory obligation, the Speaker is required to facilitate community involvement in the decision making processes of Council. As such, reasonable opportunity must be provided to the citizens of Knysna Municipality to participate meaningfully in the affairs of the Municipality. Accordingly, public participation must be institutionalized by strengthening accountability through the following procedures :

- Quarterly reports on the state of public participation, as well as functionality of ward committees, must be tabled before Council for consideration
- Promoting the development and approval of the annual schedule of ward councillor community report back meetings
- Ensuring the development and approval of the annual schedule of ward committee meetings
- Ensure the development and approval of the annual schedule of ward committee meeting
- Taking reasonable steps to ensure involvement of communities in the IDP and budget processes of the Municipality
- Encouraging community participation in the draft municipal annual report

CHAPTER THREE:

MUNICIPAL PROCESSES REQUIRING COMMUNITY PARTICIPATION

3.1 Types of Public Participation

Not all types and forms of decision-making require the same degree of community participation. The Systems Act provides a non-exhaustive list of important municipal events in which community participation is particularly important.

3.1.1 Development, implementation and review of the Integrated Development Plan (IDP)

The main focus of an IDP is to identify and prioritize the most critical developmental challenges of the community whilst organizing internal governance and institutional structures in order to address those challenges. Facilitation of community participation in the IDP process takes place as set out in the approved IDP process plan/time schedule. The process plan incorporates all municipal planning, budgeting, performance management and public engagement processes and include the following:

- A programme specifying the time frames for the different planning activities;
- Appropriate mechanisms, processes and procedures for consultation and participation of local communities, organs of state, and any other stakeholders in the IDP process;
- An indication of the organizational arrangements for the IDP process
- Policy and legislative requirements in respect of Integrated Development Planning mechanisms and procedures for vertical and horizontal alignment

3.1.1.1 Office of the Municipal Manager: IDP Manager

- Drafts the IDP & Budget Process Plan/time schedule for scrutiny by senior management and consideration by the Executive Mayor after consultation with the members of the Mayoral Committee and adoption by the Municipal Council.
- Implements the Media-and Awareness Campaign to encourage community and sector participation in the IDP process.

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- Consolidates all community inputs, including newly identified projects for channelling to the relevant departments.
- Senior Managers of the respective Departments to channel all IDP related community inputs to the Office of the Municipal Manager: IDP Manager
- The role here is specifically an administrative function of guiding, assisting and the implementation of the process.

3.1.1.2 Ward Committees

- The ward committees will serve as an official advisory and consultative platform with the community of GKMA through the IDP and budget processes. The objective of a ward committee is to enhance participatory democracy in local government and must participate in the following:
 - Preparation, implementation and review of the IDP,
 - Establishment, implementation and review of the Performance Management System (PMS);
 - Preparation of the budget and
 - Strategic decisions of the municipality relating to the provisions of municipal services in terms of Chapter 8 of the Systems Act, 2000
- The functions of ward committees are specified in the Ward Committee Policy of the Knysna Local Municipality .

3.1.1.3 Electronic and Printed Media

- Community inputs must be obtained from calls for inputs as advertised in local media, the municipal website and the municipal notice boards.
- The municipal IDP Process Plan/time schedule must be placed on the municipal website and in libraries for public scrutiny.
- The IDP must be made available at municipal offices, municipal libraries and on the website of the municipality. This is a public document and must always be readily available to all members of the community.

3.1.1.4 Written Submissions

- Members of the community may participate in the development of the municipal IDP by making written submissions to the IDP Unit on or before the dates as specified in specific municipal notices

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3.1.2 Development, implementation and review of Performance Management System (PMS) and Monitoring and review of organisational performance, including outcomes and impact of performance (Annual Report)

The Systems Act is clear on the community's role in the monitoring and review of the performance of the municipality through the revision of the Key Performance Indicators and Targets as well as the publication of the projections, targets and indicators as set out in the SDBIP not later than 14 days after the approval thereof. The quarterly performance assessment report of the municipality must also be made public as well as publishing it in the annual report.

3.1.3 Preparation of budget

- The budget preparation process commences with the approval of the IDP/Budget process plan/time schedule that is annually approved by the Council.
- The Ward Councillor and Ward Committee will consult the communities in the ward to determine the developmental needs of the communities.
- All needs determined through this process, will be finalised and prioritised by the Ward Committee. The development needs will feed into the IDP process of the municipality.
- The Budget Steering Committee of the municipality has a duty in terms of the MFMA to compile the draft budget for the MTREF.
- Once the draft budget is compiled, the Executive Mayor will table the draft budget, draft IDP, and the draft budget related policies to the Municipal Council.
- The draft budget, its related policies and the Draft IDP will be placed in the municipal libraries, municipal offices, the website to ensure that the public has access to the documents in order to make informed comments.
- The Ward Councillor will have the duty to explain the draft budget, its related policies and the IDP to the Ward Committee and the Councillor together with his/her Ward Committee explain the draft budget, its related policies and the IDP to their respective Wards. (The administration will provide support to the Ward Councillor and Ward Committee during this consultative process and on invitation by the Ward Councillor and Ward Committee attends the meetings of the Ward Committee and that of the Community meeting).
- In order to ensure that all stakeholders are informed about these budget consultation meetings, notices will be placed in print media and the municipal website. Announcements will also be made through the electronic and / or social media including the sms system, for those whose contact numbers are registered on the municipal database.
- All submissions received through the consultation process including written submissions, must be submitted to the Budget Steering Committee for consideration, where after the Executive Mayor will submit the budget to the Municipal Council for adoption.

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3.1.1 Strategic decisions relating to Service delivery such as Service Level Agreements

Regulations and legislation guide the process to be followed in the decision making processes relating to service delivery such as Service Level Agreements and the role of the public therein.

3.1.2 Policy formulation and By-laws development

All proposed policies affecting the community as well as by-laws must be made public for public comment in a manner that allows the public an opportunity to make representations with regard to the proposed policy or by-law

3.1.3 Other issues for consultation

The Municipality may engage the community on any other aspects identified by the Municipality for consultation.

Consultation on other issues will be the responsibility of the respective functional département.

3.2 Methods of Public Participation

3.2.1 Inform the community

3.2.1.1 Notices about a community meeting must be placed in community newspapers, website and notice boards as well as social media platforms (Facebook and twitter). The SMS system to inform all persons whose contact cellular phone numbers are registered on the municipality's database, loud hailing as well as 'door to door' notices can be undertaken.

3.2.1.2 When the municipality communicates this information, it must take into account the language preferences and usage in the municipality, as well as the special needs of people, who cannot read or write.

3.2.1.3 The Ward Councillor and the Ward Committee shall hold quarterly public meetings to:

- Inform the community on progress made with the implementation of service delivery projects planned for the ward;
- Inform the community on policies adopted by the Municipal Council, or policies proposed for adoption;
- Determine what are the service delivery needs of the communities within the ward in order to make recommendations to the municipal council;

3.2.1.4 The administration will assist the Ward Councillor and Ward Committee by preparing the information that must be presented at the community feedback meetings.

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3.2.1.5 Information about the municipality's performance in implementing the SDBIP will be available on the municipal website, at municipal offices, in Libraries as well as being reported in meetings;

3.2.1.6 All persons with special needs who cannot read or write will be assisted by the staff in attendance.

3.2.2 Petitions

3.2.2.1 Petitions lodged by the local community will be received by the Municipality at the Municipality's offices or by the Executive Mayor and the Municipal Manager and/or their delegates.

Petitions are dealt with separately as per the adopted Council's Petitions Policy.

3.2.3 Consultation

3.2.3.1. The municipality must actively seek the community's input or comments on matters pertaining to service delivery to ensure that all the needs of the community are catered for.

3.2.3.2. The following activities, apart from other matters specifically provided for in legislation, require community consultation:

- a) Development of the IDP of the municipality;
- b) Compilation of the municipal budget
- c) Relevant Policy Formulation;
- d) Developing a By-law;
- e) Determining Performance Indicators for the Performance Management System.

3.2.3.3. Where applicable the ward councillor and the ward committee must hold regular community meetings in their respective wards to ensure that all the comments and inputs of the communities are received.

3.2.3.4. The representatives of the various organisations, sectors and geographical blocks within a ward serving as ward committee members must hold feedback meeting with the sectors/geographical areas on a regular basis and give feedback to the ward committee.

3.2.3.5. Information regarding matters for consultation will be advertised at libraries, on the municipal notice boards, on the municipal website, through loud hailing and sms's, in community papers, and will also be available at meetings.

3.2.3.6. Staff must be present at meetings to assist people with special needs and those who cannot read or write and translation services should be provided where it is required.

3.3 Contributing to Municipal Decision-Making

- 3.3.1 In general, members of the local community have the right to contribute to the decision- making processes of the municipality. They can exercise this right through mechanisms and in accordance with processes and procedures provided for in terms of the Systems Act and/or any other applicable legislation.
- 3.3.2 The Municipality has established Ward Committees to encourage the members of the local communities to contribute in the decision making processes.

The above-mentioned structure advises and informs the municipality on various matters to ensure that the municipal functions are optimally distributed and attended to throughout the municipal area.

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CHAPTER FOUR COMMUNITY

PARTICIPATION TOOLS

The preceding chapter identifies the issues around which municipalities are statutorily obliged to engage the public. This chapter outlines the legally specified ways in which this engagement must occur, and lists various tools that can be used to meet these obligations.

4.1. Community Participation Tools

To better understand the variety of tools available, this section outlines a comprehensive list for each form of engagement (inform, consult and involve):

Requirement	Tools	Example
Information	Ward Committee	Informing the community of Council decisions, community rights and duties, municipal affairs etc. Communities informing ward councillors of their concerns.
	Public Meeting Ward Councillor Community Report Back Meetings/or Imbizo	Informing the community of the Municipality's decisions, community rights and duties, municipal affairs etc. Community informing councillors and officials of their issues.
	Stakeholder forums and Mayoral Committee	Informing the community of municipal decisions, community rights and duties, municipal affairs.
	Council meetings open to public	Informing the community of council decisions, community rights and duties, municipal affairs etc.
	Annual report	Informing the community of municipal activities
	Surveys	Informing the municipality of the needs of a local ward, or of the levels of satisfaction with the delivery of a service like electricity.
	Newsletter	Informing the community of council decisions, community rights and duties, municipal affairs etc.
	Service Delivery Agreements	Inform public of the Municipality's agreement on service delivery
	Posters, loudhailers, banners, email notification, media adverts	Inform public of an event or meeting, e.g. council meeting or public meetings
Requirement	Tools	Example
Consult	Ward Committee	Advising the Ward Councillor on matters affecting the community for feedback to council and administration

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	Public meeting	Asking a specific section of the community for feedback on matters affecting them, municipal affairs etc. eg experts or key role-players in local economic development
	Stakeholder forums	Asking a specific section of the community for feedback on matters affecting them, municipal affairs etc. eg experts or key role-players in local economic development
	Customer Satisfaction Surveys	Asking the community views on a specific service or municipal product, e.g. waste removal
Involve	Ward Committee	Municipalities involving ward committees in the IDP, Budget, Performance management system, a performance assessment and service delivery agreement processes.
	Stakeholder forums	Municipalities involving stakeholder forums in the IDP, Budget, Performance management system, performance assessment and service delivery agreements processes.
	Training	Building capacity of municipal staff, councillors, ward committee members, stakeholder forum members

CHAPTER FIVE COMMUNICATION

At the most basic level public participation is about interaction/communication between councillors, officials and the community. Communication in turn is about the passing of information between these three role-players, especially the sharing of information about municipal issues and decision-making regarding the community. This is crucial to ensure that those who are outside the formal decision-making structures of local government are able to make a contribution to local governance affairs. It is for this reason that legislation usually requires councillors and officials to interact with the community. However, democratic decision-making is also about the community informing the municipality of its issues and concerns to make decision-making better informed and more responsive.

Knysna Municipal Council utilises the following communication mechanisms to engage with our community:

- Municipal monthly newsletter
- Municipal website: www.knysna.gov.za
- Municipal billboards
- Local newspapers
- SMS notifications
- Loud hailing
- Pamphlets
- Campaigns- topic specific, e.g., water conservation, recycling, know your ward committee
- Local radio stations
- Social Media
- Municipal App
- Public meetings
- Ward Committees
- Housing/Area Committees
- CDWs

Conclusion

This policy works from the premise that public participation, although allocated to one Directorate, is not only the function of a specific office bearer, Councillor, Committee or official, but an underlying value of the work of the Greater Knysna Municipal Council. For this reason, it cannot be isolated to be the work of one Directorate or Department or Political Head. The principles of public participation filters into much of the critical mainstream work of Council and contributes towards building a transparent and participatory system of democratic local government in the GKMA. This document highlights the main areas where the Knysna Municipal Council must find itself engaged in public participation initiatives, and sets out a framework for the implementation and coordination of such initiatives.

ANNEXURE “A”

SOP: SUPPORT TO COUNCILLORS FOR PUBLIC MEETINGS AND WARD ACTIVITIES

Support to Councillors for public meetings

To give effect to the objectives set out in the Public Participation Policy and ensuring that proper contact is maintained between all public representatives and the Greater Knysna community, the following prescripts should be followed:

- a) A notice to the Municipal Manager/Director Corporate Services for assistance to Public Participation Department by Ward/Proportional Councillors for a meeting must be issued 5 days before such a meeting takes place;
- b) Such a notice must be in writing and explicitly state the requested assistance;
- c) The Municipal Manager will determine whether the support can be rendered to which extent and all support be subject to the availability of capacity within the Public Participation Department;
- d) The Public Participation Unit (PPU) renders only the following administrative and logistical support: Booking of a Venue, Notifications, Translation Services, Transport, Municipal branding and the provision of Complaints Desk;
- e) The PP Department only provides minute taking services at the formal Ward Committee meetings and formal report back meetings as set up by the Speaker/ Ward Councillors;
- f) The approved minutes should be sent to the Municipal Record Section:
www.knysna@knysna.gov.za
 - Policy issues should be referred to the Municipal Manager/ Director Corporate Services
 - IDP related issues should be referred to the IDP Unit and;
 - Service delivery complaints should be referred to the Customer Care Desk
- g) Internal departments to utilize their own scribes for department's specific meetings engaging with communities;
- h) When another Ward Councillor/PR Councillor is holding a meeting in another ward, which is not his/her, the relevant Ward Councillor must be informed of the meeting.

Support rendered to ward based activities

Knysna Municipal Council is constantly inundated with ad hoc requests from Ward Councillors requesting Municipality to avail mobile assets such as the PA system, podium, loud hailing, provision of transport etc.

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to support activities occurring in the respective wards. This has a direct impact on both personnel and finances of the Municipality.

The following guidelines seek to streamline and to manage the support rendered to activities occurring in the different Greater Knysna Municipal wards:

- (a) That any identified need should be channelled through the relevant ward councillor, who relay such a request to the Director Corporate Services
- (b) That the Public Participation Unit should be informed 5 days by the Director Corporate Services of such an agreed request before the activity in a particular ward takes place
- (c) That the personnel in the PPU should ensure proper and the safety utilization of the municipal equipment occur
- (d) That a register should be kept by the Public Participation Unit for every item issued
- (e) Chairs from Municipal halls is not forming part of this arrangement and should not be issued/loaned out
- (f) That any deviation from this SOP should be sanctioned by the MM/ Director Corporate Services

ANNEXURE “B”

SOP: PROJECT IMPLEMENTATION PROTOCOL (PIP)

1. Purpose

- The PIP seeks to ensure that there is an agreeable procedure that must be followed by all Municipal departments/sections when implementing projects in the various wards after a tender has been awarded
- To ensure that meaningful public participation has taken place before a project reaches the implementation phase
- To ensure that a written social compact is concluded prior the implementation of a project
- To ensure fair equitable labour distribution

2. Process to be followed prior/during the implementation of projects

2.1 Stakeholder Consultation

- The lead department notifies the Public Participation Unit of the implementation of a project in a particular ward/area after a tender has been awarded;
- The lead department must be mindful that sufficient time is provided prior the actual implementation of a project so that meaningful public participation with the affected community/area/beneficiaries can take place;
- The lead department must together with the Public Participation Unit (PPU) identify the relevant stakeholders that must be consulted for the successful implementation of a project;
- The relevant Ward Councillor and Ward Committees should be the first entities that must be consulted about the implementation of a project;
- In order to acquire an agreeable, implementable social compact, area Committees, Street Committees, Beneficiaries and the Community, where appropriate should also form part of the consultation process.

2.2 Establishment of a Project Steering Committee, the election of a CLO and the Sourcing of Labour

- A Project Steering Committee (PSC) should be established for each project. The PSC should consists of the project beneficiaries and should be selected in a public meeting or a beneficiaries meeting.
- In the event where a Community Liaison Officer and a ward/area specific labour are required, an open transparent process should be followed and facilitated by the PPU/or be executed in line with the current agreed recruitment policy.

2.3 Legal Requirements

- The project implementation undertakings should adhere to all relevant legal legislation, regulations, municipal policies and by-laws;
- All undertakings/agreements on the implementation of a project should be documented and shared amongst all the relevant parties.

2.4 Disputes, appeals, reporting and logistical support

- Disputes that arise from any project should be settled and adjudicated by the PSC and if necessary the assistance of the PPU Conflict Resolution Team could be sought;
- If a stalemate still exists, the lead department's Director should act as an appeal authority;
- Progress reports should be timeously sent to the relevant department's Director, who in turn reports on the progress a project makes to a relevant Section 80 Committee meeting;
- The lead department and the PPU should provide logistical support to the PSC.

END

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**ATTENDANCE REGISTER: COUNCILLORS: COUNCIL WORKSHOP : THURSDAY, 19
MARCH 2026**

NAME	SIGNATURE
ANDREWS, K C	
ARENDS, R W	
BESTER, P J	
CAMPBELL, M S	
CHARLIE, L B	
DAVIS, L V	
GERICKE, M	
KAKORA, R B	
KHUMELWANA, M	
LOUW, N G	
MATIKA, T C	
NOHANA, L	
PETROS, P E	
SABBAGH, S T	
STROEBEL, H R T	
TSENGWA, N	
TYOKOLO, L	
VAN SCHALKWYK, A	
VANSTON, C	
WHITE, J G	
WILLEMSE, M S	

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ATTENDANCE REGISTER: OFFICIALS
COUNCIL WORKSHOP : THURSDAY, 19 MARCH 2026

NAME AND SURNAME	JOB DESCRIPTION (On day of Meeting)	SIGNATURE
RICHARD MARTIN	ACTING : MUNICIPAL MANAGER DIRECTOR : INTEGRATED HUMAN SETTLEMENTS	<i>[Signature]</i>
REGENALD WESSO	DIRECTOR : INFRASTRUCTURE SERVICES	
ANDISWA DUNYWA	DIRECTOR : PLANNING AND DEVELOPMENT	
CLIFFORD JULIES	CHIEF FINANCIAL OFFICER	
CHARL BOTHA	ACTING DIRECTOR : CORPORATE SERVICES	
JOHNNY DOUGLAS	DIRECTOR : COMMUNITY SERVICES	
JILL LAKAY	HEAD : COUNCIL COMMITTEES & CLLR SUPPORT	<i>[Signature]</i>
CF BEZUIDENHOUT	MANAGER: COMMUNICATIONS & IGR	
T BURGER	COMMITTEE OFFICER	
Z GWAYI	COMMITTEE OFFICER	
N XIBIYA	COMMITTEE OFFICER	
S KILIMANI	SENIOR CLERK : RECORDS	
<i>L. Petung</i>	<i>MANAGER: HUMAN SETTLEMENTS</i>	<i>[Signature]</i>
<i>R. BATHWES</i>	<i>ACTING DIRECTOR : P & ED</i>	<i>[Signature]</i>
<i>P. Windi</i>	<i>JHS</i>	<i>[Signature]</i>
<i>S. VAMAZONKE</i>	<i>PUBLIC PARTICIPATION</i>	<i>[Signature]</i>
<i>N. Shuising</i>	<i>PPU</i>	<i>[Signature]</i>

KNYSNA
Municipality

COUNCIL WORKSHOP : THURSDAY, 19 MARCH 2026

[illegible]

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KNYSNA MUNICIPALITY – WHERE PEOPLE & NATURE PROSPER

Workshop date: 19 March 2026
MEETING: DLG/SPEAKER & PPU meeting.
VENUE: Speaker's Office + Workshop

DATE: 18 March 2026 TIME: 12:30

NAME & SURNAME	ORGANISATION/SECTION	E-MAIL	OPT IN FOR EMAILS? X	OFFICE NR CELL NR	SIGNATURE
Brian Cornelius	KM - PPU	b.cornelius@knyrna.gov.za			
Stewart Konaanoni	K.M. P.P.U.	stewartk@knyrna.gov.za		26385	
Sipho Phend	DLG, PP	Sipho.phend@knyrna.gov.za		0720890901	
Jack Karani	KM	jackkarani@knyrna.gov.za		0609987126	
Marius Tsimmer	DLG, PP	marius@knyrna.gov.za		0716892602	
Craig Mitchell	DLG	craig.mitchell@knyrna.gov.za		0214833917	
Mark Hellen	Speaker				

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Brian Cornelius

From: Jill Lakay
Sent: Thursday, March 19, 2026 10:53 AM
To: Jacky Kalani; Sidwell Vumazonke
Cc: Shawnell Gallant; Brian Cornelius
Subject: MSTeams Attendance at Council Workshop : 19 March 2026

Hi,

The following Councillors attended the Workshop online :

Cllr K Andrews
Cllr J White
Cllr A Van Schalkwyk
Cllr H Stroebel
Cllr L Davis
Cllr T Matika

Regards

Jill Lakay Head : Council Committees and Councillor Support
P O Box 21, Knysna. 6570. Western Cape. South Africa
Tel +27 (0)44 302 6300 (switchboard) or +27 (0)44 302 6314 (direct)
Fax +27 (0)86 6589 645 e-mail jlakay@knysna.gov.za

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Brian Cornelius

Subject: Council Workshop : Public Participation Policy and Human Settlements Plan : Thursday, 19 March 2026 at 9:00
Location: Council Chamber
Start: Thu 3/19/2026 9:00 AM
End: Thu 3/19/2026 12:00 PM
Show Time As: Tentative
Recurrence: (none)
Meeting Status: Not yet responded
Organizer: Jill Lakay
Required Attendees: Jill Lakay; Andre van Schalkwyk; andre-lce@mweb.co.za; Beauty Charlie; Cleone Vanston; Hilton Stroebel; Jason White; Kay Andrews; Levael Davis; Luzuko Tyokolo; Mark Willemse; Mboneli Khumelwana; Morton Gericke; mortonggericke@gmail.com; Neil Louw; Peter Bester; Phindile Petros; Russel Arends; Sharon Sabbagh; sucam; Thando Matika; Lukhanyiso Nohana; Aubrey Tsengwa; Richard Kakora; Dr Richard Martin; Director Planning; Director Technical; Director Community; Clifford Julies; Charl Botha; Amanda De Jongh; Anita Strydom; Jenny Visagie; Nosipho Pebi; Noxolo Mcothama; Sandiswa Boo; Kirsty Hofhuis; Buziwe Mjamba; Namhla Xibiya; Tracey-Lee Burger; Sive Kilimani; Zanoxolo Gwayi; Sinetemba Mtwi; Jacky Kalani; Brian Cornelius; svumazonke@knysna.gov.za; Veronique Klein; Shawnell Gallant; Portia Matha; Herbert Daries; Linda Mbotho; Mpumelelo Nzuzo; Lindile Petuna; Liziwe Dabula
Optional Attendees: Shaun Maree

-----Original Appointment-----

From: Jill Lakay <jlakay@knysna.gov.za>

Sent: 17 March 2026 9:35 AM

To: Jill Lakay; Andre van Schalkwyk; andre-lce@mweb.co.za; Beauty Charlie; Cleone Vanston; Hilton Stroebel; Jason White; Kay Andrews; Levael Davis; Luzuko Tyokolo; Mark Willemse; Mboneli Khumelwana; Morton Gericke; mortonggericke@gmail.com; Neil Louw; Peter Bester; Phindile Petros; Russel Arends; Sharon Sabbagh; sucam; Thando Matika; Lukhanyiso Nohana; Aubrey Tsengwa; Richard Kakora; Dr Richard Martin; Director Planning; Director Technical; Director Community; Clifford Julies; Charl Botha; Amanda De Jongh; Anita Strydom; Jenny Visagie; Nosipho Pebi; Noxolo Mcothama; Sandiswa Boo; Kirsty Hofhuis; Buziwe Mjamba; Namhla Xibiya; Tracey-Lee Burger; Sive Kilimani; Zanoxolo Gwayi; Sinetemba Mtwi; Jacky Kalani; Brian Cornelius; svumazonke@knysna.gov.za; Veronique Klein; Shawnell Gallant; Portia Matha; Herbert Daries; Linda Mbotho; Mpumelelo Nzuzo; Lindile Petuna; Liziwe Dabula

Subject: Council Workshop : Public Participation Policy and Human Settlements Plan : Thursday, 19 March 2026 at 9:00

When: 19 March 2026 9:00 AM-12:00 PM (UTC+02:00) Harare, Pretoria.

Where: Council Chamber

Dear All,

PLEASE NOTE, by directive of the Speaker, that a Council Workshop is scheduled for Thursday, 19 March 2026 at 9:00 in the Council Chamber.

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The Workshop Notice and supporting documents are attached.

Regards

Jill Lakay Head : Council Committees and Councillor Support
P O Box 21, Knysna, 6570, Western Cape, South Africa .
Tel +27 (0)44 302 6300 (switchboard) or +27 (0)44 302 6314 (direct)
Fax +27 (0)86 6589 645 e-mail jlakay@knysna.gov.za

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