



The Cape Chamber of Commerce & Industry and the Cape Higher Education Consortium

# WESTERN CAPE ECONOMY INNOVATION AWARDS NOMINATION FORM 2026

Please complete this nomination form accurately, completely but succinctly.

## 1. Contact details

<b>Nominator (Person)</b>	<b>Nominating Organisation</b>	<b>Signature</b>	<b>Date</b>	<b>e-mail address</b>
Gareth Morgan (Executive Director)	<i>City of Cape Town – Future Planning &amp; Resilience</i>		08.04.2026	Gareth.Morgan@capetown.gov.za

<b>Nominated Person</b>	<b>Nominated Organisation</b>	<b>Sub-sector one of the following: Private Sector or Academia or Public Sector or Non-Profit</b>	<b>Cell phone number</b>	<b>e-mail address</b>
Wayleave Centre Contact: Kochiwe Miti	<i>City of Cape Town – Corporate Project, Programme &amp; Portfolio Management Department</i>	Public Sector	0735929520	Kochiwe.Miti@capetown.gov.za

## 2. Short description

**+100 word description of what the innovation / solution is and who needs to be recognised for which parts of the solution.**

*(e.g. new service /product /solution /regulation /infrastructure /institutional capacity)*

The City of Cape Town's digital Wayleave Management System is a customer-centric platform that standardises and streamlines approvals for infrastructure development. It has reduced submission times from days to minutes and cut review and approval timelines from an average of 45 days to just 6 days. At its core is the City's Wayleave Centre of Excellence, a central hub coordinating processes and communication across 23 departments and external stakeholders. This institutional innovation is reinforced by a new Wayleave Policy and By-law, ensuring legal compliance, accountability, and sustained efficiency in infrastructure delivery.

## 3. Detailed description

Please answer all the questions (a) to (j) below, and place answers in the prescribed place as indicated in the table below (to construct a results chain):

- a. What is the target business group/s that this innovation serves and improves?
- b. How many of these target businesses have already utilised this new solution?
- c. How did these businesses access and receive the new solution?
- d. What did this new solution help these businesses become better at?
- e. How did this help to improve their business performance? *Increased sales, lower costs, increased investment, increased employment, increased exports?*
- f. What exactly is this new innovative solution?
- g. What makes it new, compared what existed before? (Novelty in the WC economy)
- h. What makes it better than what existed before?
- i. How is/was the new solution made available to the target market / business group?
- j. What will ensure that the financial viability / sustainability of providing the innovative solution and the beneficial consequences remain intact over this period? *E.g. profitable business with enduring competitive advantage in the market. What is the expected longevity of this this solution? E.g. 5yrs, 10 yrs, 10+ years*

<b>Output:</b> A new catalytic innovation established, serves the WC economy	<b>Outcome:</b> Improved business environment (for the target business group)	<b>Impact:</b> Which target group of businesses benefitted & what improved for them	<b>Longevity:</b> Duration of benefits
<p><b>f.</b> A wayleave is a legally binding agreement that permits a developer to undertake construction works over, under, or adjacent to infrastructure. It ensures that all proposed works are properly assessed to prevent damage, avoid service disruptions, and protect existing municipal assets.</p> <p>The Wayleave Management System is a digital, end-to-end platform that transforms how these approvals are managed. It replaces fragmented, manual processes with a single, streamlined system for the submission, automated routing, review, and approval of applications.</p> <p>This innovative solution features integration of workflow automation, real-time tracking, and Geographic Information System capabilities, enabling applications to be accurately assessed and instantly</p>	<p><b>i.</b> The launch of the system was strategically driven through targeted stakeholder engagement, including industry forums, workshops, exhibitions, and media outreach. Key sectors such as the Western Cape Property Development Forum and Fibre Network Operators were directly engaged using established applicant databases, ensuring immediate reach and uptake. Comprehensive information was made available on the City's website, while the dedicated Wayleave Centre of Excellence (established in 2022) continues to provide ongoing support through workshops, virtual sessions, and in-person assistance at the City's Business Hub. The system is easily accessible via a web-based platform, enabling seamless user adoption.</p> <p><b>c.</b> The Wayleave Management System is a fully web-based platform, accessible via standard online</p>	<p><b>a.</b> The Wayleave Management System serves a broad spectrum of stakeholders across the public and private sectors, including utilities, telecommunications providers, contractors, property developers, and individual residents. It caters to developments of all scales, from large infrastructure projects to small household-level applications.</p> <p>By streamlining and standardising the approval process, the system significantly enhances efficiency, transparency, and accessibility for all user groups. Importantly, it reduces administrative barriers that traditionally delayed infrastructure deployment.</p> <p><b>b.</b> Since its launch, the Wayleave Management System has facilitated the approval of <b>5,348 wayleave applications</b>, demonstrating strong uptake and operational impact.</p> <p>To date, approximately <b>725 external entities</b> are registered and actively utilising the platform. This includes <b>542 private companies, 178 individual applicants, and 7 public sector entities</b> within the Western Cape, reflecting broad adoption across</p>	<p><b>j.</b> The long-term sustainability of the Wayleave Management System is underpinned by its role as a legally mandated, core enabler of development and economic growth. Operational efficiencies such as reduced processing times, paperless workflows, and improved productivity, will continue to translate into significant cost savings (by reducing the likelihood of damage to existing services). Minimising red tape and avoiding financial losses linked to project delays, the system delivers tangible value to both the City and applicants. Embedded within CCT processes and reinforced by policy and by-law, it ensures sustained adoption, with the flexibility to evolve alongside Cape Town's development needs, well beyond the next decade.</p> <p>The City of Cape Town has taken deliberate and coordinated steps to support economic growth and infrastructure-led development within the province. The new solution and institutional arrangement enforce</p>

<p>distributed to relevant departments. This ensures faster decision-making, improved coordination, and full transparency across the process.</p> <p>Ultimately, the system modernises a critical regulatory function into a customer-centric, data-driven service, supporting both infrastructure protection and accelerated development.</p> <p><b>g.</b> While wayleave platforms exist nationally, this is the first fully integrated, one-stop solution enabling all relevant departments to engage simultaneously on a single platform. Unlike traditional sequential systems, this solution supports parallel processing, allowing departments to review applications concurrently thereby significantly accelerating turnaround times. Beyond approvals, the system also functions as a strategic planning tool, offering applicants access to desensitised spatial data through an embedded mapping service, enabling informed</p>	<p>search engines on both desktop and mobile devices. This ensures convenient, anytime access for all users, regardless of location.</p> <p>Businesses and individuals can seamlessly register, submit, and track applications through the digital platform. To complement this, all enquiries and support requests are centrally managed through the Wayleave Centre, which provides dedicated, hands-on assistance throughout the application process.</p> <p>This blended approach that combines an intuitive digital interface with responsive human support, ensures a user-friendly experience and enables users to navigate requirements efficiently.</p>	<p>both commercial and community-level users.</p> <p>The diversity and volume of users underscore the Systems accessibility, scalability, and relevance to a wide range of stakeholders involved in infrastructure development.</p> <p><b>d.</b> The Wayleave Management System has enabled businesses to become significantly more efficient, responsive, and predictable in managing applications and planning construction activities.</p> <p>Previously, applicants were required to provide multiple paper-based or email submissions to various line departments. This resulted in duplication, delays, and uncertainty. The system replaces this with a <b>single, streamlined digital application</b> that can be completed and submitted within minutes.</p> <p>Through the integration of a live Geographic Information System (GIS) and mapping capability, applications are automatically routed to all relevant, location-specific departments at the click of a button. This eliminates administrative burden, reduces errors, and ensures that submissions are accurate and complete from the onset.</p> <p>As a result, businesses are now able to plan,</p>	<p>and expand upon the <i>National Policy on Rapid Deployment of Electronic Communications Networks (2023)</i> by ensuring the efficient deployment of all forms of infrastructure, including broadband, and giving due consideration to avoid unnecessary delays while safeguarding existing municipal assets.</p>
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decision-making on optimal construction routes and locations.

**h.** Historically, applicants had to identify relevant departments and submit separate wayleave applications to each (often up to 6 submissions per project). With no visibility of sister-department conditions, conflicting requirements frequently led to resubmissions and delays. The new solution introduces a web-based, automated platform enabling 24/7 submissions, automatic distribution and confirmation, as well as real-time visibility of existing services to support better planning. It also provides a single point of contact for enquiries and escalations, supported by a dedicated team offering technical and process assistance.

coordinate, and execute projects with confidence, supported by faster turnaround times and greater transparency. In parallel, improved internal review processes within the City of Cape Town enable quicker assessments and decision-making, further accelerating project delivery and enhancing overall service efficiency.

**e.** The new System has delivered measurable improvements in business performance by reducing costs, accelerating investment, and enabling more efficient project execution.

For applicants, significantly improved approval timeframes, from an average of **45 days to just 6 days (an 86.7% reduction)**, have enhanced the ability to schedule, and budget infrastructure projects with more accuracy. This predictability reduces holding costs, minimises project delays, and improves overall operational efficiency.

The faster turnaround has also unlocked increased investment, particularly for sectors such as Fibre Network Operators, who can now roll out electronic communications infrastructure at a fraction of the previous time. This has created a more enabling environment for infrastructure deployment

		<p>and has strengthened the Western Cape's appeal as an investment destination (especially in light of findings by the World Bank, which previously identified these delays as a constraint to economic growth).</p> <p>For public sector entities and parastatals, the system provides a prioritised pathway for wayleave approvals, directly supporting faster and more effective service delivery to residents.</p> <p>Internally, CCT has realised efficiency gains through a <b>single-entry, single-exit digital platform</b> that serves as a central, audit-ready repository of all applications and actions. This reduces administrative overhead, eliminates duplicative data management, and strengthens governance, ultimately lowering operational costs and improving institutional performance.</p>	
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*After completing the table, read from left to right. Check for coherence and improve if needed.*

#### 4. Declaration of Evidence to verify results chain

What supporting evidence can you provide to verify the results stated above are as stated?

	<b>Output:</b> A new catalytic innovation established, serves the WC economy	<b>Outcome:</b> Improved business environment (for the target business group)	<b>Impact:</b> Which target group of businesses benefitted & what improved for them	<b>Longevity:</b> Duration of benefits
<b>What evidence can be provided?</b> e.g. Records, reports, peer reviews, and so forth	Access to Wayleave Management System and data.	Results of independent as well as internal Business Satisfaction Survey.	User reviews.	System data, summary of claim reviews, alignment of by-law with national policy.

#### 5. Select the best category of award for this innovation

Sector	Award	Mark with "X"
<b>Private Sector</b>	6 x Catalytic innovations that contribute to growth.	
<b>Public Sector</b>	1 x Provincial- or National-government systemic innovation most impactful on economic growth	
<b>Public Sector</b>	1 x Municipal (LM+DM) innovation that is impactful on growth of their local economy	
<b>Public Sector</b>	1 x Public-sector innovation, enhancing good governance.	<b>X</b>
<b>Safety &amp; Security</b>	1 x Innovation enhancing precinct safety & security.	
<b>Labour Market</b>	1 x Labour market efficacy award Reducing impediments to increased employment.	
<b>Academia</b>	1 x Research most impactful on competitiveness of Industry	
<b>Academia</b>	1 x Tertiary education best aligned to Industry / market needs	
<b>Academia</b>	1 x Most successful start-up / spin out	
<b>Academia</b>	1 x Entrepreneurship development in higher education	
<b>Industry Sector Bodies</b>	1 x Institution/s strengthening stakeholder cooperation to enhance competitiveness of their Industry.	
<b>Organised Business</b>	1 x Institution/s strengthening stakeholder cooperation to enhance competitiveness of their business precincts.	

6. Check that you completed all that is necessary.

7. Submit this documented and/or video recorded to [innovation@capechamber.co.za](mailto:innovation@capechamber.co.za).

Thank you for helping us discover and celebrate the champions shaping a better WC economy!