LUSAKA CITY COUNCIL

STAKEHOLDER ENGAGEMENT PLAN

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STAKEHOLDER ENGAGEMENT PLAN (SEP)

2024 - 2025

Civic Centre
P.O BOX **30077**

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1.0   INTRODUCTION

The Government of the Republic of Zambia is implementing the decentralization policy as a key governance strategy, through initiatives such as the Constituency Development Fund (CDF) and the Zambia Devolution Support Programme (ZDSP). This approach involves the transfer of increased financial and human resources from the central Government to Local level.

Local Authorities, such as Lusaka City Council, are the primary recipients of these resources. As a result, the utilisation of these funds has attracted significant interest from various stakeholders. To ensure the effective implementation of projects and programmes, it is essential to strike a balance among the diverse concerns of stakeholders.

In our ongoing efforts to improve institutional programme implementation, Lusaka City Council recognises the critical importance of stakeholder engagement before, during, and after the execution of programmes and activities. This inclusive approach not only enhances the success of initiatives but also ensures that the voices and concerns of stakeholders are reflected in the district's development process. This plan is aimed at outlining the identification, analysis and process of stakeholder engagement.

2.0   PURPOSE OF THE PLAN

This plan seeks to establish a program for stakeholder engagement. This includes public information disclosure and consultation throughout the project and program cycles. It details how the Local Authority will communicate with stakeholders and provide a mechanism for raising concerns, feedback, or complaints about programmes and projects. The plan focuses on engaging all interested internal and external stakeholders and groups to ensure that they benefit from the programs and projects being implemented. It seeks to facilitate collaboration between project staff and stakeholders and mitigate environmental and social risks related to the project.

3.0   STAKEHOLDER IDENTIFICATION, CLASSIFICATION, MAPPING AND ANALYSIS

Lusaka City Council, draws its mandate from the Local Government Act, 2 of 2019 and it's undertaking a number of functions as set out in the first schedule of the Local Government Act. Against this background, many different groups are affected as we discharge these functions, to balance the development needs of the district and that of the affected groups, the following groups have been identified as key stakeholders in the district regarding the implementation of the various programmes and projects by the Local Authority.

3.1   STAKEHOLDER IDENTIFICATION AND CLASIFFICATION

STAKEHOLDER	CLASSIFICATION
Provincial Local Government Officer (PLGO)	Tertiary
Provincial Permanent Secretary (PS)	
Area Member of Parliaments (MPs)	
District Commissioner (DC)	
Area Ward Councilors	
Zambia Environmental Management Agency (ZEMA)	
Provincial Planning Authority	
ZPPA	
NCC and others	
ZDSP	
Local Community	Secondary
Local Authority	
Ward Development Committees	
Civil Society Organisation	
Non-Governmental Organisations	
Faith Based Organisations	

Political Organisation	
Local Business Community (District Chamber of Commerce)	
Government Departments	
Suppliers and Contractors	
Employees	
Community Leaders and others	
Local Media	
Youths, Women and Men	
The Aged	
Gender groups	
Workers Union (ZULAWU)	Primary
Constituency Development Fund Committee (CDFC)	
Ward Development Committees (WDCs)	
CWACS and other Committees	
Individuals/ Residents	
The Disadvantaged groups	

Additionally, in trying to understand and balance the concerns and needs of the identified stakeholders. The power-interest matrix will be applied in addressing the concerns of the identified stakeholders, in the stakeholder mapping.

3.2 STAKEHOLDER MAPPING

STAKEHOLDER GROUP	JUSTIFICATION	INTEREST/ INFLUENCE	MODE OF ENGAGEMENT
Provincial Local Government Officer (PLGO)	One of the overall implementing agencies for the program.	Low /high	Council meetings and public meeting and events
Area Member of Parliaments (MPs)	Civil leader	High/high	Council meetings and public meeting
District Commissioner (DC)		High/high	Council meetings and public meeting
Area Ward Councilors	Civic Leader	High/high	Council meetings and public meeting

Traditional Leaders	Chiefs and Village headmen and women	High/high	Council meetings and public meeting
Zambia Environmental Management Agency (ZEMA)	P lays a critical role in monitoring the implementation at sub-project levels and approval of projects as well as issuance of the decision letter	High/High	Submission of ESMPs, or EIAs for comments Stage inspection
Provincial Planning Authority	Endorses on the building plans and grants building permission	Low /High	Council, Plans meetings and public meeting.
ZPPA		Low/High	Council meetings and public meeting
NCC and others		Low/High	Council meetings and public meeting
Local Community		High/ Low	
Local Authority	Facilitate and monitor the compliance and implementation of the pieces of legislation of the Laws of Zambia regarding the project.	High /Low	Implementation, Monitoring and Evaluation.
ZDSP	Provide technical backstopping and resources for the projects	High/High	Through submission of required documents of the projects for consideration of the projects
Ward Development Committees	The link between the Local Authority and the Local Community.	High/high	Zonal assembly meetings public meetings
Civil Society Organisation		Low/ High	

Non-Governmental Organisations	Local non-profits and advocacy for development.	Low/ High	Public meetings
Faith Based Organisations	Local non-profits and advocacy for development and religious groups	Low/High	Through public meetings.
Political Organisation		High/High	Through public meetings and adverts
Local Business Community (District Chamber of Commerce)		High/Low	Public meetings
Government Departments	Relevant line government Ministries and quasi-government departments	High/ High	Public meetings
Suppliers and Contractors		Low/Low	News letters
Employees		High/ Low	Public meetings and news letters
Community Leaders and others		High/High	Public meetings, surveys, newsletters
Youths, Women and Men		High/ Low	Public meetings, surveys, newsletters
Gender groups		Low/Low	Public meetings, surveys, newsletters
Ward Development Committees (WDCs)	Local community members	High/High	Public meetings, surveys, newsletters
Individuals/ Residents	Local community members	High/Low	Public meetings, surveys, newsletters
The Disadvantaged groups	Local community members	High	Public meetings, surveys, newsletters

4.0   STAKEHOLDER ANALYSIS

Objective:

Understand stakeholders' interests, expectations, and potential concerns.

STAKEHOLDER	INTEREST	POTENTIAL CONCERNS	COMMUNICATION METHOD	TIMING OF ENGAGEMENT
Provincial Local Government Officer (PLGO)	Oversight of local government compliance, resource allocation, policy alignments	Good coordination with the local council and compliance with policies	Official reports, coordination of meetings	Quarterly report submission, Consultative meetings
Area Member of Parliaments (MPs)	Development in the constituency, political visibility	Being political visibility and meet community expectations	Status reports, inter-agency meetings and governments memos	Quarterly
District Commissioner (DC)	Coordination of government activities at the district level, stability and service delivery	Improved performance at the district level and policy implementation	Coordination of District meetings and written updates	Ongoing Throughout the project lifecycle
Area Ward Councilors	Representing local wards, ensuring equitable distribution of resources	Transparency and community satisfactions	Community meetings, stakeholder forums	On going throughout the project lifecycle
Zambia Environmental Management Agency (ZEMA)	Environmental compliance and protection of natural resources	Placement of Environmental Impact assessment reports and	EIA/ESMP process compliance reports and formal inspections	During the significant of the project lifecycle.

		approval of decision letters		
Provincial Planning Authority	Project alignment with provincial and spatial planning regulations	Alignments with plans and standards	Technical review meetings and planning approvals	Quarterly/ during the significant of the project lifecycle
ZPPA	Ensure that procurement process is done in accordance with Procurement Act No. 8 of 2020.	Improved procurement process and transparency	During EGP.	During the significant of the project lifecycle.
NCC and others	Construction of quality, constructor registration, standard enforcement	Use of registered contractors and quality standards	Site inspections, compliance reports, training notices	During significant phases
Local Community	Improved services, livelihood and infrastructure	Provision of employment	Flyers, local radio, feedback meetings	Quarterly/ during significant phases
Local Authority	Facilitate the implementation of the project lifecycle.	Successfully implementation of the project	Quarterly meetings and technical coordination	On going
ZDSP	Provide Support and technical advice on	Successful project implementation	Stakeholder platforms, and reports.	Ongoing- throughout the project lifecycle

	project implementation processes			
Civil Society Organisation	Advocacy, accountability and citizen engagement	Inclusive in decision making and transparency	Stakeholder platforms, and reports	Quarterly
Non- Governmental Organisations	Social impact, environmental protection	Potential negative effects on vulnerable groups	Workshops, roundtable meetings	Ongoing throughout programmes and project
Faith Based Organisations	Improve social services	Improved Inclusive potential services	Public meetings	Quarterly / during significant phases
Political Organisation	Development in the constituency, political visibility	Being political visibility and meet community expectations	Status reports, inter-agency meetings and governments memos	On going
Local Business Community (District Chamber of Commerce)	Economic growth, public services	Potential delays, changes inlocal regulations/ fees and charges, business levies	Budget preparation consultative meeting and direct meetings, community meetings	Pre-programmes/projects and during significant phases.
Government Departments	Policy alignment, budget approval	Compliance, regulatory concerns, public policy compliance and concerns	Formal reports and one-on-one meetings or virtual	Continuous

Suppliers and Contractors	Improve the social economic growth	Improved	Adverts during bidding procure and	During the significant of the project lifecycle.
Employees	Employees	Job satisfaction	Worker's remuneration and welfare	Directconsultation meetings
Gender groups	Advocate for gender equity and equality of resources.	To a balance distribution of resources.	Public meetings	Throughout the project lifecycle
Ward Development Committees (WDCs)	Community level planning and feedback mechanism	Community participation and support of projects	Local meetings and participatory forums	Ongoing throughout the project lifecycle
Individuals/ Residents	Improve local infrastructure, services	Disruption during construction, increased taxes, implementation of socio-economic activity	Public consultations and community hall or open meetings.	Throughout the Programmes or projects lifecycle
The Disadvantaged groups	Improve the social Economical service.	Improved Inclusiveness in decision making	Public address system, Community radio station and public meetings	Quarterly reports

5.0   ENGAGEMENT OBJECTIVES.

The main objective of stakeholder engagement is to foster relationships, improve decision-making, reduce risks, and achieve project goals.

5.1 SPECIFIC ENGAGEMENT OBJECTIVES.

1. **Informing Stakeholders:** To ensure that stakeholders are kept well-informed about the project's progress, goals, and potential impacts.

2. **Consulting Stakeholders:** To gather input and feedback to shape decisions and address concerns.

3. **Involving Stakeholders:** To actively involve key stakeholders, understand their needs and expectations as well as building trust to gain buy-in for initiatives and in the decision-making process.

4. **Collaborating with Stakeholders:** Work together with stakeholders to jointly solve problems and create solutions.

5. **Empowering Stakeholders:** To provide opportunities for stakeholders to take ownership of aspects of the projects and influence better project outcomes with increased support, and a more sustainable approach.

6. **Reducing Risks:** To identify potential risks and challenges early on and allowing for proactive mitigation strategies.

7. **Fostering Sustainability:** To promote sustainable development initiatives by ensuring that projects are environmentally responsible and socially equitable.

8. **Transparency and Accountability:** To enhance transparency and accountability between the implementing team and all relevant stakeholders by providing regular updates and ensure commitment of ethical practices.

6.0   COMMUNICATION STRATEGY

Objective:

Ensure effective communication with stakeholders using appropriate methods and tools.

COMMUNICATION TOOL	AUDIENCE	PURPOSE	FREQUENCY	RESPONSIBILITY
Public meetings	Residents, business owners	Information sharing, consultation	As needed	Community engagement officers/departments/sections/ units
Newsletters	All stakeholders	Regular project updates	Quarterly	Public Relations Officer
Website updates	All stakeholders	Continuous information sharing	Ongoing	IT/ Website manager
Social media	General public	Raising awareness, feedback	Ongoing	Public relations officer ZANIS Officers
Focus groups	Business owners, NGOs	In-depth consultations	Bi-annually	Community engagement officers/ departments/ sections/ units

7.0   ENGAGEMENT TIMELINE

Objective:

Provide a clear schedule for stakeholder engagement activities, this depends on the programme or project under implementation by the departments of the Local Authority.

PHASE	STAKEHOLDER ACTIVITY	TIMELINE	RESPONSIBILITY PARTY
Pre-project/ Initiation stage	Public consultations, stakeholder identification	Pre-engagement	Implementing teams
Planning	Focus groups, policy discussions	At the beginning of the project	Programme/ project coordinating departments
Implementation	Regular updates, public meetings	Quarterly (On need basis during the	Communications team, project managers (Engineering department/

		implementation of the activity)	implementing departments/section/units
Evaluation	Surveys, feedback sessions, public debriefing	Post project commissioning	Programme/Project evaluation officer (planning department)
Ongoing engagement	Newsletters, social media, updates	Throughout the project	Public Relations Officer/ Unit (Communication officer)

8.0   ROLES AND RESPONSIBILITIES

8.1 Office of the Mayor: Supports plans and strategies of the engagement process.

8.2 Office of the Town Clerk: Oversee the implementation of the stakeholder engagement plan, ensure that timelines are met, and communicate with senior management.

8.3 Human Resource and Administrative Department: Manage stakeholder relationships, organize events, and gather feedback.

8.4 Office of the Council Secretary (Public Relations Unit): Ensure that messages are clear, consistent, and disseminated through the right channels.

8.5 Planning Department: Facilitate the engagement of stakeholders, monitor and evaluate the plan.

8.6 Department of Engineering Services: Provide regular updates to stakeholders regarding the project's lifecycle implementation.

8.7 Institutional Management (Procurement Unit): Advertise the projects and provide guidance on the bidding documents in line with Zambia Public Procurement Act regulations to stakeholders.

8.8 Finance Department: To provide regular updates to stakeholders in terms of transparency and accountability.

4.0   MONITORING AND EVALUATION

Objective:

Assess the effectiveness and efficiency of stakeholder engagement and make adjustments as needed.

METHOD	FREQUENCY	RESPONSIBLE PARTY	PERFORMANCE INDICATORS
Surveys/ feedback forms	After major engagements (public meetings, workshops)	Engagement officer	Stakeholder satisfaction, feedback quality
Stakeholder interviews	Quarterly	Public relations unit and Planning department	Depth of stakeholder involvement, concerns addressed
Progress reports	Quarterly	Planning department and public relation unit	Communication effectiveness, adherence to timelines
Public perception assessment	Ongoing	Planning department and public relation unit	Public awareness, sentiment analysis

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TOWN CLERK