



From Community Engagement to Community Enrollment

On the road to platforms for community enrollment

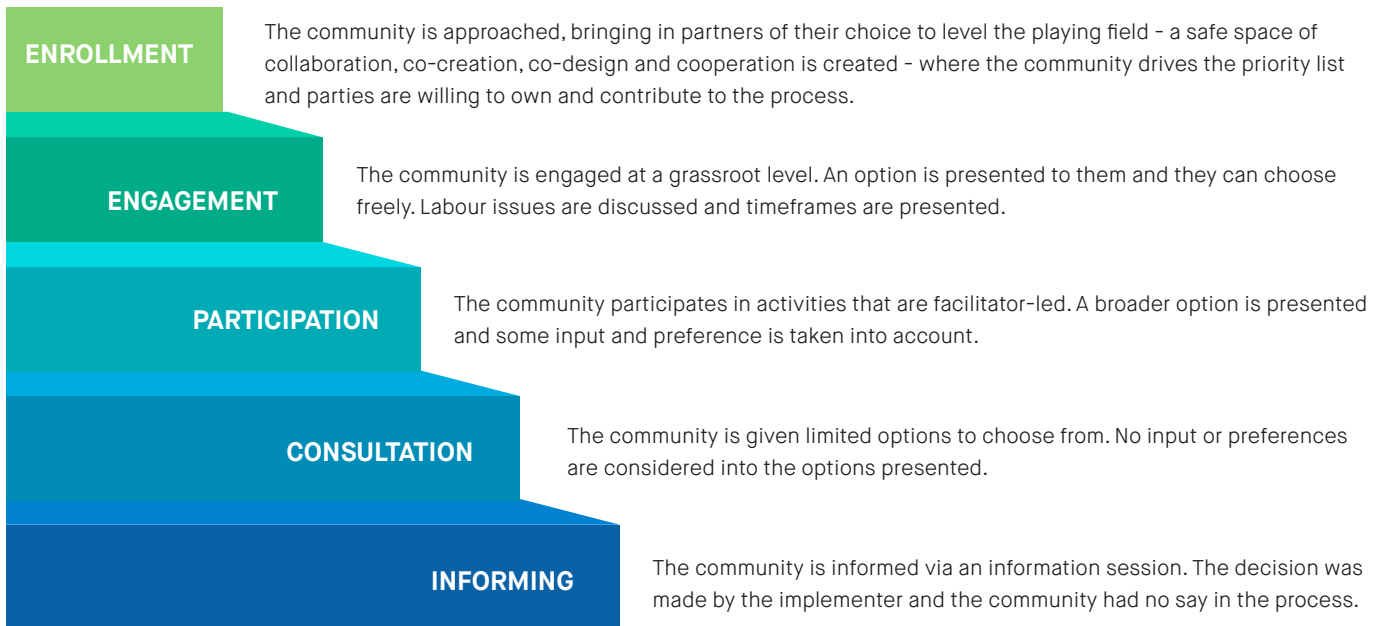
This is a summary of the work done by Hilton Scholtz, Director RIM at Transport, City of Cape Town.

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Introduction

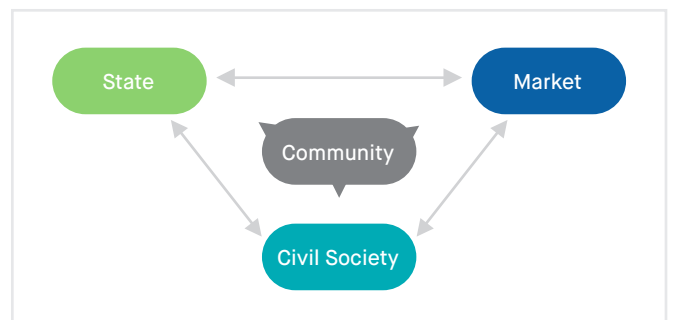
One of the foundational aspects of effective urban development is community involvement in decision-making. This enables the creation of meaningful engagements with the community. In the development of water and sanitation services in informal settlements of Cape Town, there can be

the tendency to not engage too much, to not create expectations. This can contribute to further distrust and exclusion. To address this issue, the City of Cape Town is rethinking its participation processes; from community consultation and participation to community enrollment.



Key players and themes in community enrollment

Different players and stakeholders involved in community development all have different interests. These interests can be conflicting. It is important to understand and acknowledge the local context, with its diverse range of institutions, formal and informal leaders and cultural specifics. This can only be realized when the community is fully enrolled, meaning they chose their own representatives, bring their needs to the table and become agents of change in co-designing solutions, in cooperation with the state, the market and civil society.



Adapted from Paul Jenkins and Harry Smith – The state, the market and Community: An analytical framework for community self-development.

How to do community enrollment

When designing a platform for community enrollment or when following a community enrollment program, it is fundamental to include a participative/co-design process; the communities are at the heart of community development processes. Key themes are:

1. Sustainability & equilibrium: urban solutions need to allow for mutual expected equilibrium. When doing something in the community, it should not give you the upper hand of the community, the system must remain in equilibrium.
2. A platform for community enrollment; in these platforms all stakeholders come together in a safe space to share their needs and wishes for urban development.
3. Think global, act local.

"We should not look at one service, but at the principle of utility: when do people experience utility? Before placing a toilet in the community, ask yourself; can they use it? If they have to walk through a puddle of water to get to the toilet, they have not 'experienced utility'. Maybe the community needs something else? We once changed a retention pond into a social space for the community, who joined us in co-designing and understanding what they need, want and what they are going to get; they are engaged"

- City of Cape Town

"The level of engagement needs to facilitate you with the information that you need to provide services that are needed, wanted and will encourage buy-in of the community. Communication, active listening, active facilitation, listening to understand, and creative thinking and problem-solving are crucial."

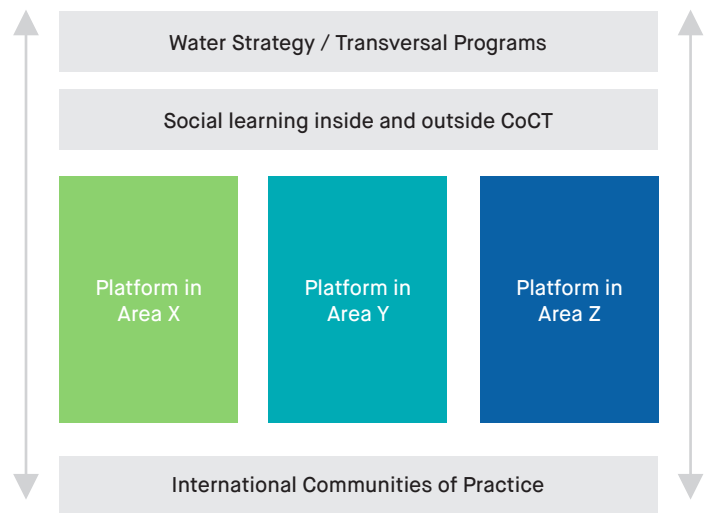
- GreenCape

"Community enrollment is the higher grade of community engagement. Our communities in the townships have enough information of one another because of their cooperative nature. Slum Dwellers International's saying: "it is nothing about us without us."

- City of Cape Town

A Platform for community enrollment

To reach the goals of Cape Town's water strategy and support the road to a water sensitive city, a shift in policy paradigm from community consultation/participation to community enrollment is necessary. We believe that a platform for community enrollment can make the difference in overcoming the water and sanitation challenges in informal settlements. This requires capacity building within the City of Cape Town in the field of social engineering and soft skills. It requires (new) partnerships with community-based organizations and religious institutions working in informal settlements. It requires investments, patience and trust and a 'safe space' in which good practices and brilliant failures can be exchanged within the City of Cape Town and with an international Community of Practice. We all embrace a future in which there will be sufficient water for all and Cape Town will be more resilient to climate change and other shocks.



Safe space principles as developed within the partnership

- Stimulate building relationships based on mutuality, respect and caring
- Acceptance of differences, remain in relationships despite varying perspectives
- Equal space for all involved
- Exchange of perspectives, experiences and stories
- Mutual listening and asking above debate and postpone judgement in order to gain deeper understanding
- Embrace our dream of a water sensitive and inclusive Cape Town by 2040, and celebrate it in the present

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