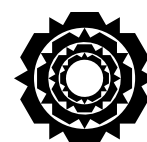
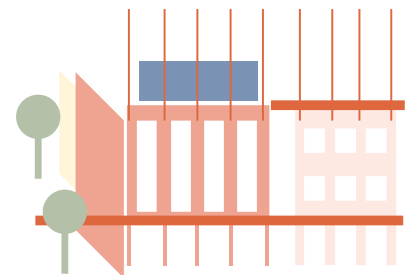
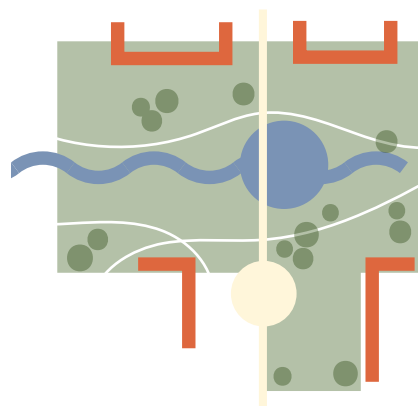
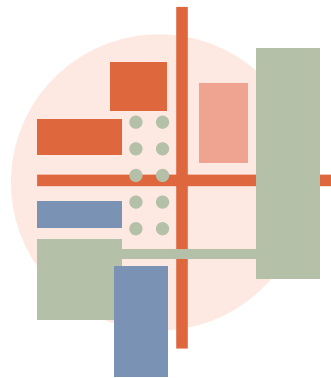
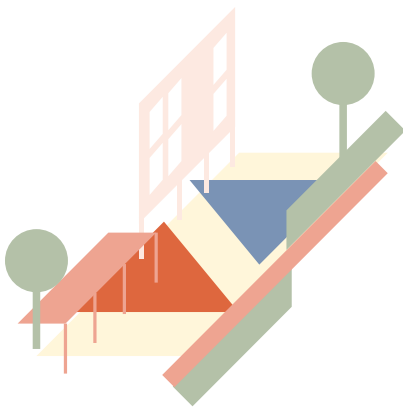
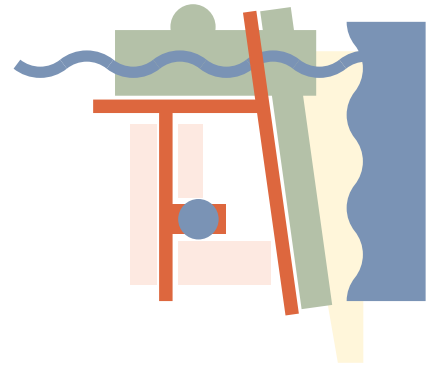
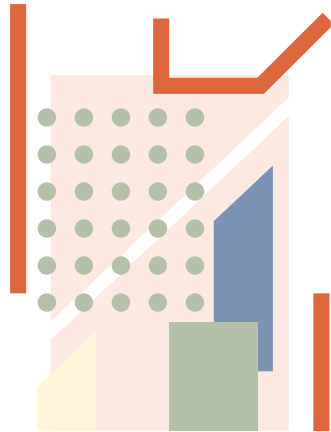
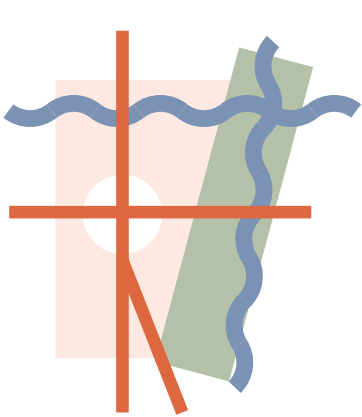


Designing Quality Places

Urban Design Policy for the City of Cape Town



Chapter 1: Introduction

| | |
|-------------------------------------|---|
| 1.1 What is the Policy?..... | 4 |
| 1.2 Who should use it?..... | 5 |
| 1.3 Mandatory Policy Triggers | 5 |

Chapter 2: Overarching Design Principles

| | |
|--|---|
| 2.1 The greater public good..... | 6 |
| 2.2 The “whole” above the “parts” | 6 |
| 2.3 Identity, Context and Place making | 6 |
| 2.4 Integration and spatial transformation | 7 |
| 2.5 Urban Sustainability | 7 |
| 2.6 Intensity, Diversity and Adaptability | 7 |

OBJECTIVE 1

| | |
|--|---|
| Ensure legible spatial structure | 8 |
|--|---|

OBJECTIVE 2

| | |
|---|----|
| Create good quality open space through placemaking..... | 10 |
|---|----|

OBJECTIVE 3

| | |
|---|----|
| Contribute to the creation of healthy and safe communities..... | 12 |
|---|----|

OBJECTIVE 4

| | |
|---|----|
| Design streets as positive public space | 14 |
|---|----|

OBJECTIVE 5

| | |
|--|----|
| Promote intensity, diversity and adaptability of uses..... | 16 |
|--|----|

OBJECTIVE 6

| | |
|--|----|
| Ensure positive interfaces onto the public realm | 18 |
|--|----|

OBJECTIVE 7

| | |
|---|----|
| Provide support to sites of informality | 20 |
|---|----|

OBJECTIVE 8

| | |
|---|----|
| Value and enhance green open spaces | 22 |
|---|----|

OBJECTIVE 9

| | |
|--|----|
| Respond to the character & identity of an area | 24 |
|--|----|

Chapter 3: Considering urban design

| | |
|--------------------------------|----|
| 3.1 What is urban design?..... | 26 |
| 3.2 Policy Background..... | 27 |

Chapter 4: Contextualising the Policy

| | |
|--|----|
| 4.1 Strategic Intent..... | 28 |
| 4.2 How is the policy used? | 30 |
| 4.3 Roles, Role-players and stakeholders | 30 |

Chapter 5: Monitoring, evaluation & review

| | |
|--|----|
| 5.1 Problem Statement | 32 |
| 5.2 Desired outcomes..... | 33 |
| 5.3 Policy evaluation, monitoring and review | 34 |
| 5.4 The effectiveness of the policy in facilitating approvals processes | 35 |
| 5.5 The effectiveness of the policy in improving the quality and urban environment performance | 35 |

Chapter 6: Definitions & terms

Chapter 7: Acknowledgements

| | |
|-----------------------|----|
| Acknowledgements..... | 43 |
|-----------------------|----|

Annexure A: Guidelines

| | |
|-----------------|----|
| Guidelines..... | 44 |
|-----------------|----|

Annexure B: Towards an Action plan

| | |
|-------------------|----|
| Action Plan | 45 |
|-------------------|----|

Chapter 1: Introduction

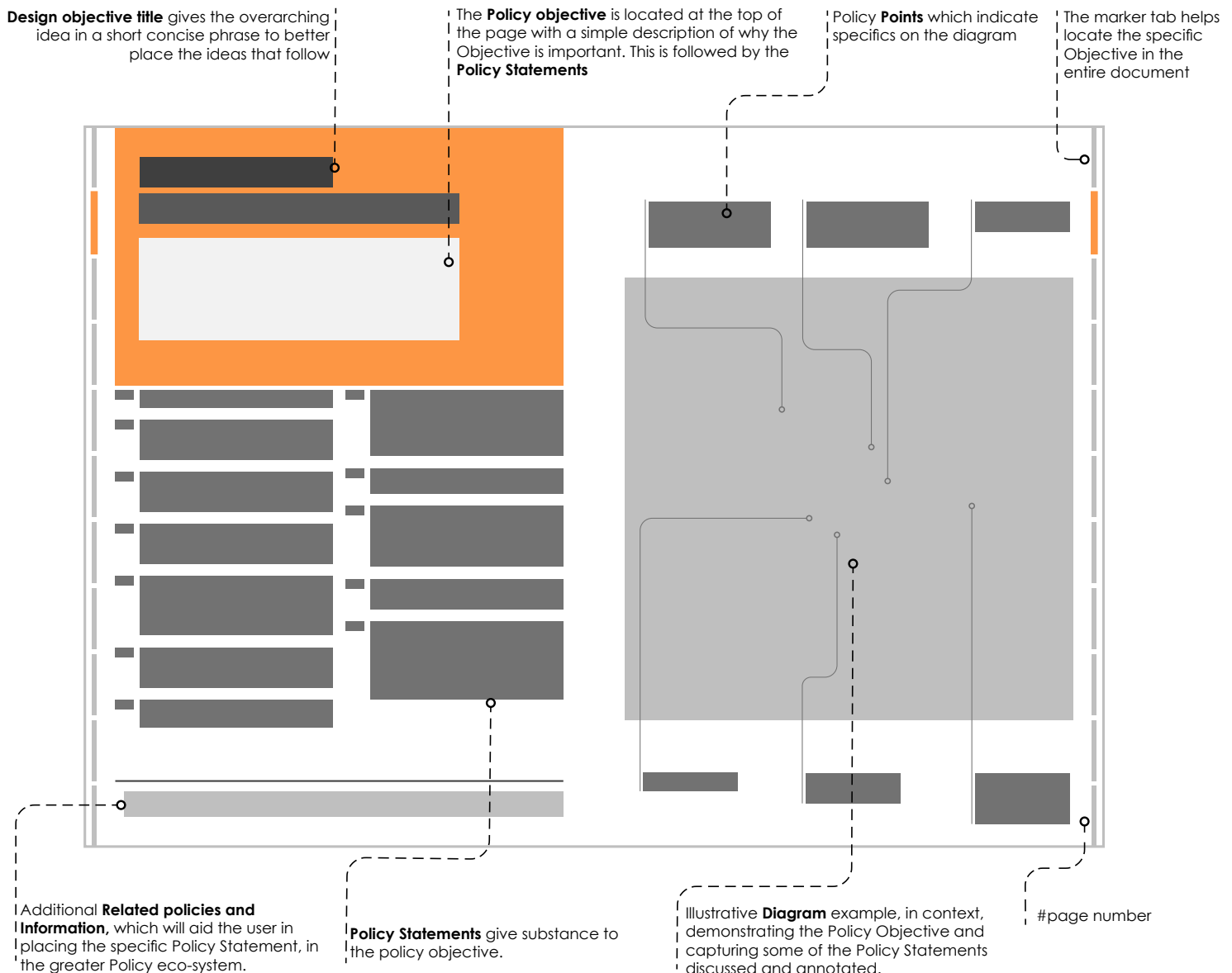
1.1 What is the Policy?

The quality of our cities, towns, neighbourhoods, streets and public places have an important influence on our daily lives. The quality of these environments contributes to our economy, our natural and built environments, their sustainability and the overall liveability of our cities. They help businesses grow, promote quality of life and influence our physical and mental health and well-being. It is through the application of design that the qualities of these environments are transformed, given purpose, become relevant, and have meaning.

People and communities are at the centre of what this document looks to promote. It looks to draw on a number of principles and design objectives to guide design responses towards a holistic quality performing view of the city and its people. It seeks to add value, through design, for the good of the environment, natural and man-made, for all who inhabit it.

The Policy is guided by overarching principles, which inform nine objectives. Each policy objective is then supported by a number of associated policy statements. Together these provide the criteria which should inform the design of development proposals and form the basis through which development applications will be assessed. The Policy is structured in such a manner that each policy objective is laid out over a double spread layout (refer to image below).

How to read the policy document



1.2 Who should use it?

There are many players in the development process. They include, but not limited to, planners, landscape architects, developers, contractors, urban designers, architects, landlords, community groups, non-profits, engineers, policy makers, residents and small business owners. Each of them will make decisions that affect the quality of places and the city as a whole. This Policy aims to provide guidance to all of these groups while not emphasising one specific discipline.

This document is intended for anybody with an interest in the built environment and engages with the process of shaping it. The primary audiences for this document are:

- City officials and elected representatives whose work has an impact on the city and its people.
- Professionals who engage with the process of shaping our urban environment.
- City lead Projects, where the City is the developer.
- Residents or community groups who have an interest in the urban environment.

1.3 Mandatory Policy Triggers

The Policy is intended to provide guidance for all city making initiatives and all applications. Importantly, the categories specifically listed below in "Mandatory Policy Triggers" depict the mandatory requirement to apply the policy and in so doing enabling the desired outcomes.

The triggers are designed in such a way to facilitate ease of doing business, while ensuring the best possible outcomes for the public realm, in the most strategic locations and conditions.

- 1** Proposals that deviate from the approved forward planning vision and spatial policies of the City at a local area scale trigger the policy. Applications should ensure consistency with the Metropolitan Spatial Development Framework (MSDF) & District Spatial Development Frameworks and Environmental Management Frameworks (DSDF). Each Spatial Strategy has policy guidance that can be referred to.
- 2** New township establishments or where the application includes new subdivisions into more than 20 urban land units.
- 3** Where there is regeneration of a site;
 1. Exceeding 1Ha is envisaged
 2. Where there is significant loss in existing tree canopy
 3. Where there is a loss of mature trees
- 4** Development proposals that include the creation and upgrading of public open space, public or community facilities (e.g. schools, clinics, hospitals, libraries), transport interchanges, in each case, including boundary and fence conditions.
- 5** Proposals, from 1000m², adjacent to or including development edges, natural resources and ecosystems, including biodiversity, natural/semi-natural green structuring open spaces, river and wetland systems, coastlines and floodplains, cultural, heritage and economic resources.
- 6** Where Site Development Plans (SDP) are required for the following group of applications:
 1. Shopping centres (from neighbourhood to district scale centres);
 2. Commercial developments exceeding a bulk of 1000m²;
 3. Industrial and warehouse developments exceeding a bulk of 5000m²; that are not in industrial areas
 4. Developments of more than 12 units
 5. Development within Transit Accessible Precincts
- 7** Where a delegated official considers that a proposal has the potential to have a significant negative spatial impact, and where, the cumulative effect of such a design proposal would have a negative spatial impact on the public realm or for residents and users, over time, with reasons provided.
- 8** Where a development proposal may have negative impact on the public right-of-way to and from public transport, structuring open space network, including public amenities and facilities.

Chapter 2: Overarching Design Principles

This Urban Design Policy is guided by the following Overarching Design Principles.

2.1 The greater public good

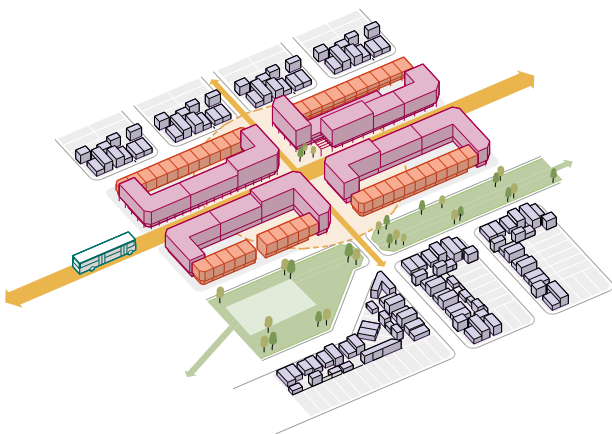
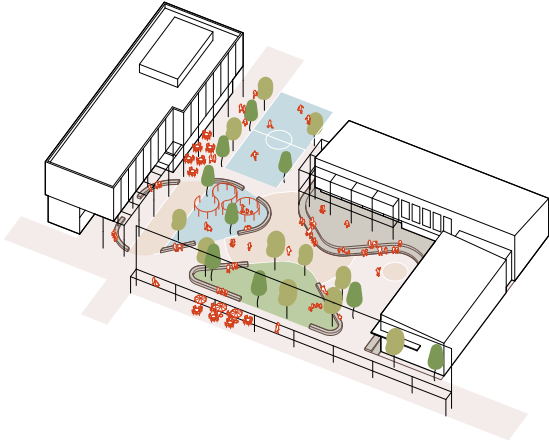
Cities are places where people come together to enjoy the benefits of living and working in close proximity to others. Through the arrangement of activities, built form and open space, urban development must ensure that these benefits are accessible to all and generate further opportunities for social and economic development. Sustainable development can only result when there is a goal to improve the environmental, social and economic situation. Whether driven by the public or private sector, the objective should always be to create a better city for all to benefit from and enjoy.

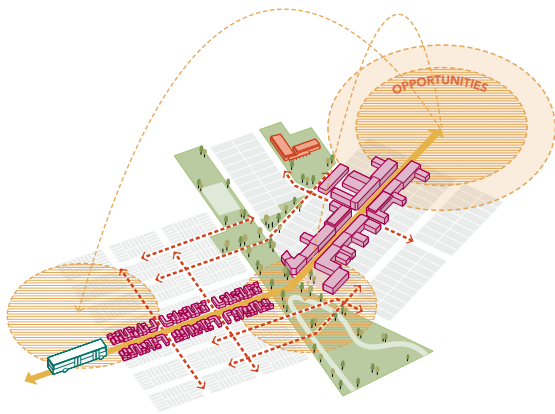
2.2 The “whole” above the “parts”

The city is made up of a multitude of components often with conflicting requirements and demands. Due to this complexity, these components should understand their implications on the broader system and how it is experienced by people. In order to create a successful and functional urban environment. It is essential to understand the performance of the whole and not the optimisation of the individual parts. Urban design seeks to provide a holistic understanding of city-making and take a balanced approach to the requirements of the individual urban components, whilst prioritising the performance of the urban environment as a whole.

2.3 Identity, Context and Place making

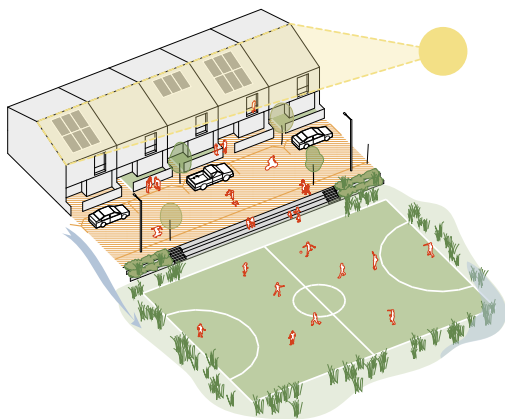
Cape Town has a unique context and identity, shaped by its social, cultural, economic and physical landscape. This is being altered throughout time, through independent actors and design decisions. Design proposals should appropriately understand and respond to this unique landscape by recognising the context and identity of place. Good place-making recognises the differences between people and practices by creating places that are inclusive and accommodate the needs of citizens. Places should be created in a way that positively respond and contribute to the unique identity and context of the immediate and broader urban landscape.





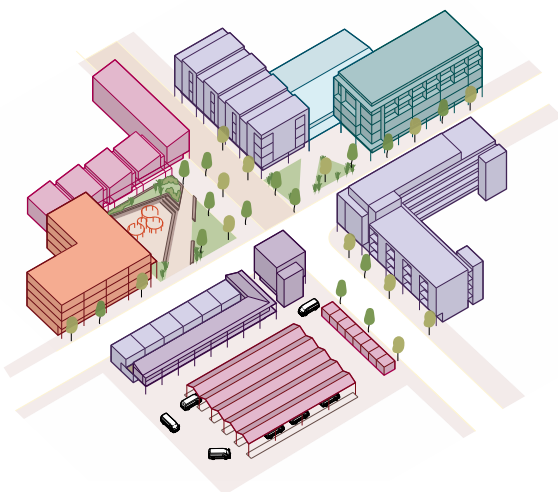
2.4 Integration and spatial transformation

The historic development of Cape Town, through the periods of colonialism and Apartheid, has resulted in gross levels of spatial segregation and inequality. This has resulted in dormitory neighbourhoods removed from well-located land that is in close proximity to economic opportunities, transport nodes, and social facility support. A large proportion of residents do not have immediate access to basic goods and services required. This legacy of segregated development remains entrenched in the fabric of the city and needs to be transformed actively through design, to create a more equitable city.



2.5 Urban Sustainability

To create sustainable urban environments, social, cultural, natural resource, and economic conditions need to be carefully considered throughout the design process. This is in alignment with the Sustainable Development Goals (SDG's), specifically SDG Goal 11 "Sustainable, Cities and Communities". Protecting and enhancing these conditions are critical to improving the lives and livelihoods of people. Development should positively contribute to the urban environment by protecting resources and creating dignified urban environments for people, for current and future generations.



2.6 Intensity, Diversity and Adaptability

Stimulating, enjoyable and convenient places meet a variety of demands from the widest possible range of users, amenities and social groups. They also weave together different building forms, uses, tenures and densities. Mono-functional commercial developments (industrial, business, retail, leisure, office or science parks), are clusters of low-density facilities that in recent years have formed drive-in estates cut-off from their surroundings. They remain one of the most problematic challenges for city and policy makers concerned with creating integrated mixed developments. At a detail level, building street frontage and width, also have an impact on overall flexibility and resilience of the city or neighbourhood, street. Fine-grained environments can be seen as more resilient as they tend to have diverse ownership, low cost of entry, more destinations within walking distance and greater resistance to negative larger scaled building typologies.

OBJECTIVE 1

Ensure legible spatial structure

Spatial structure refers to the organisation of space to create legible places and neighbourhoods, relative to scale. This includes, urban, natural and green infrastructure systems, which structure the city as a whole. Spatial structure lays the foundation for unique identity and the character of a place. In our context, spatial structure has been used as a divisive tool; therefore developments should bridge these divides with the objective of contributing positively to the spatial structure of the city.

PS 1.1 When compiling development proposals, the logic of the underlying spatial structure should be analysed and communicated in a clear, rational and well-articulated manner.

PS 1.2 Proposals should demonstrate how a new development responds and contributes positively to its surrounding context.

PS 1.3 Address spatial, economic and social segregation and ensure that integration and inclusivity is achieved or improved through development. Development proposals should avoid creating or reinforcing spatial barriers.

PS 1.4 When laying out large scale developments ensure that nodal development is located along higher order routes in order to reinforce the spatial structure.

PS 1.5 Ensure that public facilities are clustered together in a node and are easily accessible.

PS 1.6 The location of utility services and infrastructure must be considered at the preliminary stages of the design process.

PS 1.7 Natural and green infrastructural elements and systems must be considered upfront so that they become a positive component of the spatial structure.

Policies

- SPLUMA
- Cape Town Spatial Development Framework (MSDF) (2023)
- District Spatial Development Plans and Environmental Management Frameworks (2023)
- Access Management Guidelines (2016) (draft)
- Catchment Management Plans (2009)
- City of Cape Town's Integrated Metropolitan Environmental Policy (IMEP) (2017).
- Guidelines and Standards for the Planning of City of Cape Town Social Facilities and Recreational Spaces (4th revision), 2020
- Transit Oriented Development Strategic Framework (2016)
- Design and Management Guidelines for a Safer City(2015)
- Road Access Guidelines (2012)

The logic of the underlying spatial structure should be analysed and communicated in a clear, rational and well-articulated manner.

Ensure that nodal development is located along higher order routes in order to reinforce the spatial structure.

Ensure that integration and inclusivity is achieved or improved through development.



Ensure that public facilities are clustered together in a node and are easily accessible.

Demonstrate how a new development responds and contributes positively to its surrounding context

Ensure that natural and green infrastructural elements and systems are considered upfront so that they become a positive component of the spatial structure

OBJECTIVE 2

Create good quality open space through placemaking

Quality open spaces are places of social exchange, retreat, reflection, relaxation and recreation that contribute to the health and well-being of city residents, workers, and visitors. These spaces play important roles such as supporting biodiversity and instilling a sense of belonging, adapting and building resilience to climate change. It is critical to ensure that the public realm is of a high quality, is adequate, generous, and these are the environments which people use and experience collectively on a daily basis. The quality of the public realm is determined by how well the open space and its respective interfaces are designed, built, maintained and activated.

- PS 2.1** Open spaces should always be designed and developed intentionally, ensuring co-creation with public stakeholders. Open space provision should not be solely residual or left over space. They should be scaled and configured to fulfil the functions and needs for which they are planned. Open spaces should also sit within the broader system and hierarchy.
- PS 2.2** Wherever possible open spaces should be associated with land uses that have active frontage.
- PS 2.3** Open space should be designed to be versatile in order to allow temporary economic activity in the form of trading, markets and events. This will enable communities to fully utilise these spaces and make them sustainable for the long term.
- PS 2.4** Use open space to integrate different types of uses including active and passive recreation, green infrastructure services, artwork and trading.
- PS 2.5** Arrange buildings or erven so that the rear/ backs of a development do not face onto the public realm (streets or open spaces), unless there is certainty that the buildings will be designed to provide a positive interface onto the space.
- PS 2.6** Consider post implementation maintenance and management requirements throughout the design process.
- PS 2.7** Design and detail open spaces to be robust and durable.
- PS 2.8** Open space should be well planted with appropriate trees to increase canopy cover, especially in built up environments. Consider how the effect of seasons and time impact these trees and the implications that this has on the built environment they support.
- PS 2.9** When placing service infrastructure, cognisance should be taken of pedestrian routes, universal access, sight lines, functional spaces and aesthetic considerations.

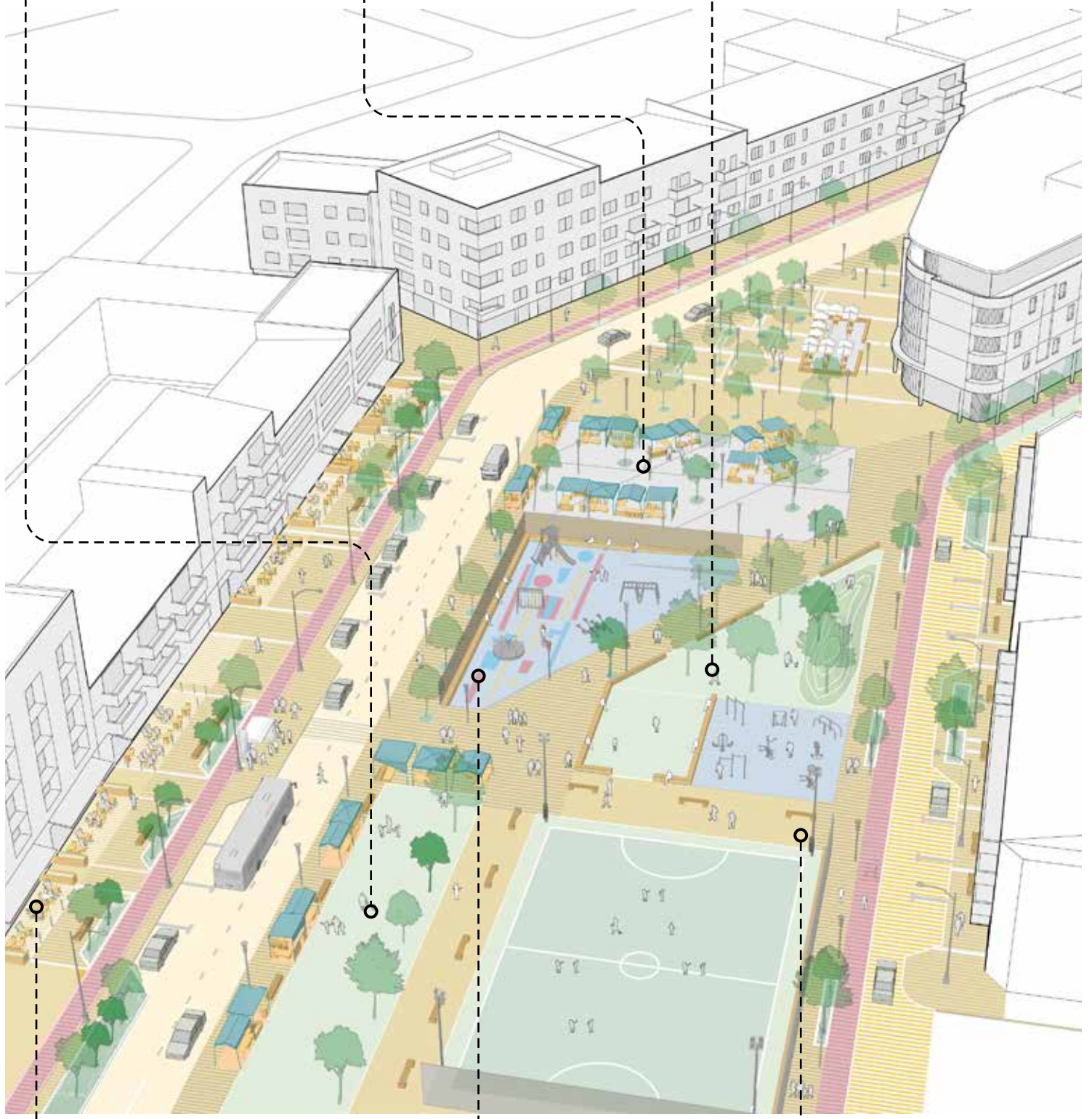
Policies

- Boundary Walls and Fences Policy (2008)
- Development Management and Information Guideline Series – Booklet 8 Landscape Plans
- Climate Change Strategy (2021)
- Floodplain and River Corridor Management Policy, (2009)
- Green Infrastructure Programme, Urban Watercourses (2022)
- Green Infrastructure Programme, Best Practice Guidelines: Trees (2022)

Open space should be well planted with appropriate trees to increase canopy cover, especially in built up environments

Open space should be designed to be versatile in order to allow temporary economic activity in the form of trading, markets and events

Open spaces should be designed and developed intentionally. It should not be residual or left over space but should be scaled and configured to fulfill the functions and needs for which it is planned



Whenever possible open spaces should be associated with land uses that have active frontage

Use open space to integrate different types of uses. These should include active and passive recreation, green infrastructure services, artwork and trading

Design and detail open spaces to be robust and durable

OBJECTIVE 3

Contribute to the creation of healthy and safe communities

People's quality of life is dependent on their environment. Developments and urban environment should contribute to the increased safety, sense of stability and general wellbeing of communities. Developments should build resilience and therefore reduce exposure to risks and hazards, including climate risks and environmental hazards, such as heat, flooding, fire and pollution. Places should be designed to promote safe and secure environments which discourages anti-social and criminal behaviour. Where levels of safety are increased and where the occurrences of vandalism are reduced criminal and violent activities are more difficult to commit and perpetrators of crime are easier to identify.

PS 3.1 Increase passive surveillance and safety within the public realm by optimising visual connections and ensuring adequate lighting. This will contribute to the reduction of vandalism, anti-social and violent activities.

PS 3.2 Ensure that all people can safely and comfortably traverse physical barriers - including railway lines, busy roads and intersections, with universal access being given priority.

PS 3.3 Infrastructure should be designed to ensure personal safety while offering accessibility and a diverse choice of routes.

PS 3.4 Mono-functional infrastructure, such as isolated bridges and underpasses which remove pedestrians from the street should be avoided. Where deemed necessary, infrastructure should be integrated into the surrounding receiving context and should be designed for multi-purpose functions.

PS 3.5 Consider risks such as climate change and environmental hazards. Do not locate new development in rivers, wetlands, floodplains, storm surge areas and other hazardous areas as described in relevant spatial policy. Consciously organise space and activities to reduce risks to people, particularly the vulnerable.

PS 3.6 Provide quality green, functional open spaces (such as squares, playgrounds, parks, active recreation facilities and spaces for urban agriculture) in order to create healthier communities.

PS 3.7 Developments should ensure the health and wellbeing of individuals by creating liveable environments, inclusive of a quality public realm, that meets their needs.

Policies

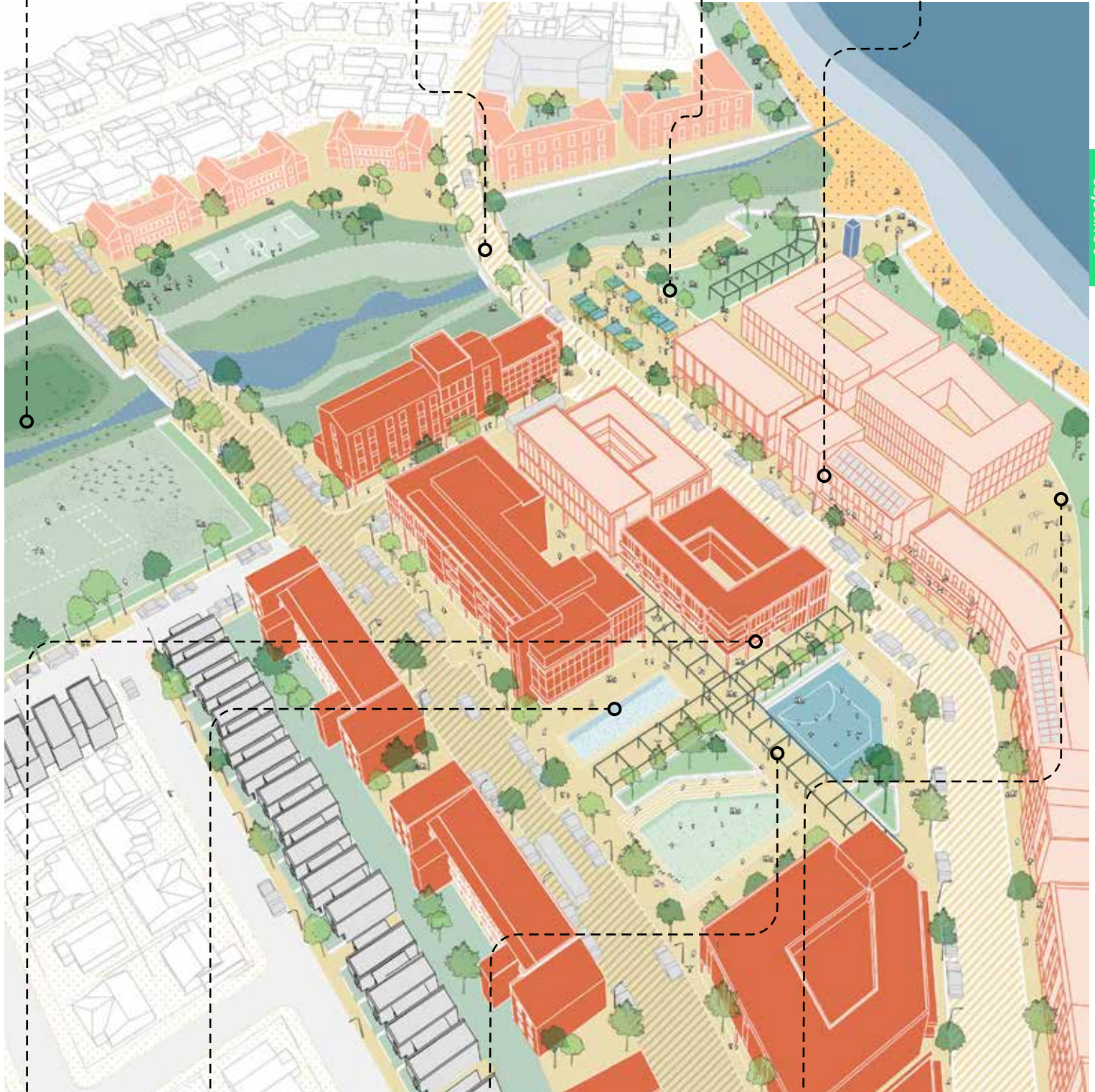
- Design and Management Guidelines for a Safer City(2015)
- Violence Prevention through Urban Upgrading (VPUU), Safety Principles, (2009)
- Gated Development Policy, (2007)
- Boundary Walls and Fences Policy (2008)
- Standards and guidelines for Roads & Stormwater, version 3.0, (2022)
- The Neighbourhood Planning and Design Guide (Red Book) Creating Sustainable Human Settlements (2019)

Do not locate new development in rivers and floodplains, storm surge areas, and other hazardous areas. Consciously organise space and activities to reduce risks to people, particularly the vulnerable

Ensure that all people can safely and comfortably traverse physical barriers

Provide quality green, functional open spaces in order to create healthier communities

Consider risks such as climate change and environmental hazards



Balconies and windows should be provided to ensure passive surveillance of public spaces and streets

Infrastructure should be integrated into the surrounding receiving context and should be designed for multi-purpose functions

Ensure the health and wellbeing of individuals by creating liveable environments, inclusive of quality public realm functions

Ensure adequate and appropriate lighting in order to increase passive surveillance and safety within the public realm

OBJECTIVE 4

Design streets as positive public space

In order to create a people-centred, liveable city, streets and squares should be multi-functional spaces that form an integral part of the City's public realm. This should be considered as part of, and in tandem to, an accessible urban mobility and NMT network. These well-designed public spaces help create a neighbourhood's 'sense of place', whilst assisting with accessibility and connectivity. These spaces should promote safe community, social and commercial activities.

PS 4.1 Aspire to create people centric streets which offer positive experiences for all users, as opposed to streets being dominated by private vehicles.

PS 4.2 Streets should be multi-functional spaces that form an integral part of the city's public realm. These spaces should promote social and economic activities that support urban life.

PS 4.3 Design streets to ensure human comfort and to contribute to the City's broader goals for a resilient city that can adapt to climate change. This may include tree planting, landscaping and SUDS (Sustainable Urban Drainage Systems) where space permits.

PS 4.4 Respect existing desire lines to facilitate pedestrian movement through developments to contribute towards a walkable city.

PS 4.5 Consider how development proposals, that include generators of movement, can affect the way people traverse, pause and dwell in an area; and design accordingly.

PS 4.6 Ensure easy navigation along non-motorised transport (NMT) routes by all users. Use visual cues to assist wayfinding and avoid placing obstacles which hinder ease of movement.

PS 4.7 Design for non-motorised transport (NMT) and micro-mobility facilities from the early stages of the design process, especially when there is high pedestrian activity such as around schools, public facilities, shopping centres, public transport interchanges (PTI's) and urban nodes.

PS 4.8 Car parking facilities must be located so that they offer convenient access, but not in a way that detracts from a positive public realm where the amenity of the streetscape and pedestrian safety are compromised. Car parking facilities should not compromise the streetscape or pedestrian safety and convenience.

PS 4.9 Design the layout and placement of car parking to minimise the impact of negative environmental and visual factors.

PS 4.10 Landscape parking areas to be attractive. Use parking areas as multi-functional spaces where possible.

PS 4.11 Provide for temporary stopping, such as for e-hailing services or public transport drop-off/pick-up facilities, in development proposals.

PS 4.12 Streets may form important connectors to green corridors. Where this is the case, reinforce the green component through tree planting and landscaping where space permits.

Policies

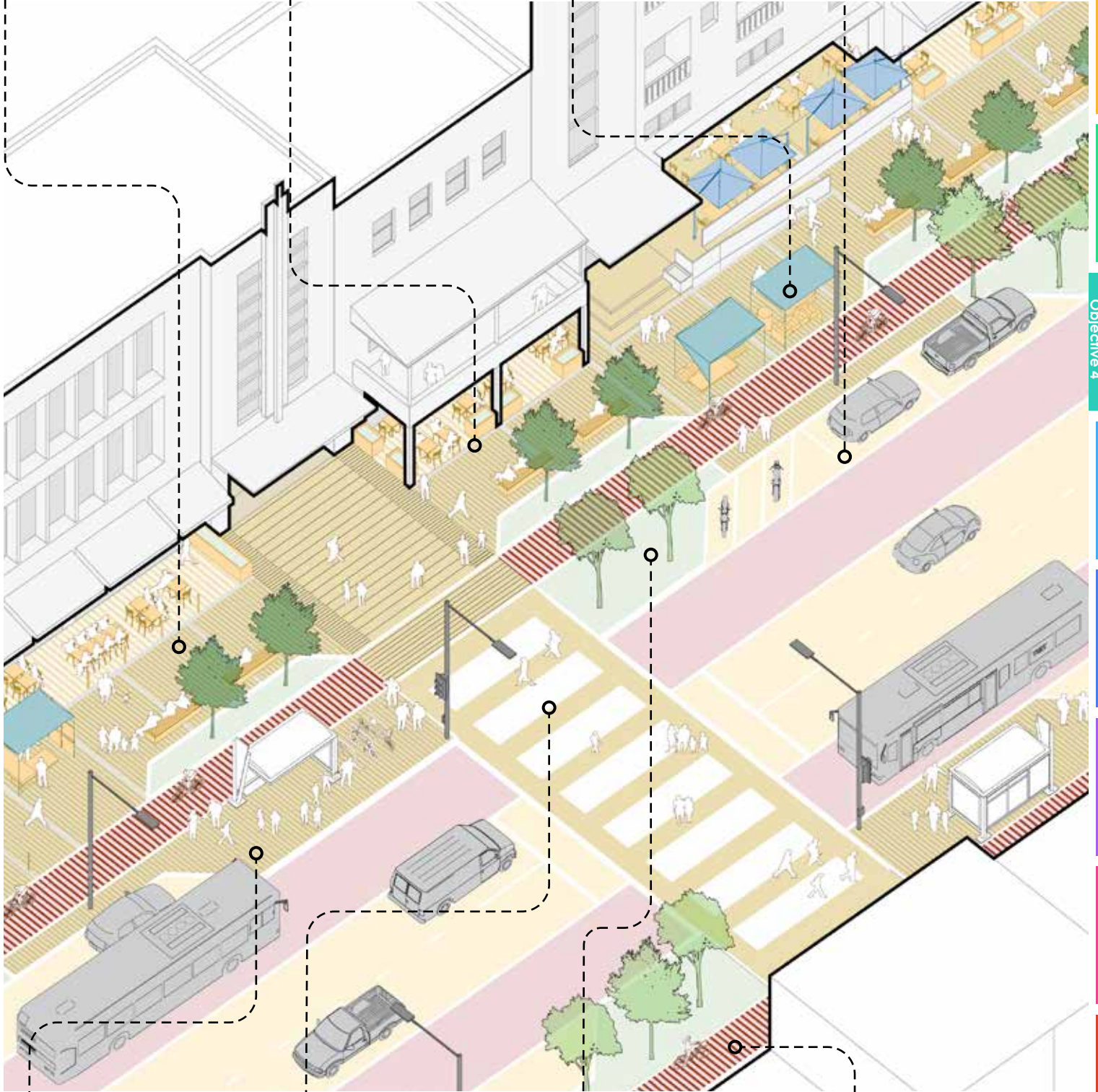
- Applicable District Spatial Development Plans, (2023)
- Comprehensive Integrated Transport Plan 2023-2028
- Gated Development Policy, (2007)
- NMT Policy and Strategy, (2014)
- Parking Strategy and Policy Framework, (2020)
- Road Access Guidelines, (2012)
- National Waste Management Strategy (2011)
- Access Management Guidelines 2016 (draft)
- Transit Oriented Development Strategic Framework (31 March 2016)
- Integrated Public Transport Network Plan IPTN (2032)
- Cycling Strategy for The City Of Cape Town (2017)
- Parking Policy For The City Of Cape Town, (2020)

Maximise walkways, with space for all pedestrian users, and separated from NMT routes and private vehicles

Activate threshold spaces, connecting development to the public realm, designed for people to move, pause and dwell

Provide multi-functional sidewalks that create spaces for the public realm's social and economic activities

Allow for well-placed on street car parking with layouts that minimise their visual and environmental impacts



Develop well considered public transport stops so that they function within the broader urban context and NMT routes

Ensure easy movement and navigation for users, providing clear walkways, legible signage and way-finding cues.

Allocate soft landscaping, trees and other planting for human comfort and to improve environmental resilience

NMT routes should connect conveniently to public transport facilities

OBJECTIVE 5

Promote intensity, diversity and adaptability of uses

Positive development attracts a diverse range of people and the intensity of usage that they bring. Aspire to design places that can be used for multiple activities, now and into the future, in order to encourage social gathering. These spaces are fundamental for public life and social cohesion, consequently contributing to the success of a development and the functioning of the city.

PS 5.1 Cluster complimentary uses to encourage diverse activity. Consider the relationships between the different uses and the way they can support one another.

PS 5.2 Provide sufficient quality facilities to accommodate the anticipated population density.

PS 5.3 Consider the needs of current and future users, neighbours and surrounding community throughout the design process.

PS 5.4 Place nodes of activity to be easily accessible. Consider the receiving context and neighbourhood.

PS 5.5 Ensure that development proposals respond positively to their micro climatic conditions; such as sun, rain, wind and sound patterns in order to reduce the embodied carbon footprint of the development, promote user comfort and reduce any negative impact on neighbours.

PS 5.6 Design buildings and public space to support a diverse mix of uses, which promote intensity of activity.

PS 5.7 Locate the servicing operations of any development to minimise their potentially detrimental impacts on the public realm and environment. This includes but is not limited to the positioning of underground services, overhead services, sub-stations, plant rooms, refuse rooms, storm water systems, operational infrastructure, delivery facilities and storage.

PS 5.8 Consider the entire lifecycle of a development. Future development potential should not be curtailed when phasing a development or developing incrementally.

PS 5.9 Design for adaptability of uses over time. Dimensions should accommodate flexibility of usage that allow for changes.

PS 5.10 Design and manage spaces to encourage intensity of activity over an extended period of time.

PS 5.11 Consider interim uses on vacant land that have been identified for future development, in order to mitigate negative impacts on the surrounding area.

Policies

- Cape town Densification Policy, (2012)
- Development Management and Information Guideline Series – Booklet 7 Landscape Plans, (2009 Series)
- Guidelines and Standards for the Planning of City of Cape Town Social Facilities and Recreational Spaces (4th revision), 2020
- Tall Building Policy, (2013)

Create future development through phasing

Establish an activity node through clustering

Form an activity structuring spine

Provide ease of access via different movement modes

Form a mobility structuring spine (public transport)



Cluster complimentary uses to encourage diverse activities

Produce a diverse mix of uses to promote intensity of mixed activity.

Allow for a diverse mix of uses to adapt over time and to demand

Create future development through consolidation and bulking up

OBJECTIVE 6

Ensure positive interfaces onto the public realm

The creation of positive interfaces is fundamental to the way that people experience the city and is therefore central to good place-making. Positive interfaces between buildings and the public realm have a huge impact on the success of public environment. The appropriate scale, massing and interface of the built form plays an important role in the quality of the public realm.



PS 6.1 Interfaces of buildings should be designed to maximise the comfort of pedestrians.

PS 6.2 Design edges of open space so that they define the public realm.

PS 6.3 Ensure sufficient lighting along building interfaces for security and way finding.

PS 6.4 Locate buildings so that they have a positive relationship with the public realm (street or open space).

PS 6.5 Design the interfaces of buildings with as many overlooking features onto the public realm as possible.

PS 6.6 Consider the proposed developments' relationship to the existing adjacent building interfaces, setbacks and streetscape.

PS 6.7 Consider the transition from public to private realm.

PS 6.8 Design and articulate the interface between the public and private realms. Where possible interfaces should contribute positively to the public realm.

PS 6.9 Blank façades and structured parking fronting onto the street should be avoided, especially on the first two floors of the building from the level of the street.

PS 6.10 Developments should be wrapped with active uses which front onto the public realm.

PS 6.11 Boundary treatment (walls and fences) is an interface and must be integrated with the architecture and reflect the uses of a development.

Policies

- Cape Town Spatial Development Framework (MSDF) (2023)
- Tall Building Policy, (2012)
- Design Guidelines For A Heritage Context - City of Cape Town Heritage Advice Pamphlet, (2009 series)

Design the interfaces of buildings with as many overlooking features onto the public realm as possible

Interfaces of buildings should be designed to maximise the comfort of pedestrians

Consider the transition from public to private realm

Ensure sufficient lighting along building interfaces for security and way finding



Interfaces of buildings should be designed to maximise the comfort of pedestrians

Design and articulate the interface between the public and private realms

Locate buildings so that they have a positive relationship with the public realm (street or open space)

OBJECTIVE 7

Provide support to sites of informality

Informality is a vital part of our urban environment which has particular implications for urban development. Informality and sites of informality have an interdependent relationship with the formal economy. Urban development should acknowledge and support the role that informality plays within our city and for its residents. Public and private investment is key to developing a city which accommodates the needs of the informal sector. This objective therefore seeks to support informality through making appropriate design provision that enables the improvement of lives and livelihoods.

- PS 7.1** Invest in the public realm by responding proactively to informality. Consider the ways the site is used on a daily basis – for example survey/map and respond to existing dwellings, routes/desire lines, trees, social infrastructure and traders.
- PS 7.2** Formalise existing movement routes and trading areas (where appropriate). Identify future opportunities for economically appropriate trading areas. Provide public infrastructure, facilities and amenities that respond to existing and emerging patterns.
- PS 7.3** When designing in areas and sites of informality, prioritise public health and safety measures. This is particularly important in and around informal settlements and where informal trade occurs.
- PS 7.4** Mitigate natural hazards and man-made risks in human settlements by upgrading the public environment.
- PS 7.5** Ensure adequate access for emergency services, regular fire breaks and sufficient space between dwellings to limit the impact of disasters.
- PS 7.6** Provide and maintain good public lighting.
- PS 7.7** Promote sustainable livelihoods by enabling economic opportunities.
- PS 7.8** Create sustainable strategies to coordinate programmes so that spaces and buildings are used optimally.
- PS 7.9** Create platforms for community involvement to determine the functional needs of their urban space.
- PS 7.10** Plan for micro enterprises and informal traders around higher order activity generators which attract high levels of pedestrian traffic. These include but are not limited to urban nodes, public institutions, public facilities and public transport interchanges.
- PS 7.11** Provide for a mix of trading and retail opportunities at identified locations. Consider and enable the potential growth of entrepreneurs.
- PS 7.12** Design for, and support incrementalism and self-build, in a way that empowers residents to contribute positively to their neighbourhood.

Policies

- Informal Trading Bylaw (2009)
- Informal Trading Policy, (2013)
- Human Settlements Strategy (2021)
- Cape Town Zoning Scheme, (2012)

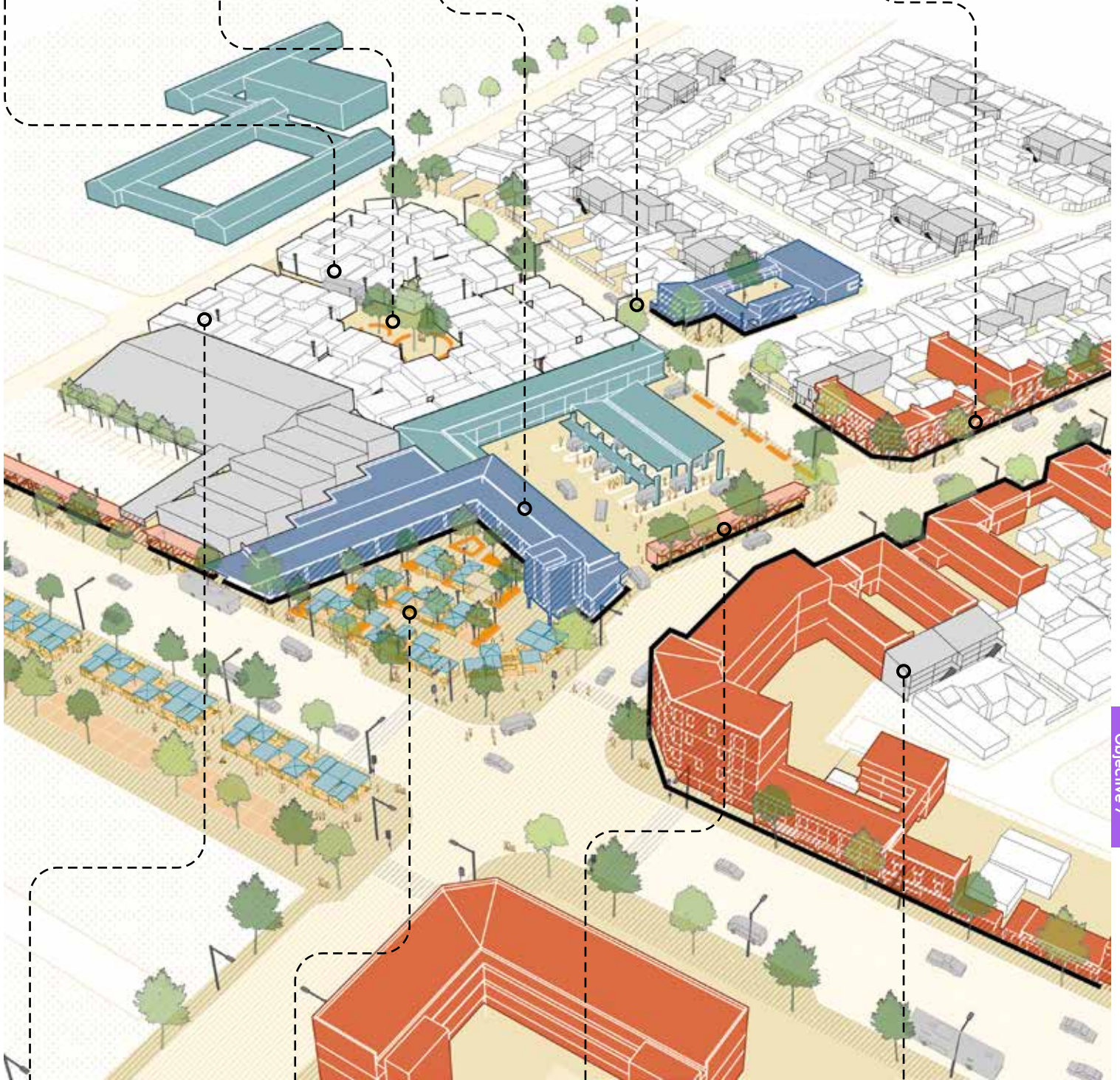
Ensure adequate access for emergency and service vehicles

Create quality open space and gathering spaces

Provide for a mix of trading and retail opportunities

Formalise existing movement routes through the upgrade of the public environment

Design and plan for micro-enterprisiers and trade along streets which yield high levels of pedestrian activity



Provide good public lighting

Provide infrastructure that appropriately supports traders

Create opportunities for trade around higher order activity generators

Support self-build and incrementalism

OBJECTIVE 8

Value and enhance green open spaces

Green open spaces are invaluable resources to the city and the broader public. Urban built form, with its associated human activities often has an impact on nature. It is therefore important that development is sustainable, whilst respecting, protecting and enhancing the surrounding natural environment. Development should focus on creating positive relationships and opportunities with the wider natural environment. Green open spaces must be accessible and safe, and should be positive recreational, social educational and conservation resources for communities.



PS 8.1 Development should have an appropriate relationship to adjacent green open spaces and environmentally sensitive areas. Ensure positive interfaces and connections to these areas to increase usage, visual surveillance and reduce antisocial behaviour.

PS 8.2 Retain, enhance and incorporate existing ecological features where appropriate. This includes but is not limited to trees, rocky outcrops, wetlands and riverine habitats.

PS 8.3 Ensure the continuity and integration of the city's green infrastructure network.

PS 8.4 Provide high quality, safe and multifunctional green open spaces that add value to a development and cultural landscape. These spaces should also provide recreational infrastructure and vital ecosystem services.

PS 8.5 Consider the impact of infrastructure services on the environment and green open spaces. Conceptualise how infrastructure services and green open spaces can complement one another throughout the design process.

PS 8.6 Design infrastructure services to maximise their environmental and green open space benefits. Consider alternative designs that enable multi-functionality of urban infrastructure to reduce the development's impact on the environment, and provide social, ecological and aesthetic value.

PS 8.7 Ensure that the maintenance and management of green open spaces are considered during the design stages, with long-term sustainability and durability being paramount.

Policies

- Stormwater Management Planning and Design Guidelines for New Developments, (2002)
- Stormwater Management of Slopes Adjacent to Natural Areas, (2003)
- Management of Urban Stormwater Impact Policy, (2009)
- Floodplain and River Corridor Management Policy, (2009)
- Green Building Guidelines, (2008)
- Green Infrastructure Programme, Best Practice Guidelines: Trees (2022)

Design stormwater urban infrastructure with a multi-functional design approach, which creates opportunities for recreational and social uses

Allow for continuous and integrated green infrastructure which optimises functionality of ecosystem services

Create development with positive interfaces onto green open spaces, which makes use of scenic resources, with visual connections and increased usage to create safer environments



Celebrate existing ecological features within green open space, which perpetuate a unique sense of place

Organize a range of recreational types, from active to passive, providing choice for all users in the surrounding community, and value for development

Construct easy to maintain landscaping, recreational facilities and equipment with sustainable long-term systems and durable materials

OBJECTIVE 9

Respond to the character & identity of an area

The qualities, which come together to give a place a particular character or identity, are what distinguish one part of the city from another. This character or 'sense of place' is influenced by natural features, land use, landmarks, heritage structures and built form as well as layered, intangible qualities such as cultural practice and memory. These qualities need to be acknowledged, protected and enhanced through sensitive design.

PS 9.1 Identify the character of the immediate and surrounding context, including built form characteristics, setting and natural features, to inform the design response.

PS 9.2 Consider the visual impact of development. Design buildings and open spaces that respect, heritage environments, cultural landscape, natural features, view corridors and landmarks.

PS 9.3 Respect heritage resources and cultural landscapes of the city. Development proposals should respond appropriately to their context and take into account the orientation and siting of buildings, the interface with the receiving environment, scale, massing and rhythm as well as architectural style and typical design elements of the surrounding area.

PS 9.4 Consider the city's structural hierarchy and how a proposal responds to it. Express a clear organisational concept for development proposals in relation to their surrounding contexts.

PS 9.5 Avoid large consolidations within existing fine grained urban residential and mixed use environments.

PS 9.6 Development proposals should be designed in such a way that respects the intangible heritage and everyday cultural practices of the any affected community.

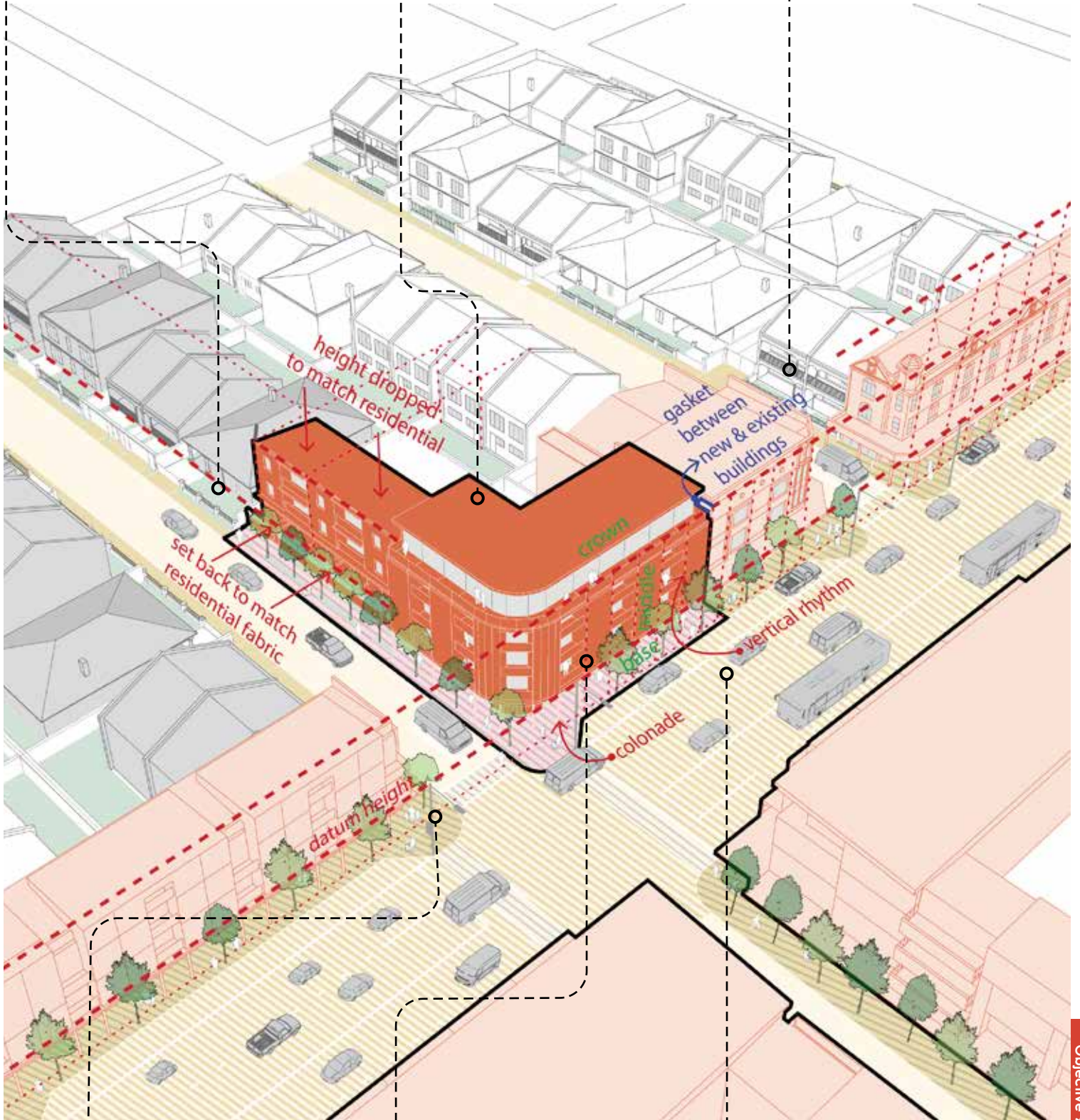
Policies

- Scenic Drive Policy, (2002)
- City of Cape Town's Integrated Metropolitan Environmental Policy (IMEP) Cultural Heritage Strategy, (2005)
- City of Cape Town's Heritage Advice Pamphlet series, (2005)
- Outdoor Advertising Bylaw, (2013)
- Tall Building Policy, (2013)
- Sky Bridges Policy, (2012)
- Central City Development Strategy Vision and Action Plan, (2008)
- Central City Development Strategy – Development Guidelines for Land Use Management, (2011)
- Cultural Heritage Strategy, (2005)
- Applicable District Spatial Development Plans, (2023)
- Cape Town Densification Policy, (2012)

Identify the character and grain of the immediate and surrounding context to inform the design response

Proposals should respond appropriately to its receiving environment

Take into account the scale, massing, rhythms of existing architectural styles and typical design elements of the surrounding context.



Respond to structural hierarchy, and consider: visual impact; orientation and siting of buildings; scale; massing and rhythm of the proposal built form

Note typical elements of the surrounding context: Interface with existing environment

Identify the character of the immediate and surrounding context to inform the design response; eg. Highstreet/ activity street.

Chapter 3: Considering urban design

3.1 What is urban design?

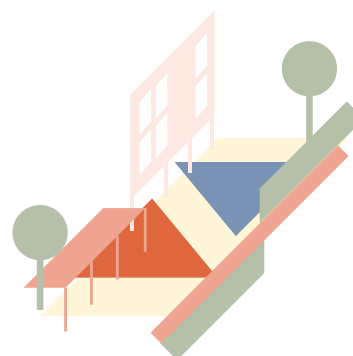
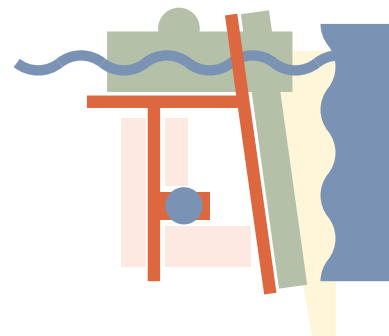
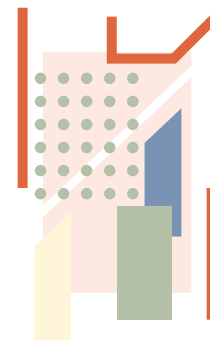
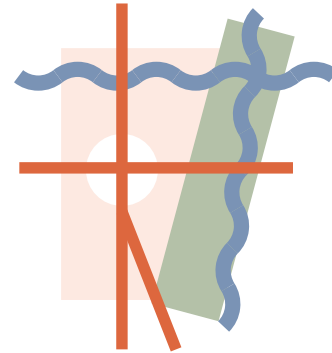
Urban design is about the process of place-making. It is rooted in cultural and social practice, time and space. It is through the application of design that the qualities of a place are transformed, given purpose, become relevant, and have meaning. In this regard the quality of the public domain is of paramount importance. An individual's quality of life, and the identity of the city, are informed and transformed by these qualities, which is experienced on a daily basis.

Urban design applies equally to the organisation of urban, rural, natural and cultural landscapes. It operates across scales, concerning itself as much with overall urban structure of the city as it does with the interface of individual buildings and the detailing of materials. It is as much about getting the small, individual instances of good design right, as it is about managing and guiding the processes of urban formation over time.

What distinguishes urban design from other development-related activities is that it seeks to introduce the creative process of spatial design into land development processes. It is focused on how the design process and the arrangement of built form can enhance the public environment, the interfaces of these environments and the layering between the public and the private realms, understood three dimensionally in space.

Urban design is also concerned with built environment performance, where value is placed on access and mobility, context sensitivity, sustainability, appropriate density, walkability, access to public transit, services and amenities. Increasingly urban design is mindful of bioclimatic design, natural resource consumption, social impacts, such as equitable access to housing, jobs, public amenities and the "right to the city".

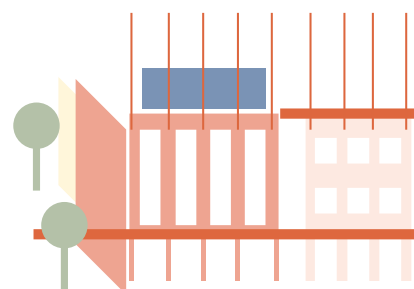
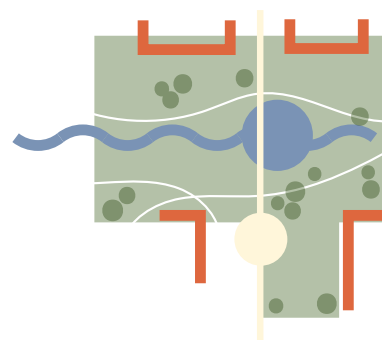
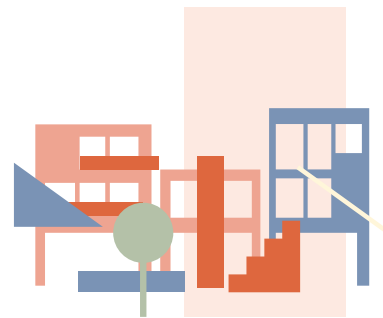
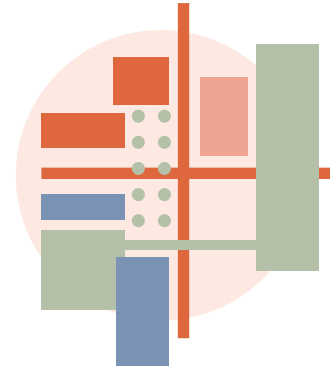
Urban design is not about the production of static solutions produced by a single person, designer or through masterplanning, nor is it about singular stylistic choices or preferences. It is instead a collaborative and fluid process undertaken by a range of role players, including public, private, formal and informal, professionals and non-professionals in response to real and perceived needs and opportunities which change over time. The outcomes of such design processes may lead to deliberate, yet contrasting and equally valid spatial solutions.



3.2 Policy Background

The City's various areas of expertise have been incorporated into the City's policy eco-system . These strategic policies achieve a reciprocal relationship with the principles and objectives already espoused with the Urban Design Policy (2013). These strategies (ref 4.1) recognise the role design can play to enable and inform positive urban development, both within informal and formal building contexts.

Since the approval of the City's Urban Design Policy (2013), an independent research and review was undertaken. This research project intended to assess whether the Urban Design Policy was relevant, effective, efficient, impactful and sustainable. It was found that the policy has contributed to improved applications and development quality outcomes, and that there is merit in retaining the Policy to achieve the City's objectives of efficiency, sustainability, safety and transit- orientated development. The research identified the need to clarify, expand and update certain thematic areas. In light of this it was recommended that improved linkages be created between policy and legislation, and other associated statutory planning processes. The research simultaneously highlighted process-related improvements in terms of training, awareness, communication, promotion and going digital. The research highlighted that the policy should inform the public and private sector.



Chapter 4: Contextualising the Policy

4.1 Strategic Intent

The Urban Design Policy looks to align itself with broader legislation and policies which inform the development and growth of the city as a whole. As indicated in the diagram, National Legislation & Policy sit as the 'high level' overarching informants to which the Provincial Ordinances & Policies align. These Provincial Ordinances & Policies inform the Municipal By-laws & Policies to which all City Spatial Policies & Regulations then draw from. These Municipal By-laws & Policies, together with the City of Cape Town's Integrated Development Plan (IDP), act as the driving force behind which Spatial Plans, City Zoning Scheme and all other Spatial Policy & Regulations provide direct impact on the growth and development of the City. This is the context in which the urban design policy finds itself and looks to respond to the needs of the city.

The review of the Urban Design Policy is underpinned by the spatial development principles set out in the Cape Town's Municipal Spatial Development Framework (MSDF, 2023). The MSDF supports a spatial vision that aims to transform and integrate the City to better serve all residents, communities and businesses. These spatial strategies and policy guidelines, within the MSDF, are informed and aligned to the City's IDP, SPLUMA principles and the United Nations Sustainable Development Goals (SDG's) and targets

The City of Cape Town's IDP (2022-2027) envisions Cape Town will be a resilient city, a more spatially integrated and inclusive city, a capable and collaborative city government. The City of Cape Town's IDP is reinforced by key strategies and frameworks, which include:

- The District Spatial Plans (2023)
- The Climate Change Strategy (2021)
- The Integrated Economic Growth Strategy (IEGS) (2021)
- The Human Settlements Strategy (2021)
- The Resilience Strategy (2019)
- The Environmental Strategy (2017)
- Transit Orientated Development (TOD) (2016)
- The Social Development Strategy
- The Water Strategy (2019)

The Spatial Planning and Land Use Management Act 16 of 2013 (SPLUMA) covers five overarching principles including spatial justice, spatial sustainability, efficiency, spatial resilience and good administration. In recognition that development has the potential to change the way the city is structured, and can have an impact (positive or negative) on the collective, or public environment.

Collectively these spatial strategies and targets provide the urban design policy direction by:

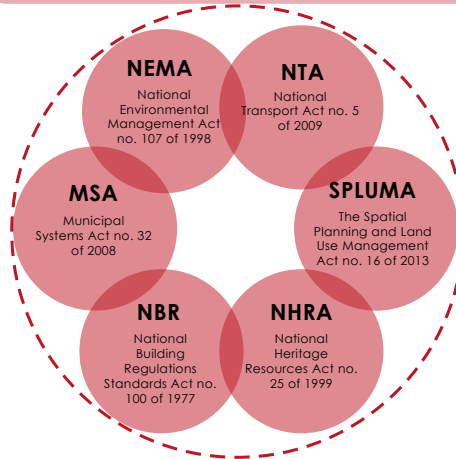
- Establishing a corporate spatial investment rationale, which informs the review of Sector Plans and lower-order spatial plans;
- Informing and directing infrastructure investment and maintenance approaches and project pipeline;
- Informs submissions and motivations for development proposals and applications from the public and private sectors; and
- Directly affects the assessment of applications under delegation or via the Municipal Planning Tribunal.

The principles of good urban design apply across the different scales of planning and to all aspects of urban development. It is about "understanding the bigger picture" as well as about "getting the detail right". Good urban design principles are already embedded in the Cape Town Municipal Spatial Development Framework (MSDF) and District Plans. The purpose of this urban design policy is to establish performance criteria to ensure that the City's spatial vision, as articulated in the MSDF, is realised at the local level. The City acknowledges that Cape Town consists of many different urban conditions. The policy objectives and policy statements therefore remain at the level of principle and must be applied, with discretion, as relevant to the context within which a development is located.

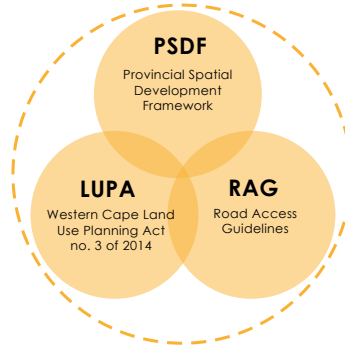
On this basis it should be clear that not all policy statements will apply to every development proposal. The application of any policy objective or policy statement will depend on the nature and scale of the development proposal, in addition the sensitivity of the receiving context. Applicants and officials must apply their minds to the particular characteristics of the site, and nature of the proposal, and exercise discretion in the design or assessment of the proposal.



National Legislation & Policy



Provincial Ordinances & Policy



Municipal By-law & Policy

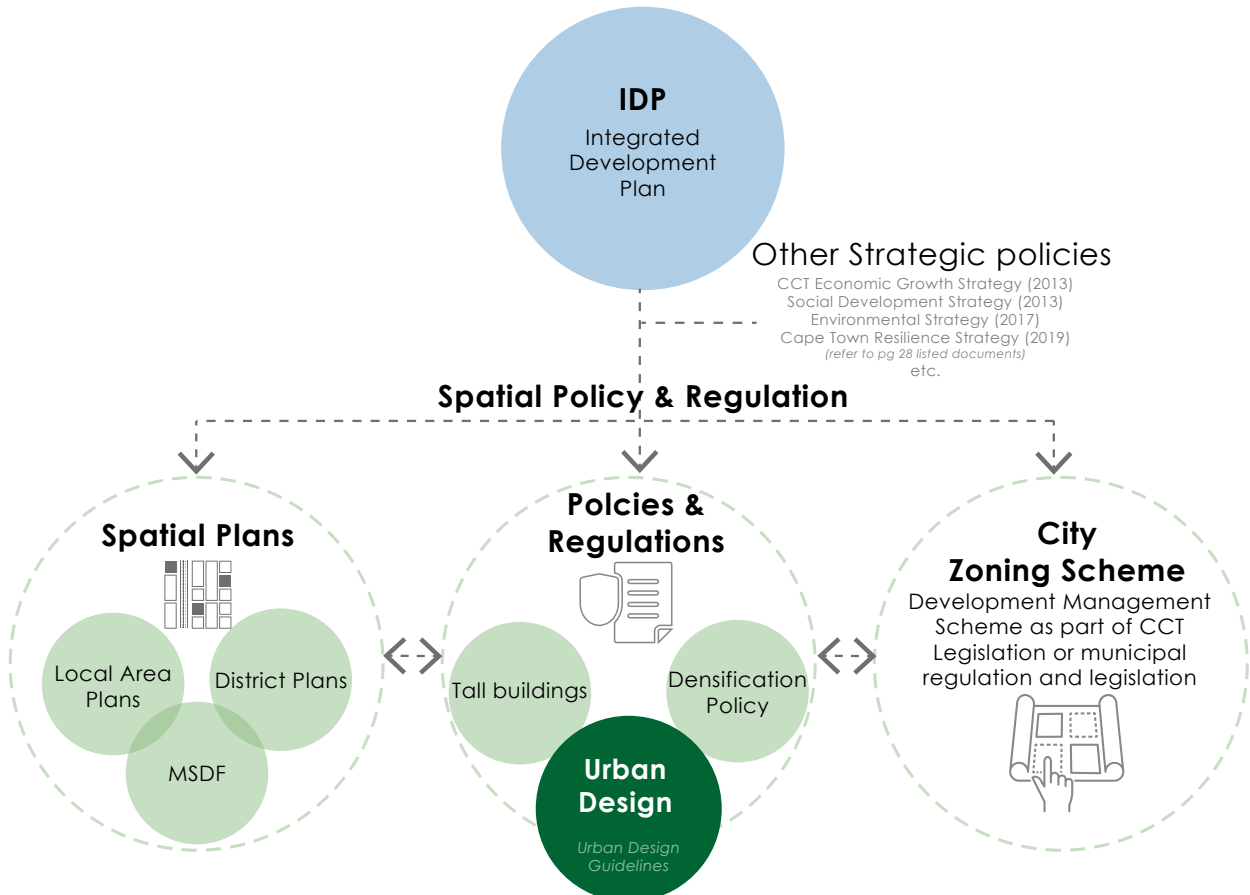


Diagram 01, Legislative placement of this Document

4.2 How is the policy used?

Creating quality places and spaces is the domain of all. Hence the Urban Design Policy looks to inform any built environment project or development proposal.

It is the City's duty to develop policies to guide and regulate development. Development applications are assessed against these policies through the land use planning and building plan approvals process. This authority is confirmed through Section 49(d) of the Land Use Planning Act, 2014 (Act 3 of 2014) (LUPA); where a proposal must be assessed in terms of its desirability. It is also confirmed through Section 7 of the National Building Regulation and Standards Act, 1977 (Act 103 of 1997) which allows for refusal of applications on certain grounds.

When the Urban Design Policy is triggered (see "1.3 Mandatory Policy Triggers"), demonstrating and achieving the desired outcomes is promoted. How the outcomes are achieved, within varying contexts, may require guidance and clarification. Application of the Policy, how the Policy Objectives & Statements are achieved, are hence subject to a transparent framework.

The City's Urban Design Guidelines (Annexure A) shall be a tool to provide guidance to officials, applicants and designers as to how the desired outcomes can be achieved in certain typological and contextual circumstances, where such clarity is required. The intention is that the Guidelines are agile so that they can be expanded incrementally or change where required.

As a prospective applicant engaging at the pre application phase, this is critical to identifying relevant policy statements and objectives as set out by the City's Urban Design official or delegated official.

It is the applicant's responsibility to ensure that where parallel processes are required (in terms of other pieces of legislation), that these are included with the motivation and information is integrated as far as possible, to ensure that design considerations are made, in order to streamline all levels of commenting and approvals.

Prospective applicants who are considering projects to which the Policy would apply are strongly advised to engage the City at an early stage in the pre-application phase.

Where applicants have not made use of the pre-application consultation (PAC), or where this is not required as per the MPB-L, applicants should still look to address the urban design objectives, raised in this policy document, and structure their motivation accordingly.

It is important to note that if an application is consistent with City Policy and Spatial Development Plans, this often leads to speedier approvals.

If an application is not deemed consistent with a policy or the SDF, then an official may not decide on an application and the application is referred to the Municipal Planning Tribunal (MPT) for a final decision. Therefore, the determination of consistency with a policy or SDF is an important step in the assessment process. It should also be noted that in terms of the hierarchy of plans that all other policies and bylaws of the City will take precedence over the provisions in guidelines.

4.3 Roles, Role-players and stakeholders

This policy is intended to describe and improve built environment performance, to make a liveable sustainable city for all. It is applicable to all types of city making, by all role-players, and equally all residents.

The Urban Design Policy has been written for 3 main purposes within the regulatory and institutional environment, as follows:

1. It will continue to be used primarily by the City of Cape Town's Planning and Building Development Management Department (PBDM) and the Environmental Resource Management Department (ERM) to facilitate their statutory development control functions. The powers and functions of these departments are captured in the system of delegations. All commenting departments including the Urban Planning and Design Department, will use the policy to comment on applications in support of the functions of the regulatory departments.
2. It will be used as an enabling mechanism. The Policy should be used to give rise to sustainable urban environments by considering the manner in which urban design, with urban management, can inform urban development; both within a formal and informal context.
3. It will be used to inform City Projects, where the City is the developer. The project manager should use the Policy in order to inform sustainable urban environments, including related infrastructure. In addition, residents and members of the public may also refer to this Policy when developing new ideas to expand a business, home or property. Members of the public may also wish to improve a local public space through joining a "friends-of-a-park" group, or to improve a street and make it safer for children and residents etc. This policy can be referenced and seeks to support these instances of city improvement.

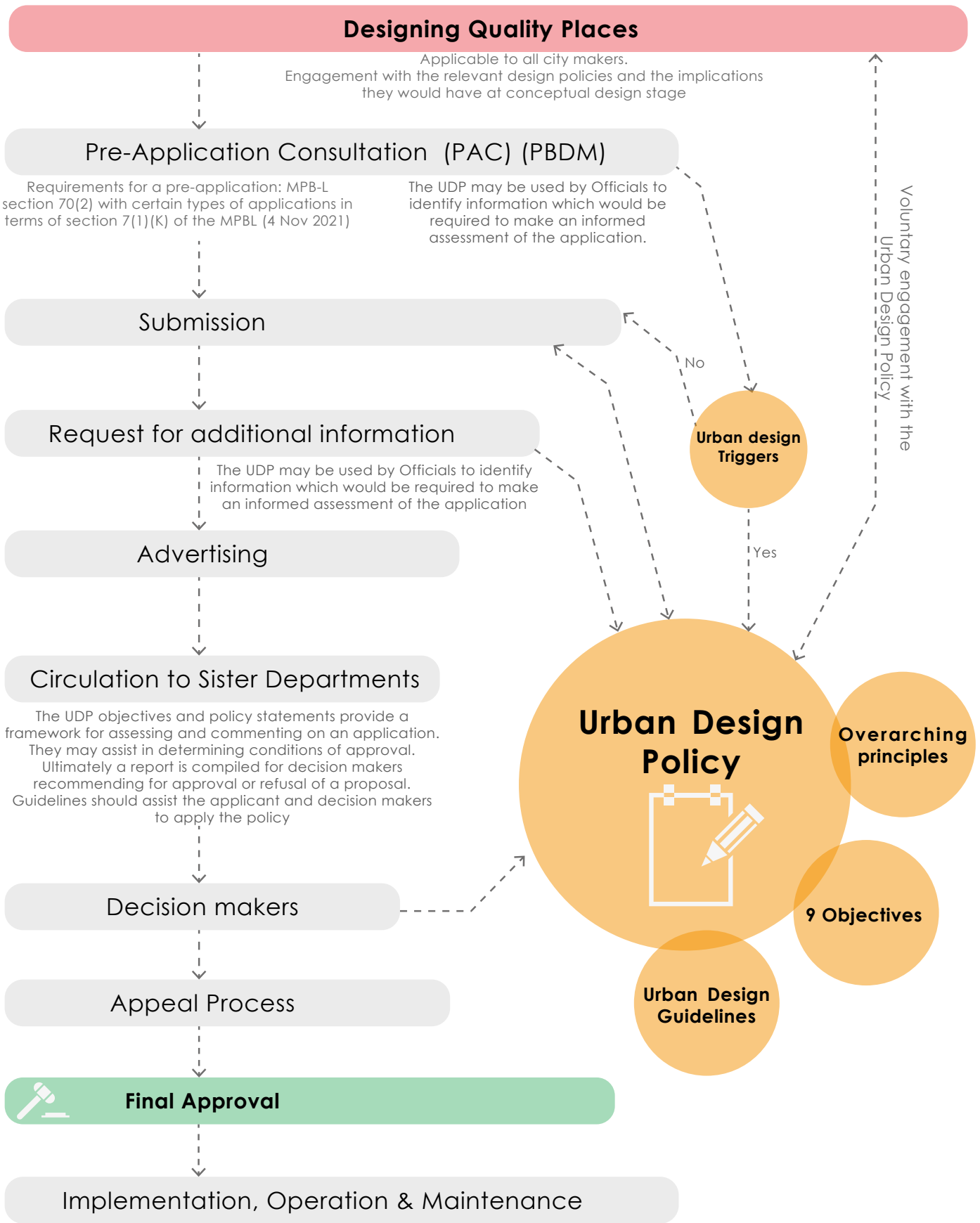


Diagram 02, How is the Urban Design policy used?

Chapter 5: Monitoring, evaluation & review

5.1 Problem Statement

"Understanding what works and what are we aiming for?"

Findings and recommendations were proposed following the evaluation of the urban design policy. In brief the review proposed to include the following:

1. Align with current best practice and other relevant policies,
2. Expand and update content,
3. Clarify applicability of policy provisions spatially and typologically.

It is envisioned that complimentary guidelines will aid in pursuing these recommendations. It is worthwhile to highlight certain aspects emanating from this research have been adopted in this review process, and others are highlighted in the Action plan (Annexure B). While stakeholder feedback indicated that the policy benefits from being concise, many of the challenges related to realising the policy objectives suggest that some aspects of the policy should be expanded. Notable thematic gaps included guidance for informality and the unique needs of contexts in transition, guidance for positive and appropriate intensification, global sustainable development goals, climate change and environmental resilience. The updated policy should include linking design guidance to sustainable urban drainage systems(SUDS), energy efficiency and a stronger emphasis on non-motorised transport; social inclusion, affordable housing and homelessness; and economic resilience of cities (all reflecting policy areas that have made substantial advances since 2013). It should be noted that urban design and policy, in general, cannot be considered to be the single answer for such a wide range of urban challenges. However, this policy remains a tool to embed and promote design based spatial solutions through the land use and building plan processes. Coupled with this is the intention to use spatial design as a means to improve city functionality and performance.

The Policy should hold steadfastly to the pursuit of promotion, enablement and facilitation through design based spatial solutions. The Policy in its inaugural iteration, and now in this revised and updated version, is not intended merely as a 'checklist' or used as a gatekeeping tool. Design remains a tool where negotiation and mitigation also contain the marks of positive outcomes.

The key challenge hence is that the research calls for guidance on 'how' and 'where' to implement the policy objectives. Providing this supplementary guidance is intended to streamline processes and provide clarity and transparency for decision making. (Refer to Annexures)

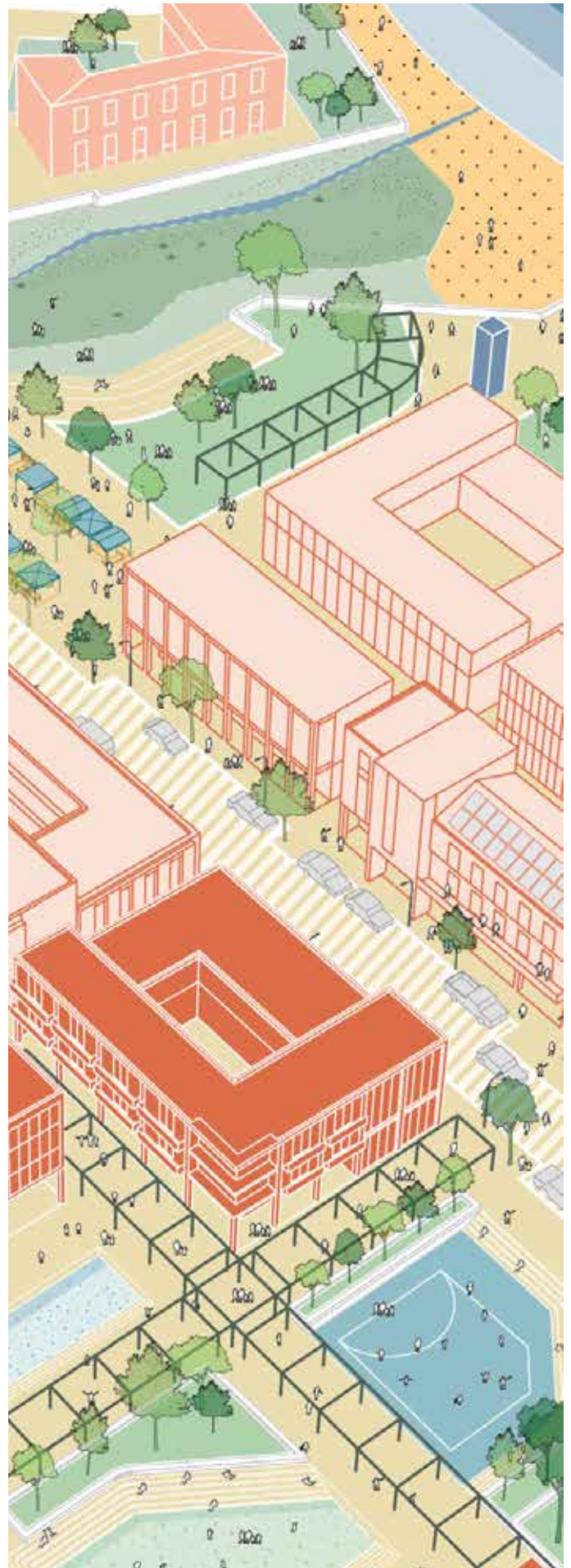


5.2 Desired outcomes

'Understanding what are we aiming for?'

The Policy has four desired outcomes.

1. The Policy seeks to introduce and enable urban design thinking into the planning and preparation of development proposals. Through an evidence-based mode of practice, through which development proposals are unpacked as a logical series of design decisions, during which the requirements of the applicant are fulfilled and the public environment is improved. Ultimately, when a development proposal is clearly presented, well-motivated and communicated as the conclusion of a considered design process, then it can be easily understood and assessed by officials and decision makers
2. The Policy assists in informing desirability by providing a transparent framework of urban design principles and objectives against which development applications will be assessed. Rather than prescribe a rigid set of design rules which could stifle creativity and potentially undermine development, the Policy sets out the most fundamental urban design objectives which proposals should comply with. The Policy focuses specifically on those criteria that have a potential impact on the public environment and more specifically the interface conditions between the public and the private realms.
3. The Policy principles, objectives, statements and guidelines, together form a basis upon which applicants are invited to engage with the City in the early pre-application phase. During the pre-application consultation (PAC) (Section 70 of the MPB-L), applicants may be advised on how their proposals should be developed and packaged to meet the City's requirements. A prospective applicant can contact the District Office to speak to a City Urban Design official to assist in policy interpretation and design implications.
4. The Policy should lead to tangible outcomes that improve built environment functionality and performance, and improve the public realm, through the various phases of implementation. The Policy aims to create functional, safe, environmentally sustainable, resilient, culturally vibrant economically viable and socially equitable places and spaces. It is envisioned that sound design principles embedded within the Overarching principles, Policy Objectives and Policy Statements, and unpacked through guidelines, will give rise to this intention.



5.3 Policy evaluation, monitoring and review

It is proposed that the Policy substance (Objectives and Statements) will be reviewed periodically in order to ensure that they are relevant, respond appropriately to development trends and align with the goals and objectives of the Integrated Development Plan.

The following process and steps are put forward:

1. Implement a system for ongoing monitoring and evaluation: Develop and use the Outcomes & Process Evaluation Matrix to evaluate, and score constructed projects. Projects evaluated should not be limited to those, which were influenced by the application of the policy. The evaluation should include a wide range of projects, in different receiving environments and comprising different types of development, so that this can inform future statutory planning, regulatory review and policy amendments.
2. Once the revised policy is adopted, create an updated outcome & process evaluation matrix for the new policy and continue with ongoing monitoring and evaluation.
3. Process data from the ongoing monitoring and evaluation process to inform future review of policy.
4. Undertake annual monitoring and evaluations (e.g. 'satisfaction' surveys targeting different groups including but not limited to end-users, developers, City officials, etc.) in order to gauge perceptions of completed projects where the policy was applied.
5. Undertake annual analysis of City data (e.g. from DAMS) on aspects such as perceived delays in applications where the Policy was triggered in comparison to other applications.

The operational mechanisms for implementation of Policy may be determined, reviewed and amended by the Executive Director: Spatial Planning and Environment (SPE). The operational mechanisms are supplementary to the policy and here contained in the annexures attached



5.4 The effectiveness of the policy in facilitating approvals processes

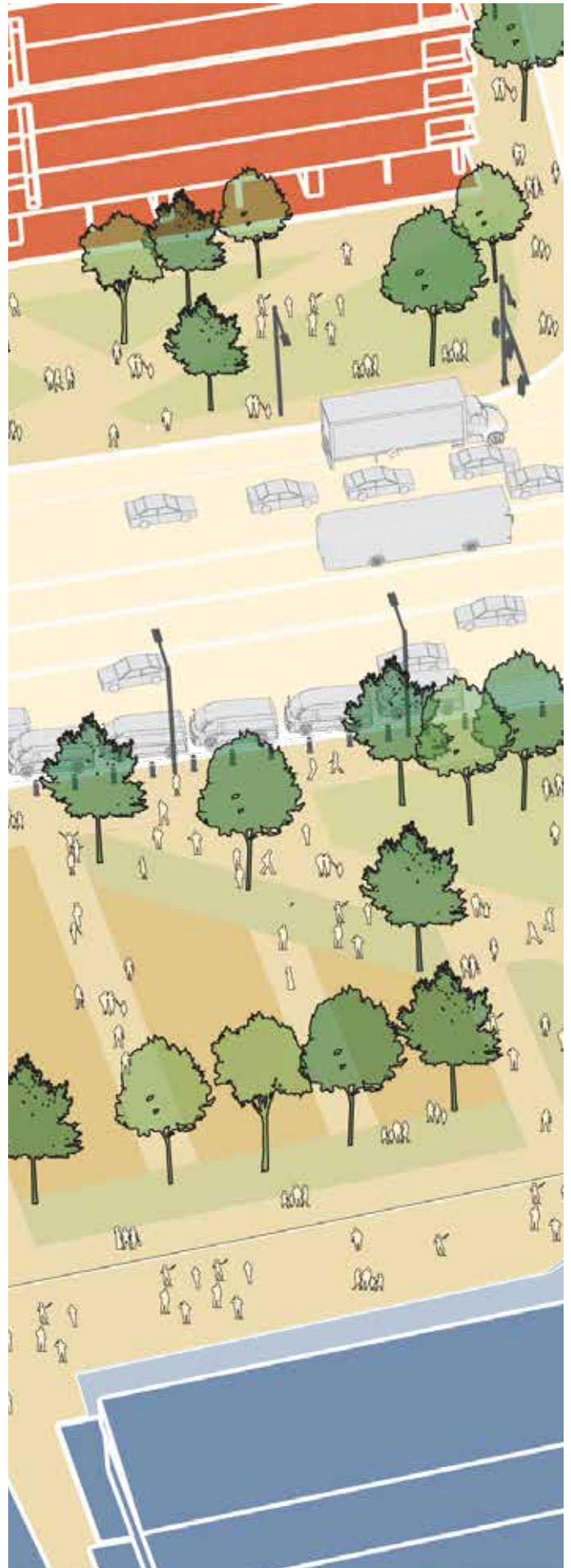
The effectiveness of the Policy in facilitating the approvals process, from a procedural perspective will be measured against an Outcomes and Process evaluation.

5.5 The effectiveness of the policy in improving the quality and urban environment performance

As urban development processes take time to materialise, the impact of the Policy will only become evident after developments have been built and are occupied. Qualitative assessments are also complex and difficult to undertake due to the subjective tendency of this type of assessment.

The effectiveness of the policy in achieving this goal will therefore need to be measured through a range of mechanisms including:

1. Independent /expert panels
2. Benchmarking and indicators
3. Post implementation evaluation and case studies



Chapter 6: Definitions & terms

This glossary has been formulated to align with spatial planning policy and the City's key strategies. Where terms are not defined in spatial planning policy, references are made to global and local precedent within the built environment industry. All terms and references are described in relation to their physical spatial implications for design. Some ideas may not be universally understood, and where this is the case, terms are elaborated.

Accessibility

The degree to which a site, building, service, urban block or environment is accessible to people, irrespective of who they are or how they move. (Also refer to 'Pedestrian shed')

Active frontage/ interface

Refers to street frontages where there is an active visual engagement between those in the street and those on the ground floor (first storey) of buildings. This quality is assisted where the front facade of buildings, including the main entrance faces and opens towards the street, and also where ground floor (first storey) uses accommodate activities that provide a level of interaction between pedestrians and the building uses including cafes/restaurants, shops, offices and predominantly habitable spaces etc.

Explanatory notes: An active frontage typically should be 75 -100% of the street interface, depending on the location. Active frontages and interfaces are not limited to the ground floor (first storey) but equally important for all street and public realm facing levels, prioritising the base of a building (usually up to and including 8 storeys). (Also refer to the Tall Building Policy). Stilted buildings with parking or open garages on the ground level (First storey), or utility and plant rooms, are not considered active functions, and should be minimised on street interfaces. In addition, for residential settings, or intermediate areas with residential urban fabric, and local neighbourhood shops or offices, active frontage should include a combination of the following: front stoep, porch, balcony, as well as direct pedestrian street access to increase activation. (Also refer to 'Positive Interface')

Adaptability

The capacity of a building or space to be changed so as to respond to changing social, technological and economic and environmental conditions.

Blank façades

An elevation of a building which has no door or window openings or with opaque spandrel panels.

Built form

The shape and massing of development. Built form relates to qualities such as density or quantum of development (often referred to as massing), coverage (how much of the site is built up), building height, the distance from property lines.

Co-create (co-creation)

The term originated within the business and management sector, and has been adopted within the fields of architecture and urban planning. The term describes working intentionally with others to create something jointly, either within the public or private sector or both. It is the collaboration between multiple actors, built environment professionals, clients, investors, developers, local administration, and communities. This way of working does not undermine professional responsibility.

Explanatory notes: Advantages of co-creation can foster new knowledge production, social cohesion, and a sense of co-ownership, which is sometimes implicit, explicit or temporal.

Community facility

A building or structure which houses a service to the public or a select group or community. Such facilities include crèches, religious institutions and clubs. Full public access to such facilities is often restricted or limited. (Also refer to 'Public facilities and amenities')

Complete streets

Complete streets is a design approach that advocates for a shift in focus from road design for automobiles, to an overall mobility and access network for all users. The approach also ensures that the social, economic and environmental priorities are integrated into street planning and design. Complete streets are designed to enable safe, convenient and comfortable access and movement for all users. This includes people who walk, bicycle, take public transport or drive, and people of varying ages and levels of ability. Complete street design considers multiple users within the road reserve and sidewalks, for example, trading, cafés, street furniture, trees, utilities, stormwater management, and many other uses. (Also refer to 'Woonerf')

Context

The broader environment within which a development or site is located. Context is a broad term and can refer to natural systems, topography, the social and economic environment, the built environment, access, public institutions, public space, and public utility services. In addition, in design terms, the receiving context may also include the development lifecycle of a site or area (e.g. greenfield, infill, regeneration) as defined within the City's spatial planning policies.

Cultural landscape

Sites, areas, places, settlements and urban and rural landscapes of historical significance, vistas and scenic beauty and places of spiritual, cultural and historic significance. The term refers to a physical area with natural features and elements modified by human activity and resulting in patterns of evidence layered over time in the landscape. These qualities give a place distinctive spatial, historical, aesthetic, symbolic and memorable character.

Desire line

An imaginary line linking facilities or places. Desire lines become evident when watching people move through an area and often visible through informal footpaths across open spaces.

Diversity

A place which offers variety and choice in terms of land use activity and mobility options. (Also refer to 'Intensity-of-use')

Enclosure

An experience in which a pedestrian feels sheltered within the public realm. Buildings, walls, trees, landscaping and street widths are all factors in creating a sense of enclosure. Typically enclosure is expressed in a height-to-width ratio and relative to context and setting (refer to guidelines)

Ecosystem services

Ecosystem services are the many and varied benefits to people derived from the natural environment and from healthy ecosystems. They include provisioning (e.g. water supply), regulating (e.g. flood control), supporting (e.g. habitat provision) and cultural (e.g. recreation) services. Eco- system services have a spatial and qualitative implication in the design process.

Hard Engineering

Hard engineering is considered a more conventional approach to infrastructure provision. Hard engineering typically involves the construction of solid, tangible structures that are designed to control and shape natural processes.

Form

The layout (structure and urban grain), density, scale (height and massing), appearance (materials and details) and landscape of development.

Green infrastructure & Green Infrastructure Network

Green Infrastructure (GI) can be defined as a strategically planned, designed, and managed network of natural, semi natural open space systems

and 'engineered' ecological systems, with other environmental features, which provide ecological, community and infrastructure services and that integrate with the built environment.

Explanatory notes: Green infrastructure provides services and functions in the same way as conventional infrastructure. (Also refer to Green Infrastructure Programme (GIP) and Green Infrastructure Network (GIN) as defined within spatial planning policy)

Green Open Space

Green open spaces fall within a green open space network, within the Green Infrastructure network (Also refer to 'Green infrastructure' and 'Open space').

Heritage area (environments)

Within the context of this policy, the term is used interchangeably with heritage environments. Heritage areas may be a designated area of special architectural historic, social, symbolic, aesthetic/scenic character, which is protected by legislative mechanisms either at a provincial or local level, for example defined within an existing or proposed Heritage Protection Overlay Zones (MPBL). In addition, the term may include historic landscapes, and streetscapes. The setting and surroundings in which a heritage resource is situated, and which influences the experience of the resource, would also be included in a heritage area.

Higher order structuring route

Activity routes, streets and structuring routes, including associated strip development, play a critical role in determining the structure of the urban environment. The following are characteristics of structuring routes: high levels of spatial continuity and access; a concentration of mixed land uses and activities; contain higher order public facilities; development is generally denser; and an intensity in the movement of people, goods, public transport and private vehicles. These tend to have higher levels of friction due to the concentration of activity.

Human Settlements

The term human settlements refers to the totality of human community - whether a city, town or a village - with social, material, organisational, spiritual and cultural elements that sustains it (definition as per Human Settlements Strategy, adopted from UN Habitat)

Integration

The spatial and functional linking of areas of development and their inhabitants. Integrated areas form a coherent physical whole where, in liveability terms, the whole is greater than the sum of its parts.

Informality (sites of)

Referencing the City's Human Settlements strategy, informality is defined as housing expansion which has not followed formal compliance steps such as building plan submission, obtaining zoning permission, adhering to building guidelines etc. In addition, trading can be informal. Informal trading in the City is a permitted system for trading in designated areas, governed by the Informal Trading By-law. Informality is a vital part of our urban environment.

Explanatory notes: Sites of informality have an interdependent relationship with the formal economy and function throughout the formal city. This policy seeks to support informality through making appropriate design provisions. Some placemaking and citizen led initiatives are temporal and can be informal.

Intangible Cultural heritage

The practices, representations, expressions, knowledge, skills – as well as the instruments, objects, artefacts and cultural spaces associated therewith – that communities, groups and, in some cases, individuals recognise as part of their cultural heritage. For purposes of this policy, intangible cultural heritage may have spatial and hence design considerations for the spatial structuring of a development proposal.

Intensity

This term here is used interchangeably with 'intensity-of-use'. Intensity refers to achieving a greater spectrum of mixed land uses through increased use of space, both horizontally and vertically, within existing areas, properties and new developments. Appropriate active land uses at street level is important for intensity-of-use.

Landmark

A building or structure or landscape feature or element which is recognisable and stands out from its background by virtue of height, size or some other aspect of design or unique characteristic.

Landscaped

The intentional arrangement of soft (trees and planting) and hard elements within a space.

Layout

The way buildings, urban blocks, routes and open spaces are placed in relation to each other.

Legibility /Legible

The degree to which the qualities or structure of a neighbourhood, urban block or building can be perceived and understood.

Massing

The combined effect of the arrangement, volume and shape of a building or group of buildings in relation to other buildings and spaces.

Micro mobility

Though not yet universally defined, the term has been used to describe a range of small, lightweight vehicles operating at speeds typically below 25 km/h and driven by users personally. Micromobility devices include bicycles, e-bikes, electric scooters, electric skateboards, shared bicycle fleets, and electric pedal assisted bicycles .

Node (nodal development)

Nodes can be defined as a clustering of higher intensity (i.e. diversity and intensity of use) land uses that are concentrated at points of maximum accessibility (either through public and private transport), exposure, convenience and opportunity. The role and function that a node fulfils varies according to hierarchy and purpose e.g. neighbourhood centre/ local/district/metropolitan/ emerging nodes context would determine the designation in terms of its hierarchy and scale in terms of the City's spatial policy.

Explanatory notes: Clustering of civic facilities is also underpinned by this nodal approach which creates opportunities for multi-use and should result in efficiencies. A node generally has a sphere of influence, and pedestrian shed of between 200 - 400m from its centre and 500-800m in larger nodes, as defined within spatial policy.

Non-Motorised Transport (NMT)

NMT is a form of active transportation that consists of human-powered forms of travel such as walking, cycling, rickshaws, skating/ roller-blading, users of shopping trolleys and manual wheelchairs and prams. The definition is extended to include forms of transportation that do not rely on battery and fuel combustion driven mechanisms in order to be propelled. Universal access takes into consideration the needs of all users including those with special needs, the elderly, learners, those using wheelchairs and prams etc.

Overhang

A part of a building or structure which extends beyond its supporting structure or over a property boundary. Examples include balconies, and roof eaves.

Overlooking/ overlooked

When a building has doors and windows, balconies positioned in such a manner that they allow the occupants inside a building to visually connect with the spaces outside of that building.

Open Space

The term includes a wide spectrum of open space which may be publicly or privately owned or managed open space (privately owned public open space (POPOS)). Open space refers to hard space, including square plazas, road reserves, or soft green spaces, like parks or conservation areas. Structuring open space includes institutional spaces, sports clubs & schools or university campuses, natural assets and green open spaces that support ecosystem services (ES). Cemeteries, detention ponds, servitudes, river corridors and road reserves, are also included. Structuring open space promotes access to open space, for active and passive recreation in order to promote the notion of a linked open space system.

Passive surveillance

Is the casual observance of public and private areas by people in the course of their normal activities.

Pedestrian shed

A pedestrian shed (ped shed) defines the pedestrian catchment of a location related to the walking distance to or from a destination, rather than a radius from a centre point. It is the area encompassed by the walking distance from a local community asset, for example a school, town or neighbourhood centre, public transport hub or other such public asset.

Permeability

The degree to which an area has a variety of pleasant, convenient and safe routes through it. Permeability allows for a functional urban and neighbourhood structure. An interconnected street layout provides for a choice of routes, allowing people and goods to move efficiently. Layouts of streets and blocks should provide for reasonable walking distances to activity nodes, centres and public transport. (Refer to pedestrian shed and urban block)

Placemaking

Placemaking refers to a collaborative process by which we can shape our public realm in order to maximise shared value. More than just promoting better urban design, placemaking facilitates creative patterns of use, sometimes temporary, paying particular attention to the physical, cultural, and social identities that define a place and support its ongoing evolution. An effective placemaking process capitalises on a local community's assets, inspiration, and potential, and it results in the creation of quality public spaces that contribute to people's health, happiness, and wellbeing.

Positive interface

See definition for active frontage/ interface.

Public facilities and amenities

A public facility is a building or space which is owned, built, managed and maintained by a governmental institution or which provides a service on behalf of government. A building or structure or space which houses or provides a service, or social programme, to the public or a select group or community. Such facilities include schools, clinics, hospitals, parks, city hall, courthouses, libraries, ECD/ crèches, recreational facilities and clubs, religious and government institutions, ablutions. Full public access to such facilities can sometimes be restricted or limited. (Also refer to 'Community facilities')

Public good

The condition in which all citizens are able to enjoy in the benefits of urban living to the extent that each individual's actions does not lead to a subtraction or diminishment of any other individual's or groups ability to act or enjoy the same benefits.

Public realm/ environment

The collection of physical and non-physical elements which are accessible or impact on the general public. Some aspects of the public realm are privately owned and managed. The public realm includes amongst others all forms of media, open spaces and streets.

Public space

The public space and open space includes the natural and built environment used by the general public on a day-to-day basis such as streets, plazas and parks. Public spaces are places that are publicly owned or for public use, accessible and enjoyable by all for free and without a profit motive. This definition favours public ownership. There are varying typologies of public spaces including, streets, open public spaces, public facilities and amenities, and markets. (Also refer to 'Open space', 'Public realm', 'Public facilities and Amenities').

Receiving Context

Refer to 'Context'

Sense-of-Place

A sense-of-place involves creating somewhere that is recognisably distinct but simultaneously strengthens local identity. This includes roads, streets, routes and utilities should be designed in response to the local context.

Significant negative impact

In relation to development, when a proposal has the potential to: negatively impact on the structure of a neighbourhood or part of the city; detrimentally alter the character of a neighbourhood; cause undue

inconvenience for public access; limit adjacent property owners ability to enjoy or realise the rights they are entitled to; or undermine the market value of adjacent properties of a neighbourhood as a whole.

Soft Engineering

Soft Engineering is the use of ecological principles, practices and natural materials to mimic natural systems in the provision of infrastructure e.g. artificial or managed wetlands or dune systems (also known as Green Engineering). Soft engineering can provide qualitative spatial benefits to open space and the public realm.

Spatial planning policy

Spatial plans are prepared by different spheres of government and are legally obliged to align and respond to the entrenched spatial patterns that continue to worsen social inequality and economic inefficiencies in urban and rural South Africa. Spatial plans are required to unlock development potential and inform infrastructure investment and prioritisation by coordinating the efforts and resources of different state agencies and sectors as well as the private sector. The Spatial Planning and Land Use Management Act (2013), via the MPB-L, dictates the City's spatial planning, land use, building and enforcement processes, and has established a single, consolidated Development Management Scheme (DMS). The Integrated Development Plan (IDP) sets the tone and governance framework for a political term of office. The Metropolitan Spatial Development Framework (MSDF) supports these efforts. In addition, the City has eight approved District Plans (Integrated District Spatial Development Frameworks and Environmental Management Frameworks – DSDF's and EMF's) that are medium term plans (± 10 year), one for each of the respective districts. These apply the development vision, policy objectives and guidelines, and development priorities of the Cape Town Municipal Spatial Development Framework at a district and sub-district scale, as well as Local Area Spatial Development frameworks (LSDF's).

Spatial Structure (spatial hierarchy)

Spatial structure and urban structure are often used interchangeably, although spatial structure covers a broader metropolitan area. Spatial structure and hierarchy refer to the organisation of space to create legible places and neighbourhoods. This includes, urban, natural and green infrastructure systems, which structure the city as a whole. Spatial structure lays the foundation for unique identity and character of a place. Structuring elements provide structure or form to urban development (e.g. a main road provides structure to which land uses and activities

respond). In our context, spatial structure has been used as a divisive tool; therefore developments should bridge these divides with the objective of contributing positively to the spatial structure of the city.

Streetscape

The distinguishing character of a particular street as created by the elements at ground floor (first storey) including building frontages, setbacks, definitive articulation of materials, form, street space, landscaping, street furniture, as well as the roofscape articulation etc.

Surveillance

The ability of a person or thing to observe and control activities within a defined space.

Explanatory notes: Surveillance may be achieved passively - by providing physical opportunities to connect a surveyor to a space; or through active or artificial means - through CCTV or law enforcement patrols.

Sustainable/Sustainability

Sustainability means a dynamic process in which individuals, communities, and society are enabled to reach their full potential, maximise quality of life, and meet their economic, social, and cultural needs, while simultaneously protecting, enhancing and managing the natural environment and optimising the economic benefits of ecosystem goods and services. This occurs through a framework of good governance and considered decision making that ensures that these assets, their current functions and future potential, are not eroded.

Sustainable Urban Drainage Systems (SUDS)

A branch of Water Sensitive Urban Design (WSUD) which focuses specifically on stormwater management. The following specific sustainable urban drainage system (SUDS) objectives include; improving quality of stormwater runoff; control quantity and rate of stormwater runoff; encourage natural groundwater recharge. SUDS, in design terms, can provide a positive qualitative place-making benefit to open space and the public realm.

Urban block

Urban blocks can be defined as the space within the street pattern of a city that is subdivided into erven for human settlement. Regardless of the composition, an urban block is the basic unit of a city's urban fabric and plays an important role in mediating between the public and private spheres.

When setting out urban blocks, or consolidating a part or whole of an urban block, permeability and appropriate walking distances (pedestrian shed) to public amenities, centres, nodes and transport hubs are to be maintained and /or improved.

Explanatory notes: Within our city, generally an urban block could have a length up to 60-90m. The minimum block depth varies. For example in a desirable metropolitan, district node, which requires above ground structured parking, min 30m block depth is required, in order to ensure active edges. In suburban nodes, the block depth should be proportioned for possible future subdivision to allow for back-to-back development that can accommodate public access on all sides overtime, hence 40m minimum block depth is required. Urban block ratio's are location specific and hence should be motivated adequately.

Urban grain

A description of the density and nature of development which results from the arrangement of buildings in space. The term urban grain is used at a variety of scale and can refer to the density of urban blocks, streets, plot or buildings footprints and frontages.

Explanatory notes: Fine-grained urban environments tend to have diverse ownership, low cost of entry, more destinations within walking distance and greater resistance to negative larger scaled building typologies and consolidations.

Urban structure

The structuring framework of a region, town or precinct, demonstrating relationships between topography, natural environments, activities, built form and open space. It encompasses broader systems including transport and infrastructure networks. Urban structure comprises the overall topography and land division of an urban area. It is the pattern and scale which blocks, lots, and public spaces are configured, as well as the arrangement and layout of the movement network. Whether at the scale of the city, town, neighbourhood, precinct or large development site, the term describes the interrelationship between all elements of urban structure, rather than their individual characteristics, that together make a place. Urban Structure includes the location and types of activity centres, public transport nodes and corridors, block and street size, depth and width.

Vibrant

A place characterised by energy and activity.

Views & vistas

A visual quality within the landscape/urban landscape that typically provides some visual amenity. The importance of the view typically relates to the level of amenity the view provides. A vista is a corridor view usually framed by an avenue of trees or buildings

Water Sensitive Urban Design

An approach which seeks to ensure that development in urban areas is holistically planned, designed, constructed and maintained so as to reduce negative impacts on the natural water cycle and protect aquatic ecosystems. Within urban design policy, WSUD emphasises the qualitative place-making aspects of a sustainable water supply, sanitation and stormwater management within the public realm approach increasingly, the terms "water-sensitive urban design" and "water-sensitive cities" are used interchangeably, although the former refers to process, and the latter refers to the desired outcome.

Way finding

After Kevin Lynch's 'Image of The City'(1960),the term wayfinding has been used in the context of architecture, urban planning and design to refer to the user experience, orientation and navigation within the built environment, using visual and sensory cues. In addition, these design elements, contribute to a sense-of-place, showcase an area's unique history and contribute to placemaking.

Woonerf

Translated as 'living streets', the term has its origins in the Netherlands in the 1960's, and defines streets where motorised traffic, within demarcated woonerf zones, are limited to a walking speed. The concept is similar to 'complete streets', however, the woonerf emphasises the street as a social place. The design allows for cars to slow down encouraging children to play safely and social interactions on a human scale. The woonerf is not a fully pedestrianised street but one where multiple users and car coexist. Although models vary, the defining characteristics are the lack of continuous curbs, low speed limits, and traffic calming strategies.

Acronyms and Abbreviations

| | |
|---------------|--|
| City | The City of Cape Town, a municipality established by the City of Cape Town Establishment Notice No. 479 of 22 September 2000, issued in terms of the local Government; Municipal Structures Act, 1998, or any structure or employee of the City acting in terms of delegated authority |
| CTMSDF | Cape Town Municipal Spatial Development Framework |
| DSDF | District Spatial Development Framework |
| ECD | Early Childhood Development |
| HSS | Human Settlements Strategy |
| IEGS | Integrated Economic Growth Strategy |
| IDP | Integrated Development Plan of the City of Cape Town |
| LSDF | Local Area Spatial Development Framework |
| LUMS | Land Use Management System |
| LUPA | Land Use Planning Act (LUPA), came into operation on 1 July 2015 |
| NEMA | National Environmental Management Act, 1998 (Act 107 of 1998) |
| NHRA | National Heritage resources Act, 1999, (Act 25 of 1999) |
| NMT | Non-Motorised Transport |
| PBDM | Planning and building Development Management Department of the City (The department responsible for processing land use and building applications) |
| SDP | Site Development Plan |
| SPE | Spatial Planning and Environment Directorate |
| SPLUMA | Spatial Planning and Land Use Management Act (SPLUMA) came into operation on 1 July 2015 |
| TOD | Transit Oriented Development (TOD) |
| UPD | Urban Planning and Design (a department within the Spatial Planning and Environment Directorate) |
| UDP | Urban Design Policy |
| SUDS | Sustainable Urban Drainage System |
| WSUD | Water Sensitive Urban Design |

Chapter 7: Acknowledgements

7.1 Acknowledgements

Appreciation is extended to everyone who has been consulted for information and advice during the compilation of this revised and updated Policy. The review and preparation of the revised Policy has taken over 3 years and the process has benefited from the valuable input of a number of individuals and stakeholders. This included representatives of various line departments, who formed part of the Steering Committee, Working group members of lines department, and PBDM officials. In addition, an External Review group provided inputs, including volunteer representatives from organisations such as the Urban Design Institute of South Africa (UDISA), and the Western Cape Property Development Forum (WCPDF). Thanks to the Urban Design branch who collectively undertook to do this work.

Annexure A: Guidelines

A Guidelines

Guidelines are intended to provide the “How” to the Urban Design Policy which emphasises the “What” and the “Why”. In general terms guidelines are required for where there may be ambiguity, or where there are multiple interpretations of a Policy, Strategy or a by-law.

Urban Design Guidelines were initiated in 2017. During the research and redrafting phase of the Policy (2021-22), it has become evident that the Guidelines are linked to the Policy as the interpretation lens of Policy. These Design Guidelines will be drafted along thematic lines and may take the form of an e-pamphlet series, or similar.

The Guidelines will form an integral part of the operating mechanisms of this Policy. This is envisioned as supporting transparent decision-making, based on approved spatial policy. The guideline content should be informed by typological built environment criteria, locational criteria, context life-cycle criteria (emerging, green& brownfield or infill) etc.

It is intended that the Guidelines will be developed and approved subsequent to the Policy approval. The intention is that the Guidelines are flexible so they can be updated and reviewed periodically. Any updates will be consulted with, and approved by, the Executive Director who is responsible for the implementation of the contents of the Guidelines as a decision support tool. The Executive Director will report periodically on the implementation of the Policy and Guidelines to the relevant political oversight bodies and provide an overview of the current decision support tools as required.

Local conditions, factors and context will also influence design rationale, commenting and decision making. Engaging at the pre-application phase is critical in order to identify relevant policy statements and objectives as set out by the City's Urban Design official or delegated official.

Annexure B: Towards an Action plan

B Action Plan

An implementation framework, or action plan, has been drafted in parallel with the revised Urban Design Policy. The draft action plan is intended as an internal document and will need to be reviewed and updated as required. An Action plan is approved by the Executive Director, and may go to Mayco/Portfolio Committee for oversight.

The action plan will be broadly based on recommendations that have emanated from the independent evaluation and research phase, covering the following, namely:

- A. Policy Amendment & Monitoring & Evaluation
- B. Statutory Planning
- C. Regulatory Review
- D. Process, Communication & Training
- E. Improve digital and online data access

The intention of the action plan is to give rise to incremental actions that improve the Policy implementation process, as well as the public realm, through on the ground built projects. The steps are categorised according to short, medium and longer term.

Urban Planning and Design is the custodian department responsible for authoring the updated Policy, noting this is the product of many hands.

The action plan will rely on Urban Planning and Design, in conjunction with Planning, Building and Development Management, as well as inputs from implementation project managers and asset owners, as the primary drivers.

The broader action plan is also subject to the following potential risks:

There are a number of action items that fall outside that of the Urban Design branch and Urban Planning and Design Department. Some actions may still require a specific and technical studies in relation to engineering standards. Some actions listed below are dependent on collective buy - in, as well as resource availability. Some actions are reliant on other distinct pieces of work, projects, or pilot projects. The framework below provides an intention.

The Policy's objectives inform the key performance areas, and indicators, that mark the effectiveness of the Policy in terms of facilitating development approvals, as well as, the physical impact improving the public realm on the ground.

With the above in mind, it will be necessary to start tracking the updated Urban Design Policy from the date of approval in order to meet the monitoring evaluation objectives.

Table B. Emerging action plan

| Key Component | Action | Indicators | Short-term | Medium-term | Long-term |
|--|--|---|---|--|--|
| POLICY GUIDELINES | Urban Design Policy Guidelines (Annexure A of the Policy) | Development of an updated guidance document | Review of draft guidelines (2015-7). Develop a prioritised list of guidelines and consult with sector specific requirements | Seek approval of prioritised Guidelines | Add & Review |
| SPATIAL PLANNING INTEGRATION | Implementation Framework (B): Improve linkages with spatial planning | Increase urban design content in spatial planning policies and lower order planning initiatives | Support preparation of urban design content for a metro node | Support preparation of urban design content for priority LSDF within areas of informality and a priority suburban node | Over time contribute to lower order planning initiatives (e.g precinct plans) |
| REGULATORY INTEGRATION | Implementation Framework (C): Regulatory review | Increase & improve urban design content in regulatory space | Support preparation of urban design content in spatially targeted areas | Ongoing & Review | |
| | | | Consult on DMS | Ongoing & Review | Ongoing & Review |
| | | | Investigate improvement with engineering standards | Ongoing & Review | |
| TRAINING & COMMUNICATION, AWARENESS | Implementation Framework (D): Process, Communication & Training and | Increase & improve urban design promotional content | Internal:Engage with City departments on implementing urban design best practice in City projects | Review | |
| | | | Internal & external: Initiate & implement online / in person training and promotional activities | Review | Update as guidelines are included |
| GO DIGITAL | Implementation Framework (E): Digital integration | Meeting record | Investigate digital policy integration | Review | |

