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Department of
Social Development

PERSONS WITH DISABILITY POLICY 2021

Prepared by:

Social Development Integrated Policy, Planning and Research (IPPR) Unit

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It is hereby confirmed that this is the current approved Persons with Disability Policy with effect from2021 (Resolution attached)

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Authors: CoJ: IPPR Unit – Department of Social Development

Contact: Dr Tinashe Mushayanyama
tinashem@joburg.org.za / ipprunit@joburg.org.za

Contents

PREAMBLE	5
1. ACRONYMS AND ABBREVIATIONS	6
2. GLOSSARY OF TERMINOLOGY	7
3. INTRODUCTION.....	11
3.1. Context and Background	11
4. STRATEGIC INTENT AND DESIRED OUTCOMES	12
4.1. Policy Problem Statement	12
4.2. Policy Purpose (Rationale)	13
4.3. Policy Goals and Objectives	13
4.4. Policy Statement of Intent - Desired Policy Outcomes	14
4.5. Scope and Application of Policy	15
5. REGULATORY FRAMEWORK	16
5.1. National and other legislation	16
5.2. Related Policies/ Strategies (Policy Instruments).....	19
6. PUBLIC CONSULTATION AND POLICY REVIEW	22
7. POLICY INTERVENTIONS AND IMPLEMENTATION (PROVISION AND PROCEDURES OF THE POLICY)	23
7.1. Policy Directives and Interventions	23
7.2. CONDITIONS AND IMPLEMENTATION OF THE POLICY	29
7.3. BUDGET ALLOCATIONS	30
7.4. GOVERNANCE AND REPORTING	30
8. INSTITUTIONAL ARRANGEMENTS FOR POLICY IMPLEMENTATION - ROLE CLARIFICATION	31
8.1. Roles and Responsibility of Departments and Entities.....	31
8.2. The role CoJ Social Development Department	32
8.3. External stakeholders	33
8.4. Institutional structures.....	34
9. MONITORING AND EVALUATION.....	37
10. CONTRAVENTION OF POLICY	38
11. DELEGATION OF AUTHORITY.....	39
12. POLICY REVIEW.....	40

PREAMBLE

The Republic of South Africa is partisan to various international paradigms and discourses that seek to address poverty and inequality by fulfilling Sustainable Development Goals (SDGs). The country also played a critical role in the development of Agenda 2063 (The Africa We Want) in the context of the African continent.

Whereas the Constitution of the Republic of South Africa's Sections 7 – 39 of Chapter 2 outlines the human rights which will be protected within the Republic's jurisdiction.

Whereas Section 153 of the Constitution stipulates that local government is obliged to ensure that sustainable services are provided to communities.

Whereas Section 151(3) of the Constitution stipulates that a municipality has the right to govern the local government affairs of the community, subject to and in terms of national and provincial legislation.

Whereas the Municipal Systems Act 4 (1) stipulates that the council of a municipality has the right to govern on its own initiative the local government affairs of the local community.

Whereas the City of Johannesburg is a category A Municipality according to the criteria applicable by Section 2 of the Municipal Structures Act; read with Section 155 (1) of the Constitution.

Therefore, the Department of Social Development and all its units adopt the Persons with Disability Policy as set out in this document.

1. ACRONYMS AND ABBREVIATIONS

In this Policy, unless the context indicates otherwise, the English text prevails in the event of a conflict in meaning with other texts.

CBO	Community-Based Organisation
CoJ	City of Johannesburg Metropolitan Municipality
CDF	COJ Disability Forum
CoJ-DSD	City of Johannesburg Department of Social Development
DSD	Department of Social Development
FBO	Faith-Based Organisation
GDS	Joburg 2040 Growth and Development Strategy
GEYODI	Gender, Youth, Persons with Disabilities
HDS	Human Development Strategy
HSD	Human and Social Development
SAHRC	South African Human Rights Commission
IDP	Integrated Development Plan
ME/MEs	Municipal Entity/Municipal Entities
NGO	Non-Governmental Organisation
PWDs	Persons with Disability
RDF	Regional Disability Forums
NCPD	National Council of and for Persons with Disabilities In South Africa
SAFCD	South African Federal Council on Disability
SADA	South African Disability Alliance
SDG	Sustainable Development Goals
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities
WPRPWP	White Paper on the Rights of Persons with Disabilities

2. GLOSSARY OF TERMINOLOGY

Concept	Definition
Accounting Officer	Means the City of Johannesburg Metropolitan Municipality's Municipal Manager, also known as "City Manager".
City	Means the City of Johannesburg Metropolitan Municipality as established by Provincial Notice 479 of 2000 in terms of section 12 of the Local Government: Municipal Structures Act, 1998 (Act No. 117 of 1998) and includes an employee or person authorised to perform any function in connection with this Policy;
Disability	<p>The following definition of disability was adopted by the South African Cabinet in 2005: "Disability is the loss or elimination of opportunities to take part in the life of the community equitably with others that are encountered by persons having physical, sensory, psychological, developmental, learning, neurological or other impairments, which may be permanent, temporary or episodic in nature, thereby causing activity limitations and participation restriction with mainstream society".</p> <p>These barriers may be due to economic, physical, social, attitudinal and/or cultural factors. In the 9 December 2015 approved White Paper on the rights of persons with Disabilities (WPRPWDS), disability is further defined to capture broad acceptable and educative backgrounds that enable development of policies that are sensitive and responsive to the needs and challenges experienced by PWDS on a daily basis.</p>
Discrimination on the basis of disability	Discrimination on the basis of disability refers to imposing any distinction, exclusion or restriction of persons on the basis of disability which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, on all human rights and fundamental freedoms in the political, economic, social, cultural, civil, or any other field. It encompasses all forms of unfair discrimination, whether direct or indirect.

Concept	Definition
Empowerment	Refers to the process of endeavouring to make an individual conscious of building critical analytical skills for him/her to gain self-confidence to take control of his/her life.
Impairment	The term impairment involves an anomaly, a defect, loss or a significant deviation in body structure or functioning. The impairment may be permanent or temporary, progressive, or regressive. It can be physiological, intellectual, psychological or sensory in nature. An impairment which is associated with a cause does not imply illness or a disorder.
Policy	A Policy translates the government's political vision into programmes and actions to deliver outcomes, i.e. desired changes in the real world. It outlines the government's decision regarding a particular course of action that will be undertaken or an issue that needs to be addressed and provides a broad framework for decision-making and implementation.
Prevention	<p>Primary prevention involves strategies that encourage communities to live healthy lifestyles thereby preventing the onset of any risk factors which could result in impairment and subsequent disability.</p> <p>Such measures include raising public awareness, promotion of healthy lifestyles, health education, immunisation, maternal and child health services, and promoting road and occupational safety.</p> <p>Secondary prevention refers to the early identification and interventions on impairment, diseases, injuries, or conditions to prevent the development of disability or activity limitation.</p>
Stakeholder	Stakeholder refers to any individual or group with vested interest who may add value, contributes towards the development of, or benefit from interventions in the disability sector.
Universal Access	Universal Access refers to the removal of cultural, physical, social, economic, and other barriers that prevent persons with disability from entering, using or benefiting from various systems of society that are

Concept	Definition
	available to other citizens. It is the key to exercising civil, political, economic, social, religious and cultural rights in society.
Cerebral palsy	Occurs as a result of damage to the brain that causes muscles to in-coordination.
Hearing disability	Refers to loss of hearing that could be mild, severe, or total.
Hemiplegic	Refers to a substantial loss of function on one side of the body, often due to stroke or as a result of epilepsy.
Intellectual disability	Intellectual disability refers to impairments of a permanent nature that result in significantly below-average cognitive ability. People with intellectual disabilities find it difficult to learn and retain new information, and often to adapt to new information.
Learning disabilities	<p>This refers to a group of impairments that affect a broad range of academic and functional skills including the ability to listen, read, write, spell, reason and organise information.</p> <p>A learning disability is not indicative of low intelligence since research indicates that people with learning disabilities have average or above-average intelligence. Causes of learning disabilities include a deficit in the brain that affects the processing of information.</p>
Mainstreaming disabilities	In the context of sustainable development, mainstreaming is about dignity, self-worth, autonomy, and self-determination. The approach is to make the concerns and experiences of persons with disabilities an essential aspect of the design, implementation, monitoring and evaluation of policies and programmes in all areas so that persons with disabilities benefit on an equitable basis.
Mental disability	This refers to psychological or physiological impairment of a permanent or recurring nature. This includes cognitive, psychiatric, and learning disabilities as well as physical head trauma.
Multiple disabilities	Having more than one or two disabilities e.g. Hearing and visual disabilities, speech and mobility etc.

Concept	Definition
Paraplegia	Refers to a substantial loss of function in the lower part of the body.
Physical disability	Refers to damage to muscles' nerves, skin, or bones that leads to difficulty in moving about, in performing activities of daily living.
Post-polio paralyses	Refers to weakness in some muscles and underdevelopment of some limbs.
Psychiatric disability	People living with psychiatric or mental illness often experience difficulties in perceiving or interpreting reality, and coping with some aspects of daily life.
Quadriplegia	Refers to a substantial loss of function in all four limbs.
Visual disability/impairment	Refers to loss of sight and maybe total or partial.

3. INTRODUCTION

3.1. Context and Background

Historically, disability has been regarded as a health and social issue with governmental interventions through health and social institutions. More recently, disability is viewed as a human rights and developmental issue and acknowledges that obstacles in the environment can disable persons with an impairment. The objective of the modern paradigm is to include Persons with Disabilities (PWDs) in mainstream life.

Prior to 2008, the City of Johannesburg found itself in a very difficult situation every time it had to address various disability related challenges, which largely had a bearing on Departments that are constantly in contact with the general community. City Departments were not informed on how to respond to the needs and challenges presented by the disability sector, organisations, and individual persons with disabilities. During 2008 and 2009, dialogues and workshops were undertaken, and significant inputs were gathered, leading to the creation and drafting of the 2009 Policy for Persons with Disabilities. The PWDs Sub-Unit was established in 2009 with the core mandate of providing advocacy and empowerment programmes targeting PWDs who are individuals with physical, psychosocial, intellectual, neurological and sensory impairment that hinder them from fully participating in society on an equal basis with others as indicated in the National Disability Strategy, 1997.

Understanding the nature and prevalence of disability is crucial for all levels of government to comprehend the issues that persons with disabilities confront. Due to a lack of consistency in what is measured as 'disability,' as well as diverse survey methodology used to collect data, there are occasionally huge variations in statistics pertaining to PWDs. In South Africa, efforts to quantify the number of PWDs are hampered by a lack of awareness around specific types of disabilities and the stigma associated with these disabilities.

Although barriers such as ignorance and fear have caused PWDs to be unfairly discriminated against, the City of Johannesburg Metropolitan Municipality (the CoJ) prides itself in its efforts to protect the rights of PWDs. The CoJ recognises the need to adapt its policies to conform to the provision of section 7 of the Constitution of the Republic of South Africa that guarantees equality and freedom for all South Africans

To ensure effective management of economic and social affairs and to guarantee that PWDs have equitable access to essential services like education and employment, existing and future policy interventions must be supported by statistical evidence.. According to the 2016 Community Survey conducted by Statistics South Africa, 4,7% of South Africans aged 5 (five) years and older were classified as having a disability. In terms of the average of 4,7% mentioned, women (5,2%) were slightly more likely to have a disability than men (4,1%). In Johannesburg, more than 70% of registered PWDs relate to sight impairment.

The Persons with Disabilities Policy (the Policy) recognises and supports the need for cooperation and collaboration among CoJ Departments, Municipal Entities and both Private Sector and Civil Society Disability Sector Organisations.. Inter-governmental relations are critical to the successful implementation of this Policy.

4. STRATEGIC INTENT AND DESIRED OUTCOMES

4.1. Policy Problem Statement

It is critical to note that disability does not only affect disabled individuals but also the family and the immediate community. Several challenges continue to face PWDs in the CoJ.

Firstly, PWDs in the CoJ experience vulnerability due to physical, social, and economic marginalisation. Exclusion is more common in impoverished households, which can't afford the assistive devices required to aid them. The exclusion of PWDs are evident in matters such as access to education, employment and physical access to public transport amenities. A lack of access to empowerment programmes, medical services and schools are also evident.

Secondly, PWDs face challenges in accessing public transport due to excessive costs. It has been widely reported that public transport such as Taxis refuse access to PWDs with wheelchairs, due to the space being taken up. In light of this, there is an urgent need to improve wheelchair accessibility on Metro buses. Special arrangements or discounts for PWDS should be negotiated with the public transport industry.

Thirdly, the International Labour Organisation (ILO, 1998), states that *“In many developing countries, the chances of persons with disabilities finding salaried employment or work in the formal sector, are far smaller than for their non-disabled peers and, if they also lack skills, are often negligible”*. This remark still holds true in the current situation, when many PWDs experience

chronic underemployment or unemployment, poverty, and a lack of access to economic opportunities.

Fourthly, there is a lack of reliable and up-to-date relevant information on the nature and prevalence of disability in South Africa, particularly in Johannesburg, necessitating the creation of a comprehensive City-Wide database of PWDs. Fifthly, PWDs especially women and girls, are vulnerable to becoming victims of abuse and crime.

4.2. Policy Purpose (Rationale)

The purpose of this Policy is to influence the development of plans, strategies, and programmes that respond to the needs of PWDs in Johannesburg. The Policy provides guidelines for the removal of discriminatory barriers through disability-specific measures. In accordance with this policy document, the City of Johannesburg aims to utilise this Policy as follows:

- a) To serve as an overarching policy framework for disability issues within the City of Johannesburg;
- b) Promotes respect for PwDs' inherent dignity;
- c) Provides a broad outline of responsibilities and accountabilities of the various stakeholders;
- d) Provides PWDs with reasonable room for effective governance city-wide; and
- e) Promotes, protects and ensures the equal enjoyment of all human rights and fundamental freedoms by all PWDs in the City of Johannesburg.

4.3. Policy Goals and Objectives

The City of Johannesburg Department of Social Development (CoJ-DSD), in partnership with its various stakeholders both internal and external to the CoJ, being tiers of the governmental, business sector and non-governmental organisations, defines the role of service delivery to PWDs through the following goals and objectives of this Policy:

- a) Facilitate, integrate and mainstream disability issues across all departmental and Municipal Entities;
- b) Development of programmes addressing disability awareness, training, and development, with a focus on services for family members and senior PWDs, and victim empowerment;

- c) Facilitate research on issues of PWDs to inform the design and delivery of services and strategies;
- d) Develop partnerships and collaborations with other spheres of government to address duplication of services and funding for disability;
- e) Legislative disability requirements to be addressed for compliance by all departments and Municipal Entities focusing on the infrastructure such as public buildings and transportation within CoJ. Also ensuring universal access in the CoJ as enshrined in Article 9 of the United Nations Convention on the Rights of PWDs (UNCPRD);
- f) Promoting sustainable livelihoods programmes for PWDs focusing on building self-reliance and skills development towards employment and improving their socio-economic status;
- g) Improving services to children and youth with disabilities by means of skills development, access to education, sports and recreation activities, and employment opportunities for youth;
- h) Access to public transport which is accessible and user-friendly to PWDs; and
- i) Access to housing by means of provisioning in housing programmes which will accommodate PWDs.

4.4. Policy Statement of Intent - Desired Policy Outcomes

- a) Improved quality of life for PWDs in the City of Johannesburg;
- b) Promote the full inclusion and participation of PWDs in all aspects of society, ensuring equal opportunities and accessibility to physical spaces, transportation, information, communication, and technology
- c) The policy seek to eliminate discrimination against PWDs and promote equal rights and opportunities, ensuring that they are treated fairly and without prejudice in employment, education, healthcare, housing, and other areas of life.
- d) Empowerment and Autonomy: The policy aim to empower PWDs by recognising and supporting their rights, choices, and decision-making abilities. This includes promoting independent living, self-advocacy, and providing support services and resources to enhance their overall quality of life
- e) Increased involvement of PWDs in active citizenship; and
- f) Provision for PWDs programmes and budgeted for across all Departments and Municipal Entities.

4.5. Scope and Application of Policy

The Policy intends to influence the development of the Council's annual IDPs, which should result in defined KPIs to address PWDs issues across departments and Municipal Entities. The Policy should also influence the CoJ Executive Management Team scorecards and annual Service Delivery Business Implementation Plans. This policy is aligned with other key plans such as the Human Development Strategy (2005), Joburg 2040 Growth and Development Strategy (GDS), Gauteng 2055 Strategy, as well as relevant national legislations on PWDs issues.

4.5.1. Implementation Cohort

The Policy applies to all CoJ Departments and Municipal Entities (MEs) with the CoJ-DSD playing a leading role in the coordination, facilitation and management of policy implementation. The policy's implementation plan is outlined below:

- a) The CoJ DSD is the custodian of this Policy, and all powers are vested in the Accounting Officer (City Manager) to ensure legitimate implementation thereof;
- b) The CoJ-DSD, as a lead department, will play a role in monitoring and evaluation. Workplace disability-related issues will be coordinated, monitored and evaluated by the Group Corporate and Shared Services Department;
- c) Policy implementation is the responsibility of all officials, departments and Municipal Entities within the CoJ;
- d) Private sector institutions and organised structures will contribute towards the delivery of PWDs services through their corporate social investment programmes ; and
- e) This Policy guides the work of private entities and non-profit institutions (NGOs, CBOs, FBOs, etc.), as well as interested parties, volunteers and stakeholders who participate in the delivery of services or projects to PWDs in partnership with the CoJ. This also includes persons involved actively or indirectly in delivering socio-economic services to PWDs.

4.5.2. Beneficiaries

The Policy applies to all persons affected by disability who live in the City of Johannesburg. Definitions of disability are provided in section two (2) of this policy along with descriptions of the various categories of disability.

5. REGULATORY FRAMEWORK

The CoJ is mandated to oversee, support, and regulate operations within the Policy scope by the following fundamental legislative imperatives:

5.1. National and other legislation

Act	Relevance
<p>The Constitution of the Republic of South Africa, Act No. 108 of 1996</p>	<p>Chapter 2, Section 9(3) states that “the state may not unfairly discriminate directly or indirectly against anyone on one or more grounds, including race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language and birth”.</p> <p>In addition, section 10 states that “everyone has inherent dignity and the right to have their dignity respected and protected”.</p> <p>Chapter 7 of the Constitution mandates local government promote the social and economic development of communities and community participation in matters of local government.</p>
<p>Basic Conditions of Employment Act, No. 75 of 1997</p>	<p>The Act provides for the minimum conditions of employment that employers must comply with in their workplaces.</p>
<p>Broad-Based Black Economic Empowerment Act, No. 53 of 2003</p>	<p>The Act provides for the promotion of black economic empowerment in the manner that the state awards contracts for services to be rendered, and incidental matters.</p>
<p>Disability Framework for Local Government 2015 - 2020</p>	<p>The objectives of the framework are to advocate for the mainstreaming of persons with disabilities into local government. This means that disability issues should inform local government actions in terms of projects, planning and implementation of programmes; and to ensure that in the application of the policy framework, regard must be given to the need for additional measures to address the needs of</p>

Act	Relevance
	vulnerable people. This includes women with disabilities, children with disabilities and persons with disability living in rural areas.
Draft National Disability Rights Policy, 2015	<p>Once published, this policy will seek to deepen the mainstreaming trajectory for the promotion of the rights of persons with disabilities adopted in 1994.</p> <p>It will also provide guidelines for the review of existing and new sector policies, programmes, budgets and reporting to be aligned with both Constitutional and international treaty obligations.</p>
Employment Equity Act, No. 55 of 1998	The purpose of the Act set out in Section 2, is to “achieve equity in the workplace by promoting equal opportunity and fair treatment in employment through the elimination of unfair discrimination and implementing affirmative action measures to redress the disadvantages in employment experienced by designated groups, to ensure their equitable representation in all occupational categories and levels in the workforce.” The Act defines designated groups as black people, women and persons with disability.
Labour Relations Act, No. 66 of 1995	The Act contains several provisions that prohibit discriminatory treatment of employees and applicants for work, including persons with disabilities.
Municipal Structures Act, No. 117 of 1998	The Act inter alia sets out to provide for an appropriate division of functions and powers between categories of municipalities; to regulate the internal systems, structures, and office-bearers of municipalities; provide for appropriate electoral systems and provide for matters in connection therewith.
Municipal Systems Act, No. 32 of 2000	The Act inter alia provides for the social and economic upliftment of local communities; universal access to essential services that are affordable to all, the municipality working in partnership with the local community, community participation; an enabling framework for local government, human resource development, empowering the poor and overall social and economic upliftment of communities in harmony with their local natural environment.

Act	Relevance
<p>The Promotion of Equality and Prevention of Unfair Discrimination Act, No. 4 of 2000</p>	<p>The Act provides for the further amplification of the constitutional principles of equality and elimination of unfair discrimination.</p> <p>Section 9 of the Act prohibits unfair discrimination on the ground of disability, including:</p> <p>“(a) denying or removing from any person with a disability, any supporting or enabling facility necessary for their functioning in society; (b) contravening the code of practice or regulations of the South African Bureau of Standards that govern environmental accessibility;</p> <p>(c) Failing to eliminate obstacles that unfairly limit or restrict persons with disabilities from enjoying equal opportunities or failing to take steps to reasonably accommodate the needs of such persons.”</p>
<p>The White Paper on the Rights of Persons with Disabilities, 2016</p>	<p>This White Paper provides clarity on various issues, including the development of standard operating procedures for mainstreaming disability. In addition, it sets out the norms and standards in terms of which discriminatory barriers should be removed; and it broadly outlines stakeholder responsibilities.</p>
<p>The White Paper on Local Government, 1998</p>	<p>The White Paper on Local Government identifies the need for municipalities to ensure that all citizens regardless of race, gender or sexual orientation have access to at least a minimum level of services. The paper further states that accessibility is not only about making services available but also about making services easy and convenient to access.</p>
<p>The White Paper on the Integrated National Disability Strategy, 1997</p>	<p>The state must ensure equality, non-discrimination, and protection for persons with disability. Local government should not view persons with disability as objects of pity but as capable individuals who are contributing immensely to the development of society.</p>
<p>Further international and local legislation and</p>	<p>(a) The White Paper for Social Welfare, 1997</p> <p>(b) The Code of Good Practice on Employment of Persons with Disabilities, 2015</p>

Act	Relevance
<p>policies for the equalisation of opportunities for persons with disabilities</p>	<p>(c) Education White Paper 6: Special Needs Education - Building an inclusive education and training system, 2001</p> <p>(d) National Health Act, No. 61 of 2003</p>

5.2. Related Policies/ Strategies (Policy Instruments)

The South African PWDs sector is regulated by various policies that provide broad guiding principles and act as a departure point for the design of the PWDs Policy. These are:

5.2.1. International Imperatives

Policy instrument	Description
<p>Agenda for Sustainable Development Goals (SDGs) 2030</p>	<p>The Agenda states in Goal number 4 - Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all. Goal 4.5 refers to “Eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations. In addition. sub-goal 4. (a) states: “build and upgrade education facilities that are child, disability and gender sensitive and provide safe and non-violent, inclusive and effective learning environments for all”.</p>
<p>United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).</p>	<p>References are made in relevant articles:</p> <p>Art 1 - Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others;</p>

	Art 5 - Equality and non-discrimination; Art 6 - Women with disabilities; Art 7 - Children with disabilities; Art 8 - Awareness-raising; Art 9 - accessibility
United Nations Declaration of Human Rights.	Article 25 (1) Everyone has the right to a standard of living adequate for the health and well-being of himself and his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, <u>disability</u> , widowhood, old age or other lack of livelihood in circumstances beyond his control.
United Nations Standard rules on the Equalisation of Opportunities for Persons with disability	Although not a legally binding instrument, the Standard Rules represent a strong moral and political commitment of Governments to take action to attain equalisation of opportunities for persons with disabilities. The rules provide for Target Areas for Equal Participation for PWDs namely: Accessibility; Education; Employment; Income Maintenance and Social Security; Family Life and Personal Integrity; Culture; and Recreation and Sports.
World Programme of Action Concerning Disabled Persons	The White Paper on the Rights of Persons with Disabilities (WPRPWP) provides the Strategic Pillars towards programmatic interventions to address the needs and challenges faced by PWDS. In alignment with the WPRPWP, the CoJ Policy for Persons with Disabilities is, in essence, a translation of the approved White Paper on the Rights of Persons with Disabilities into various service delivery programmes, projects and activities affecting the entire disability sector.
Continental Plan of Action on the African Decade for Persons with Disabilities	The goal of the extended African Decade of Persons with Disabilities 2010-2019 is the full participation, equality, inclusion, and empowerment of people with disabilities in Africa. It focuses on strategic thematic areas for implementation at the national level and discusses the national coordination and mainstreaming mechanism for

	disability. This includes Priority Action Areas Regarding National Coordination and Mainstreaming Mechanism for Disability - Children with Disabilities; Youth with Disabilities; Women with Disabilities; Older Persons with Disabilities; Peace and Human Security and Resource Mobilisation
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5.2.2. National, Provincial and Local Imperatives

Policy instrument	Description
South Africa's National Development Plan (NDP), approved in 2012	The interrelatedness of disability and poverty: "Disability and poverty operate in a vicious circle. Disability often leads to poverty and poverty, in turn, often results in disability."
The National Development Plan 2030 "Persons with Disabilities as Equal Citizens"	'Disability' is the loss or elimination of opportunities to take part in the life of the community, equitably with others, that is encountered by persons having physical, sensory, psychological, developmental, learning, neurological or other impairments, which may be permanent, temporary or episodic in nature, thereby causing activity limitations and participation restriction with the mainstream society. These barriers may be due to economic, physical, social, attitudinal and/or cultural factors.'
The Gauteng Provincial Department of Social Development	Gauteng DSD's vision is "a caring and self-reliant society" and its mission is "to transform our society by building conscious and capable citizens through the provision of integrated social development services".
Gauteng Growing Together 2030	Inclusive growth is predicated on the integration of multiple aspects of economic activity and social investment in its most value asset – its people
COJ GDS	The CoJ positions itself as a place of hope and potential for all. In support of the 4 (four) Growth and Development Strategy (GDS) outcomes and the CoJ identified 11

	(eleven) strategic priorities in the 2020/2021 Integrated Development Plan (IDP). This Policy aligns with Outcome 1 of the GDS: Improved quality of life and development-driven resilience for all, and strategic priority number 6 in the IDP of 'safer city' and it speaks to the general wellbeing of its residents.
	The GDS Vision: This strategy assists the CoJ to design programmes to improve the quality of life for all people living in the City of Johannesburg as well as addressing poverty, inequality and social ills. One of the key issues extracted from the GDS outreach process is that a regional perspective of Johannesburg is necessary to achieve the desired outcomes.

6. PUBLIC CONSULTATION AND POLICY REVIEW

Public consultation for this policy included the identification and selection of participants, instruments designed to collect the necessary data and information, data-gathering processes, data capturing and arrangements, analysis and interpretation, and final data presentation. The public participation approach adopted a qualitative research methodology, driven by the interpretive paradigm and its subjectivist epistemology. To get a thorough grasp of the policy phenomena under consideration, the process used criterion sampling within the context of a purposive sampling strategy.

The public participation was a three-pronged approach across all seven (7) regions: (a) hybrid data collection sessions comprising virtual and physical focus group sessions (b) the uploading of the draft youth policies for public review and comments, to the City of Johannesburg website and (c) the creation of a central email to capture the responses from participants who wished to convey their views and rationalities through emailing services. This was done to expand the involvement of the public by broadening the zone of influence. Public participation sessions commenced during the month of November through to December 2020 in all regions of the City of Johannesburg. Beneficiaries, community members, and representatives of community and appropriate support organisations in the CoJ regions were among the invited stakeholders, who eventually constituted a specific reference group for consultation.

Qualitative data obtained from public participation were consolidated and prepared for analysis. Inductive reasoning was used in data analysis. This approach enabled the makers of this policy to focus on exploring new phenomena and to look at previously researched phenomena from a different perspective. Obtained field data was organised and analysed thematically, and the analysis was aided by the ATLAS.ti software. The software was used to find and organise ideas and concepts, which highlighted emerging themes. These themes were compiled and used to inform the new youth policy, as the voice of the public.

The qualitative data gathered through public engagement was compiled and prepared for analysis. In data analysis, inductive reasoning was applied. This strategy allowed the policymakers to concentrate on discovering new occurrences and reconsidering previously researched phenomena. The collected field data was organised and thematically analysed using the ATLAS.ti programme. The programme was used to search for and organise ideas and thoughts, highlighting emerging themes. As the public's voice, these themes were collated and used to inform the new youth policy.

The usefulness of thematic analysis in examining this policy stems from its capacity to provide policymakers with the chance and flexibility to detect, analyse, and report on patterns (or themes) arising inside and beyond the data acquired. It also allowed them to minimally organise and describe the dataset in detail. It is worth noting that qualitative data analysis required them to carefully scrutinise the content of the data obtained in a systematic manner in order to ensure that emerging trends, their frequency of occurrence, and the manner in which they are described and captured are accurately reflected in this policy. As a result, the analysis of stakeholder input has been used to inform this policy, as approved by the Council.

7. POLICY INTERVENTIONS AND IMPLEMENTATION (PROVISION AND PROCEDURES OF THE POLICY)

7.1. Policy Directives and Interventions

The CoJ-DSD will carry the responsibility of designing consolidated annual implementation programmes and action plans. These plans should address the challenges of PWDs through advocacy and empowerment programmes and ensure that PWDs rights are upheld. The directives and interventions are listed and described below:

7.1.1. Economic Empowerment

Economic empowerment interventions include:

- a) SMMEs that are owned by persons with disability should be supported to access COJ procurement opportunities. Additionally, supply chain should also develop a system of tracking unsuccessfully applicants and provide guidance, which may inform and enable them to be successful applications in the future;
- b) SMME Development - Develop systems and mechanisms to identify persons with disability involved in the informal economy and SMME level;
- c) Job readiness (creation) - Ensure that job readiness programmes and initiatives for decent work targeting persons with disability is a reality; and
- d) All programmes need to ensure that they contribute to the persons with disability by providing work opportunities and skills development in across COJ communities. These programmes require adequate support in the form of career guidance for PWDs while they are employed by the EPWP and mentorship when they join the formal labour market.

7.1.2. Skills Development

Illiterate persons with disability should benefit from additional skills development to enhance their literacy levels. Interventions may include:

- a) Enhancing literacy skills by introducing a programme in libraries that will assist PWDs to develop reading and comprehension skills;
- b) Running coherent ABET and life skills programmes to benefit PWDs; and
- c) Exposing persons with disability to Information Technology and the Fourth Industrial Revolution (4IR) by establishing Computer Based Literacy/Numeracy Centres.

7.1.3. Access to Land and Housing

- a) Promote PWD's access to land and security of tenure (the right of a tenant of property to occupy it after the lease expires);
- b) All data relating to housing (access to housing, title deeds, housing subsidies) to be disaggregated to reveal the percentage of PWDs;
- c) Ensure that PWDs access certain percentage of all new housing units;
- d) Educate PWDs in the community on the process of how to access housing and housing subsidies; and
- e) Ensure that in ward committees, PWDs are assisted with their housing concerns.

7.1.4. Social Safety Nets for PWD Headed Households

PWD headed households may be more vulnerable to exploitation and criminal attacks. Social safety nets interventions in this regard include:

- a) Programmes to address the alienation of PWDs;
- b) Assistance of PWDs by way of social services; and
- c) Improved accessibility to various institutions such as orphan care centres.

7.1.5. Access to Transport

Transport interventions include:

- a) Public transport must be accommodating for use by the PWDs;
- b) Taxi and bus stations and stopping points need to be regulated in order to make travelling safe for PWDs. This needs to be combined with proper policing;
- c) Develop education awareness campaigns on road safety focusing on communities, especially PWDs;
- d) Conduct periodic transport needs assessment of PWDs using public transport, to identify and address different needs; and
- e) Ensure skills development programmes for PWDs to participate in the transport sector, e.g. Rea Vaya.

7.1.6. Basic Service Delivery

Basic services like electricity form primary needs for security, hospitality, home-based care and economic reasons and therefore it is paramount that PWDs have full access. Interventions in this regard include:

- a) Addressing the parity gap, and programmes should address the needs of PWDs; and
- b) Conduct a regular needs assessment of services within communities to develop a comprehensive plan on service needs.

7.1.7. Promotion of Safety for PWDs

Safety interventions include:

- a) Addressing the safety of PWDs, for example when planning of CoJ's infrastructure development projects, the safety of PWDs must be addressed;
- b) Identifying and reclaiming unsafe spaces For example, utilising informal businesses to combat crime (using hawkers to promote a safer-street environment for PWDs);
- c) School safety programme on promotion of human rights for the benefit of PWDs;
- d) Review all existing programmes and policies to ensure that the needs of PWDs are considered; and
- e) Repairing of street lights must be a priority as it increases crime incidences in general. Priority should be placed on services that directly compromise the safety of PWDs e.g. blackouts and speed regulation.

7.1.8. Health

Johannesburg experiences high levels of poverty, malnutrition, communicable diseases, vehicle accidents, social stress resulting in drug and alcohol abuse, violence and lack of services. Interventions in this regard include:

- a) Ensure adequate benefit distribution to PWDs;
- b) All departments and entities to align their health and safety programmes to this policy;
- c) Ensure that primary health care facilities are centrally located to ensure accessibility by PWDs; and
- d) Promote, raise awareness, test and provide treatment for lifestyle and chronic diseases among PWDs.

7.1.9. City must ensure awareness, training programmes and Fourth Industrial Revolution as part of a holistic service to persons with disabilities

Interventions will include:

- a) All Departments and Entities with the CoJ-DSD as the lead department, to implement appropriate awareness campaigns and training programmes that aim to change perceptions, attitudes and behaviour so that the status of PWDs can be improved;
- b) Appropriate awareness campaigns and training programmes should be prioritised. This will be addressed in consultation with the Gauteng DSD, registered NGOs, FBOs, CBOs, and other spheres of government;

- c) The use of existing platforms to increase the dialogue and profile of issues affecting vulnerable groups to identify practical solutions and best practices to guide the planning and implementation of plans and programmes;
- d) Continuous strive to identify what the Fourth Industrial Revolution will do for people with disabilities, for example in their daily life, or to perform better at work or in sports. For others, technology can be life changing. People born deaf can hear with the help of cochlear implants. Those with blurred vision can, through relatively simple laser eye surgery, obtain perfect sight;
- e) Facilitation of the acquisition of adequate and relevant skills for possible future participation in the economy as well as linking to job opportunities;
- f) Training programmes to capacitate vulnerable groups to access employment opportunities and the mainstream economy;
- g) Programmes that ensure that PWDs and their families, caregivers and communities are aware of the services available to strengthen and support them;
- h) Early interventions on training and other programmes in consultation with NGOs, FBOs, CBOs and other spheres of government within the City of Johannesburg. Interventions for PWDs may include - targeted life skills programmes for PWDs; targeted economic development programmes for PWDs; targeted community outreach projects such as relief care and therapeutic services for PWDs in identified areas; and targeted home-based care projects for PWDs in identified areas through the EPWP programme;
- i) Training focused on sign language targeting not only the PWDs but other actors such as family members, police etc; and
- j) Activities that empower and educate PWDs, families and communities on issues related to PWDs to address challenges of social exclusion which lead to inaccessibility of services. These are done through information sessions, workshops, or door to door campaigns and through MEs.

7.9.10. City must develop networks to promote the rights and the advancement of persons with disabilities

All Departments and Entities within the City, with the CoJ-DSD as the lead department, will:

- a) Promote and support the development of a cohesive and effective network of structures, organisations and groups to promote the rights and advancement of vulnerable groups;

- b) Support targeted mechanisms in identified areas that will facilitate the collaboration and inter-connectedness of intergovernmental and government-and-civil society structures to ensure that maximum benefit and impact are derived from the collective efforts;
- c) Create internal mechanisms to ensure that Departments within the CoJ collaborate and form partnerships with regard to programmatic and policy issues on vulnerable groups issues. This will include the creation of mechanisms to mainstream the consideration of vulnerable group's issues across CoJ departments;
- d) Establish the structures and processes to facilitate how the CoJ utilises research on issues of vulnerable groups to inform the design and delivery of services and strategies;
- e) The CoJ-DSD will collaborate with other spheres of government and more specifically with the Gauteng Provincial Government Department of Social Development to avoid duplication of funding and to contribute towards unity of effort in the delivery of social development services. The Implementation Protocol Agreement between the CoJ and the Provincial Department of Social Development will guide this collaboration; and
- f) PWDs forums will be utilised to ensure improved access to training programmes towards a minimum target of 3% as stipulated by the labour department.

7.9.11. Provision of Assistive Devices

Mechanisms to enable all citizens, including PWDs, to reach every destination by their streets and pathway systems and ensure an environment that is accessible e.g. provision of assistive devices such as wheelchairs, walkers and mobility canes, executed through partners such as the Rotary Club.

7.9.12. Advocacy

Interventions to ensure access to basic services and promotion of human rights among PWDs will be promoted through this Policy. This will be done through referrals and linkage to various stakeholders for access to services and more importantly, the promotion of social inclusion of PWDs.

7.9.13. Facilitation of support groups

Activities to expand the richness of human life through the implementation and facilitation of various PWDs activities. These activities will focus on enhancing PWDs' social and economic opportunities, thereby encouraging self-reliance and self-worth.

7.2. Conditions and Implementation of the Policy

The following crucial components, which are the responsibility of all departments and municipal entities, with the COJ DSD serving as the lead department, are necessary for the successful implementation of this policy:

- a) Providing training, capacity building, and sensitisation about advancements for PWDs with a focus on policy initiatives. The initial degree of sensitisation should occur within the CoJ's entities. All departments must be aware of the Policy and should assist with the planning and implementation processes of this Policy. This would ensure that issues pertaining to PWDs are mainstreamed into departmental plans.
- b) Mobilising support for the implementation of this Policy and communication around the Policy. While there has been stakeholder involvement in its development, continual sensitisation is vital.
- c) Endorsement of the Policy by all partners and stakeholders, both administratively and politically.
- d) Engagements with stakeholders such as the private sector, Municipal Entities and donors.
- e) Functional and effective institutional arrangements meeting the following minimum standards:
 - i. A fully-fledged sub directorate located in CoJ DSD to coordinate the PWDs transversal issues
 - ii. The establishment of the CoJ Disability Forum supported by heads of departments and entities.
 - iii. Each department must identify a dedicated person to address all decisions and implementations as concluded in the CoJ Disability Forum.
 - iv. Multi-sectorial PWDs forums must be established and enabled to function effectively at regional and or ward level; and
 - v. Reporting procedures and mechanisms from ward level to citywide must promote and ensure accountability on the utilisation of funds and meeting the KPIs pertaining to PWDs.
- f) Municipal Budgeting for PWDs. The approach to intervention programmes at the ward level requires the allocation of specific budgeting and resources; and

- g) Implementation of this Policy must be aligned with Executive Management Team scorecards and annual Service Delivery Implementation Plans.

This Policy will come into effect upon approval by the Municipal Council and an action plan with budget allocation for implementation must be developed within six months thereafter by departments and municipal entities. The plans must be submitted to DSD for consolidation, who will report on a quarterly basis to COGTA.

7.3. Budget Allocations

All CoJ departments and MEs must allocate adequate provision of their annual budget towards addressing its departmental or entities' PWDs-related programmes to fulfil the goals and objectives of this policy.

7.4. Governance and Reporting

- a) This policy will be implemented at the ward level and coordinated with PWD forums. The data collected from these forums, must in turn be interfaced with monthly, quarterly and annual reporting on PWD interventions;
- b) The COJ Disability Forum will be a City-wide forum comprised of executive-level Departments and Municipal Entities that will meet quarterly, whereas Regional Disability Forums will be led by Social Development Targeted Beneficiaries Unit regional service managers who must convene monthly meetings of representatives from their respective regions;
- c) A regional disability help desk must be established which will serve as a contact or access point for PWDs, NGOs and any other organisations dealing with PWDs support and assistance programmes
- d) A citywide scorecard should be developed by COJ DSD in consultation with GSPCR, where the scorecard would be applicable to all departments and entities. To ensure accountability, the following critical performance metrics must be incorporated into the CoJ scorecard development:
- i. Targets should be part of the CoJ's Performance Management system, therefore Departments and Municipal Entities must develop particular indicators that are connected with strategic compliance and priorities of this Policy.

- ii. Executive Directors, Heads of Departments and Municipal Entities, must submit progress reports to the Executive Head: Social Development, who will consolidate the reports received from all Departments and Entities and report to the Health and Social Development Technical Cluster, on a quarterly basis for subsequent reporting to Council.
- iii. Departments and Municipal Entities must allocate annual budgets to address departmental services, accessibility challenges and PwDs developmental support programmes.

8. INSTITUTIONAL ARRANGEMENTS FOR POLICY IMPLEMENTATION - ROLE CLARIFICATION

8.1. Roles and Responsibility of Departments and Entities

- a) A wide range of role players and stakeholders are identified for the purpose of partnering and implementation of this Policy. For purposes of mainstreaming and management of disability issues and making a greater impact in the lives of PwDs;
- b) The CoJ Department of Social Development is the custodian of this Policy and all powers are vested in the Accounting Officer (City Manager) to ensure legitimate implementation thereof.
- c) It is the responsibility of all departments and entities to design annual implementation programmes and action plans to give effect to this Policy. The programmes and action plans will be based on regular feedback from the recipients of the programmes;
- d) The CoJ-DSD will be responsible for monitoring implementation of this Policy and ensuring that adequate training and awareness is provided;
- e) All the Heads of Departments and Municipal entities should on a quarterly basis present their progress on the disability implementation plan to the Executive Head CoJ Department of Social Development (COJ-DSD). COJ-DSD will consolidate progress reports of disability implementation plans, received from departments and municipal entities, and report to the Human and Social Development Sub-Mayoral Cluster Committee and to the HSD and GEYODI Section 79 Committees;
- f) The following internal stakeholders will be consulted on matters relating to PwDs:
 - i. The CoJ-DSD and its GEYODI programmes. CoJ-DSD will be the lead department for external communication on PwDs issues,
 - ii. Community Development Department: Recreation, Library and Information Services, as well as Arts and Culture Programmes, Events and Sport and Recreation,

- iii. The Group Strategy Policy Coordination and Relations Department in inclusion in the strategic planning of the CoJ,
- iv. Department of Health – Accessible health care. The CoJ Health Department also implements the strategic plan for maternal, newborn, child and women’s health (MNCWH) and nutrition in South Africa within CoJ, in terms of priority interventions for child health. This preventative services provision is key to improving the health of children. These services include amongst others: child visits to clinics also provide an opportunity for assessment of the child’s health during pre-school clinic visits. Children with poor eyesight, hearing loss, and other developmental and behavioural problems can be identified, and referred for the appropriate remedial support,
- v. JMPD/ Public Safety – Ensure community safety and assist CoJ-DSD with updated data on PWDs crime statistics and offences to inform planning,
- vi. Johannesburg Roads Agency – ensure that all sidewalks and intersections are PWDS’ safe and friendly,
- vii. Group Communications – provide access to communication and information,
- viii. Environment & Infrastructure Services – Ensure that PWDs have equal access to the physical built and other services provided or open to the general public,
- ix. Department of Economic Development for Business Support/ Entrepreneurship opportunities, business analysis and Skills Development.

8.2. The role CoJ Social Development Department

The CoJ-DSD is mandated to:

- a) Facilitate the implementation of PWDs programmes;
- b) Fulfil a key role in the development of key indicators and targets for the advancement of PWDs across all seven regions of the City;
- c) Reporting progress of COJ PWDs key indicators [in 8.1 (b) and (f) above] to the Mayoral committee, Section 79 HSD Cluster, Section 79 Geyodi and relevant IGR structures;
- d) Facilitate a process to engage with other directorates/departments to mainstream the directives of this Policy;
- e) Assist with opportunities to enable PWDs to manage their many challenges and achieve a dignified standard of living and, where possible, reduce household dependency on the CoJ;
- f) Improve access for households affected by disability to social support programmes and safety nets provided by the CoJ;

- f) Work with PWDs, families and communities to assist them to successfully manage life tasks in the face of social disadvantage;
- g) Develop a database of key stakeholders that work with PWDs within the borders of the City of Johannesburg. The database must be updated quarterly and made available to the community to ensure awareness of the availability of services to community members;
- h) Activate the private sector and civil society to act in a positive and transformational manner in alignment with the programmes of the CoJ to address the needs of PWDs;
- i) Identify potential economic opportunities at the community level and deliver community-based training programmes and provide the necessary post-training support for PWDs;
- j) Utilising a multi-dimensional strategy to support and service PWDs in the City of Johannesburg by attending to their varied demands;
- k) Articulate specific multi-sectorial partnering, including public and private sector entities;
- l) When COJ is considering employing NGOs, consideration must be given to those NGOs whom themselves employ PWDs; and
- m) PWDs cooperatives to be considered by Supply Chain when procurement opportunities arise.

8.3. External stakeholders

External stakeholders are identified through regional disability forums as well as the stakeholders from civil society working with disabled persons and representing them in the COJ Disability Forum. The provision of an integrated and holistic package of services for the PWDs is premised on strong and consistent inter-sectorial collaboration and coordination between wide range of role-players from all sectors of society. The following are strategic external stakeholders:

- i. The representative structures of PWDs as the main beneficiaries of the Policy are to be engaged through various channels to ensure appropriate and correct PWDs advancement initiatives;
- ii. All Gauteng Provincial Departments involved with PWDs programmes and interventions.
- iii. Civil Society Organisations including NGOs, CBOs and FBOs, should also identify gaps in the implementation of PWDs in general, and report to COJ-DSD; and
- iv. Ward Committees and Rate Payers Associations.

8.4. Institutional structures

In order to mainstream and manage disability issues and impacting the lives of Persons with Disabilities, this Policy supports the establishment of Disability forums with the specific intent that PWDs are provided with access, support and assistance for their needs. The following forums are appropriate institutional structures:

- City of Johannesburg Disability Forum - a centralised forum located at the strategic executive level of the City;
- Regional Disability Forums – decentralised forums situated in each region at the operational level;
- Regional disability help desk – decentralised help desk situated in each region.

8.4.1. CoJ Disability Forum

Establishment of the centralised COJ Disability Forum (CDF) at the strategic executive level of the CoJ. The forum must be constituted by representation drawn from Departments and Municipal Entities and will meet on a quarterly basis. It is preferable that the Forum be led by the Executive Head for the CoJ-DSD.

The forum should address the following:

- a) Coordinate the implementation of the Policy in their Departments and Municipal Entities;
- b) Discuss capacity building in the implementation of this Policy;
- c) Identification of key priorities of PWDs in service delivery;
- d) Identify and discuss relevant budget provisioning for PWDs programmes in terms of the implementation plans for each department and municipal entity;
- e) All the Departments and municipal entities represented at this forum should report progress on the Policy implementation plan. (Confidentiality and respect for the privacy of PWDs should be in line with ethical principles regarding the use of statistics);
- f) The forum will monitor and evaluate the progress presented, and recommend revised interventions to address non-achieved targets on implementation plans of departments and municipal entities;
- g) Revised interventions identified in (f) above or new decisions taken, to be shared with regional disability forums; and

- h) CoJ-DSD to coordinate the CoJ PWDs forum meetings with departments and municipal entities on a quarterly basis.

8.4.2. Regional Disability Forums (RDFs)

Regional Disability Forums must be formed by COJ Department of Social Development Targeted Beneficiaries Unit regional service managers in collaboration with stakeholders from other departments and municipal entities in regions, including disability sector organisations (FBOs, CBOs, NGOs, and so on) that provide assistance and support in each region, to participate in planning, decision making, monitoring, and evaluation processes.

Department of Social Development Targeted Beneficiaries Unit regional service managers must convene monthly meetings of representatives of the Regional Persons with Disability Forums. The forums' main functions will be to ensure that this Policy and other related implementation plans are implemented and that monitoring and evaluation is done on a monthly basis.

The Regional Forums (RDFs) must address the following issues:

- a) Advocacy:
- i. Identify and pursue opportunities to advocate for PWDs' equity, access, and advancement of disability rights.
 - ii. Enhancement of access to Council services (CoJ and MEs),
 - iii. Enhancement of PWDS linkages to employment opportunities,
 - iv. Fund and support disability advocacy services in accordance with Council funding policies,
 - v. Advocate for policies, programmes, practices, and procedures that guarantee equal administration levels within national, provincial and local spheres of governance,
 - vi. Advocate for participation of PWDS in disability mainstreaming such as economic development, employment and skills training opportunities, to create opportunities for PWDS and to advocate on their own behalf,
- b) Creating a comprehensive database for PWDs with access to services or support at regional level. This database must feed into the City-Wide database of PWDs access to services or support:

- i. Enhancement of PWDs to economic development and empowerment opportunities.
- ii. Management of internal and external relations,
- iii. Investigate and recommend disability related interventions,
- iv. Enhancement of access to CoJ Social Package and linked to job advisory centres.

c) Participation:

- i. Participate in the development and implementation of the disability strategy through submission and participation in other consultative opportunities,
- ii. Promotion of integrative participation in Council driven societal programmes and projects.

d) Monitoring:

- i. Monitor and make recommendations about the updating and implementation of legislation and practices to achieve the optimum approachability, accessibility, and usability in environmental design,
- ii. Enhancement of compliance with policies and legislative instruments.

e) Marketing: Encourage the positive portrayal of PWDS by the media, particularly the Council's own publications and publicity material.

8.4.3. Regional Disability Help Desk

The Regional Disability Help Desk is a Disability Desk through which the disability sector organisations, local and visiting PWDs are able to access Council services on a daily basis. It is a centre that would enable City Departments and Municipal Entities to directly or indirectly interact with PWDs in ensuring that services are provided to all CoJ residents. The helpdesk would also be the regional contact centre for access to services, assistance and support by external organisations delivering services (NGOs, FBOs, CBOs, etc.).

8.4.4. Research Institutions

The CoJ-DSD must develop a close relationship with relevant research institutions to ensure the development of evidence-based programmes. The CoJ-DSD must liaise with Universities and Colleges for students to do some of their practical work in the department. This will ensure improved cross-sector collaboration between academia and the CoJ.

8.4.5. National and Provincial Government

The CoJ-DSD must collaborate with other spheres of government and specifically with the Gauteng Department of Social Development to mainstream the directives of this Policy.

9. MONITORING AND EVALUATION

The City of Johannesburg established the “*The City of Johannesburg Monitoring and Evaluation Framework*” in line with the policy framework for the Government-wide Monitoring and Evaluation (GWM&E), and the National Evaluation Policy Framework (NEPF) in 2012. The City of Johannesburg acknowledged that there has been a shift in the City’s policies, procedures, and systems associated with the inter-related areas of performance management, monitoring, evaluation, and reporting. The City has therefore developed its monitoring and evaluation framework aimed specifically at monitoring and evaluating the outcomes of the PWDS policy.

The framework notes that at a City level, changes to the organisation’s institutional model and its long-term strategy (Joburg 2040 Growth and Development Strategy [GDS]) necessitate a complete review of many organisational activities including the way in which the planning, decision-making, monitoring and evaluation occurs. Thus, based on the above, this policy will be monitored and evaluated on a continuous basis in order to ensure that there is greater transparency and accountability based on evidence-based monitoring and evaluation. Service delivery will be significantly improved through the continuous generation of sound information for reporting, communication, and the improvement of service delivery.

The City of Johannesburg shall in its quest to monitor and evaluate this policy, employ the results-based monitoring and evaluation approach. The indispensability of employing the results-based (or outcome-based) monitoring and evaluation approach, lies in that, it goes beyond the counting of the policy outputs, activities and resources to enable the City to measure and evaluate the results of the policy, and then provide information for decision-making. Results-based monitoring and evaluation of this policy will provide feedback on the actual outcomes and goals of the City’s actions. Thus, it further addresses the goals of the policy, how they are being achieved in respect of the budgetary, schedule and quality performance and how corrective actions can be done proactively.

Monitoring and evaluation of this policy shall involve the following ten activities or steps as depicted in the sequential form below, i.e.:

MONITORING

- i. Step one: conducting a readiness assessment;
- ii. Step two: agreeing on outcomes to monitor and evaluate;
- iii. Step three: selecting key performance indicators to monitor outcomes;
- iv. Step four: setting baselines and gathering data on indicators;
- v. Step five: planning for improvement – selecting results targets;
- vi. Step six – monitoring for results;

EVALUATION

- vii. Step seven – the evaluation in M&E, using evaluation information to support a results-based management system;
- viii. Step eight – reporting the findings;
- ix. Step nine – using the findings, and
- x. Step ten – Sustaining the M&E system within the organisation.

The monitoring and evaluation function of this policy seeks to address the following aspects regarding the performance of interventions emanating from this policy, i.e.:

- a) Compliance with monthly and quarterly reporting of data;
- b) Supporting the department's interventions through the provision of formative feedback on progress towards attainment of targets (monthly and quarterly targets);
- c) Providing recommendations on the way forward (possible policy expansion), and
- d) Providing an assessment of possible contributions to long-term impacts of the policy, and the department.

The aforementioned M&E process will be an inherent part of the City's IDPs and designed to enhance accountability. Furthermore, this process will be conducted annually or at any time necessary to keep abreast of best practices and methodological changes, as well as for other corrective actions.

10. CONTRAVENTION OF POLICY

Paragraph 8.1 (b) herein above recognises the CoJ as the custodian of this Policy and that all powers are vested in the Accounting Officer (City Manager) to ensure legitimate implementation

thereof. The CoJ reserves the right to act in case of breach by any party responsible for the implementation of this Policy and in case of contravention the CoJ may:

- a) Evaluate the performance of the government officials involved and reserve the right to suspend and/or re-instate until the investigation is completed;
- b) Enforce the law in case of any criminality involved; and
- c) Withdraw partnership agreements in case of stakeholders and beneficiaries breaching the terms of this Policy.

11. DELEGATION OF AUTHORITY

Sections 59 to 65 of the Local Government: Municipal Systems Act 32 of 2000 provide as follows: “59”. Delegations – *“(1) A municipal council must develop a system of delegations that will maximise administrative and operational efficiency and provide for adequate checks and balances, and, in accordance with that system, may delegate appropriate powers.”* In terms thereof, Council hereby delegates all powers and duties to the Accounting Officer which are necessary to enable the Accounting Officer:

- d) a) To discharge the Policy responsibilities conferred on Accounting Officers in terms of the Municipal Systems Act 32 of 2000 and this Policy;
- e) b) To maximise administrative and operational efficiency in the implementation of this Policy;
- f) c) To enforce reasonable cost-effective measures for the implementation of this Policy; and proper monitoring and evaluation; and
- g) d) To comply with his or her responsibilities in terms of Section 115 and other applicable provisions of the Municipal Systems Act (Act 32 of 2000).

Provision for sub-delegation:

- a) The Accounting Officer may in terms of section 79 of the Act sub-delegate any PWDS Development powers and duties, including those delegated to the Accounting Officer in terms of this Policy, but any such sub-delegation must be consistent with herein above.

12. POLICY REVIEW

Although the legislation does not prescribe time frames in which policies must be reviewed, this Policy must be reviewed every 5 (five) years, or sooner if required, and the reviewed policy will be tabled in Council for approval as part of the budget process.