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REPORT **Submission: 2026 Western Cape Economy Innovation Awards**

1. OUTPUT: A NEW CATALYTIC INNOVATION ESTABLISHED, SERVES THE WC ECONOMY

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.

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.

This innovative solution features integration of workflow automation, real-time tracking, and Geographic Information System capabilities, enabling applications to be accurately assessed and instantly distributed to relevant departments. This ensures faster decision-making, improved coordination, and full transparency across the process. Ultimately, the system modernises a critical regulatory function into a customer-centric, data-driven service, supporting both infrastructure protection and accelerated development.

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 decision-making on optimal construction routes and locations.

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.

2. OUTCOME: IMPROVED BUSINESS ENVIRONMENT (FOR THE TARGET BUSINESS GROUP)

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.

The Wayleave Management System is a fully web-based platform, accessible via standard online search engines on both desktop and mobile devices. This ensures convenient, anytime access for all users, regardless of location. 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.

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.

3. IMPACT: WHICH TARGET GROUP OF BUSINESSES BENEFITTED & WHAT IMPROVED FOR THEM

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.

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. Since its launch, the Wayleave Management System has facilitated the approval of **5,348 wayleave applications**, demonstrating strong uptake and operational impact.

To date, approximately **725 external entities** are registered and actively utilising the platform. This includes **542 private companies**, **178 individual applicants**, and **7 public sector entities** within the Western Cape, reflecting broad adoption across both commercial and community-level users. The diversity and volume of users underscore the Systems accessibility, scalability, and relevance to a wide range of stakeholders involved in infrastructure development.

The Wayleave Management System has enabled businesses to become significantly more efficient, responsive, and predictable in managing applications and planning construction activities. 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 **single, streamlined digital application** that can be completed and submitted within minutes. 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. As a result, businesses are now able to plan, 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 (CCT) enable quicker assessments and decision-making, further accelerating project delivery and enhancing overall service efficiency.

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 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).

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. Internally, CCT has realised efficiency gains through a single-entry, single-exit digital platform 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.

4. LONGEVITY: DURATION OF BENEFITS

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. 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 and expand upon the National Policy on Rapid Deployment of Electronic Communications Networks (2023) 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.

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<https://wayleave.capetown.gov.za/>