

13.

**A SATELLITE THUSONG FOR THE GREATER GANSBAAI AREA**

17/6/R

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**1. Executive Summary**

Although the Overstrand Thusong in Hawston is centrally located from a geographical perspective, it remains inaccessible to many communities due to distance. This is especially true for poorer communities that live on the peripheral side of the geographic such as Gansbaai. Not only are many of these communities far from the Thusong, but there is also limited public transport for the area and the population of the greater Gansbaai has been expanding substantially in recent years.

To address the need for access to government services in the Greater Gansbaai area, we submitted a proposal to the Western Cape Department of Local Government: Directorate Service Delivery Integration Thusong Programme for the establishment of a satellite Thusong in Masakhane, Gansbaai. The proposal has been approved.

On 2 March 2021, at the Thusong Provincial Forum meeting, it was resolved that Overstrand will provide a Council resolution in recognition of the need for a Satellite Thusong in the greater Gansbaai area.

**2. Service Delivery and Budget Implementation Plan - IGNITE**

Economic, Social Development and Tourism  
Social Development Department

**3. Compliance with Strategic Priorities**

Provision of democratic, accountable and ethical governance  
Provision and maintenance of municipal services  
The encouragement of structured community participation in the matters of the municipality  
Promotion of tourism, economic and social development

**4. Delegated Authority**

None

**5. Legal Requirements**

Not applicable

## 6. Background/Discussion/Evaluation/Conclusion

### Background

Thusong Services are **one-stop, integrated community development centres** with community participation and services relevant to people's needs. They aim to empower the poor and disadvantaged through access to information, services and resources from government, non-governmental organisations (NGOs), parastatals, business, etc. enabling them to engage in government programmes for the improvement of their lives.

Gansbaai has been identified to establish a satellite Thusong Service centre for various reasons. One of the main reasons is the population growth, but also because Gansbaai has no formal public transport plan. Another reason is that Gansbaai is very far from the Overstrand Thusong in Hawston and it is costly for citizens to access services in Hawston. The proposed satellite centre will also give the surrounding communities i.e. Franskraal, Uilkraalmond, Eloxulweni, Baardskeerderbos, Pearly Beach and other informal settlements access to government services on a regular basis.

The community of Gansbaai identified the need for a Thusong Centre during the Integrated Development Plan process and it is listed as a priority for Ward 1 in the 2<sup>nd</sup> review of the 05 year IDP 2019/20 in terms of Section 34 of the Municipal System Act 2000.

The Overstrand Municipality (Directorate: Local Economic, Social Development and Tourism) then approached the Department of Local Government: Thusong programme with a proposal to transform one of the existing community halls in Gansbaai into a satellite Thusong Service Centre.

The Masakhane Community Hall has been identified as a suitable venue to establish the Satellite Thusong Service centre during a site visit on 20 April 2021.

### Discussion

#### SUGGESTED SCHEDULE OF SERVICES TO BE RENDERED AT THE SATELLITE THUSONG CENTRE

Service Provider	Public/Private/Civil Society	Services rendered	Dates at the centre
Overstrand Municipality (LED)	Public	SMME registration Emerging Contractors Entrepreneurship training	Daily
Overstrand Municipality	Public	WARD COMMITTEE PUBLIC MEETINGS/ HOUSING	Every second month
OVERSTRAND Municipality	Public	HOUSING	Weekly or bi weekly

GCIS	Public	Media and communication	Continuous
SASSA	PUBLIC	Grant Applications	2x per month
DEPT. OF HEALTH	PUBLIC	Chronic Medication Youth Clinic Awareness campaigns	2x per month
CDW	Public	Information on government programmes and community support	Daily
DSD	Public	Substance Abuse support, gender based violence and other social ills NPO registration & compliance	Daily
CAPE ACCESS eCENTRE	Public	IT	
THUSONG OFFICE	Public	General enquiries, venue management, other administrative duties	Daily
SARS	Public	Tax related services	Once a month-more during tax season
Dept. of labour	Public	Employment matters- UIF etc.	Twice monthly

The municipality also successfully applied for five (5) Thusong Ambassadors that will be deployed in the 2022/23 financial year across the Overstrand. This group of ambassadors will be trained and tutored in the provision of services and assistance characteristic of the Thusong programme. They will also ensure that there is pool of experienced candidates to provide services at the Gansbaai Satellite centre.

The Western Cape Provincial Government: Directorate Service Delivery Integration Thusong Programme will make "maintenance" funding available which can be used to upgrade an existing facility to ensure that it complies with the standards associated with the Thusong programme. They will provide the branding of the facility and will provide operational funding. This is usually for a three-year period.

## 7. Financial Implications

None

## 8. Staff Implications

None

**9. Comments from other Departments, Divisions and Administrations**

None

**10. Annexures**

None

**RECOMMENDATION TO THE COUNCIL:**

that the need for a satellite Thusong for the greater Gansbaai area **be supported.**

**RESPONSIBLE OFFICIAL :****G SMIT****TARGET DATE FOR IMPLEMENTATION :****1 JULY 2021**