

CHAPTER 5

THRUST 3 BUILDING INCLUSIVE AND LIVEABLE COMMUNITY

An inclusive and liveable community is the main indicator in the formation of a progressive country.

Development of an inclusive community (IC) is an important element in the formation of a resilient and liveable nation. This thrust is aimed towards ensuring the establishment of a prosperous community that continues to be empowered in an effort to develop social capital that is robust, resilient and supportive of economic growth, as well as ensuring the well-being of communities. This community development aims to form an inclusive community in a quality environment that is liveable and fosters community solidarity and involvement through effective collaboration.

This thrust has three (3) strategic directions in building an inclusive community that enhances the quality and well-being of local communities

The inclusive and liveable community development has three (3) dimensions. The first dimension focuses on social development to ensure all segments of the community have access to basic needs including housing, knowledge, jobs and quality community facilities. The second dimension relates to an inclusive community that is able to work together and unite in creating a local environment that is active, clean and safe as well as ensuring that cultural and heritage importance continue to be highlighted and strengthened. The third dimension is the initiative to enhance community involvement and collaboration among various parties to form an inclusive and liveable community.

By the year 2040, the national and global development agenda and goals need to be taken into consideration in order to ensure that the direction of the NPP-3 is relevant and in line with the latest developments. The Sustainable Development Goals (SDGs) by the United Nations Conference form the foundation for a long-term target while the 11th Malaysia Plan (11MP) targets are to be achieved over the next five years. In addition, the formation of an inclusive community requires that the country performs well in the global Human Development Index, City Competitiveness Index, National Happiness Index and the Malaysian Well-Being Index. Existing national sectoral policies are also taken into account in setting the primary goal of forming an inclusive and liveable community.



A comprehensive living and quality environment, a liveable community surrounding, as well as community engagement and collaboration are vital for the formation of inclusive and liveable communities.

The Inclusive and Liveable Community Development (IC) thrust comprises of three (3) strategic directions, namely:

IC1: Inclusive and Quality Living Environment

Basic community needs include adequate and comfortable living space that meets the needs of the community regardless of income levels, age and preferences. Living space is not just limited to appropriate housing in suitable locations, but also a better quality environment. This allows the local community to get access to facilities and jobs easily and quickly. A comprehensive and quality living environment ensures the well-being of communities, which is an important asset for the country development.

IC2: Liveable Community Environment

Creating active spaces to promote community participation and integration will indirectly foster a sense of belonging, racial cohesion and social capital for the long term. This can also be achieved through efforts to highlight the unique characteristics and identity of the area as well as strengthening heritage and cultural elements. A liveable environment also implies a clean, healthy, safe and secure environment.

IC3: Community Participation and Collaboration

Community equitability, collaboration and involvement are vital in the implementation of development projects as well as other social and community initiatives. Governance structure; especially at the local level, should be more responsive to the wishes and needs of local communities. Feedback, indicators and forums on community perceptions are among the yardsticks to facilitate the planning review.

Box 5.1 Liveable and Inclusive Communities

Liveable and inclusive communities in the context of spatial development refer to the provision of an urban or rural built environment that gives equal access to all basic life necessities and quality community facilities for all levels of society. Development of an inclusive and liveable community is the goal of national development.

7 PERSPECTIVES ON INCLUSIVE AND LIVEABLE COMMUNITIES

1 Interactive and Integration

An environment that supports and cultivates the spirit of cooperation and interaction between residents and the community

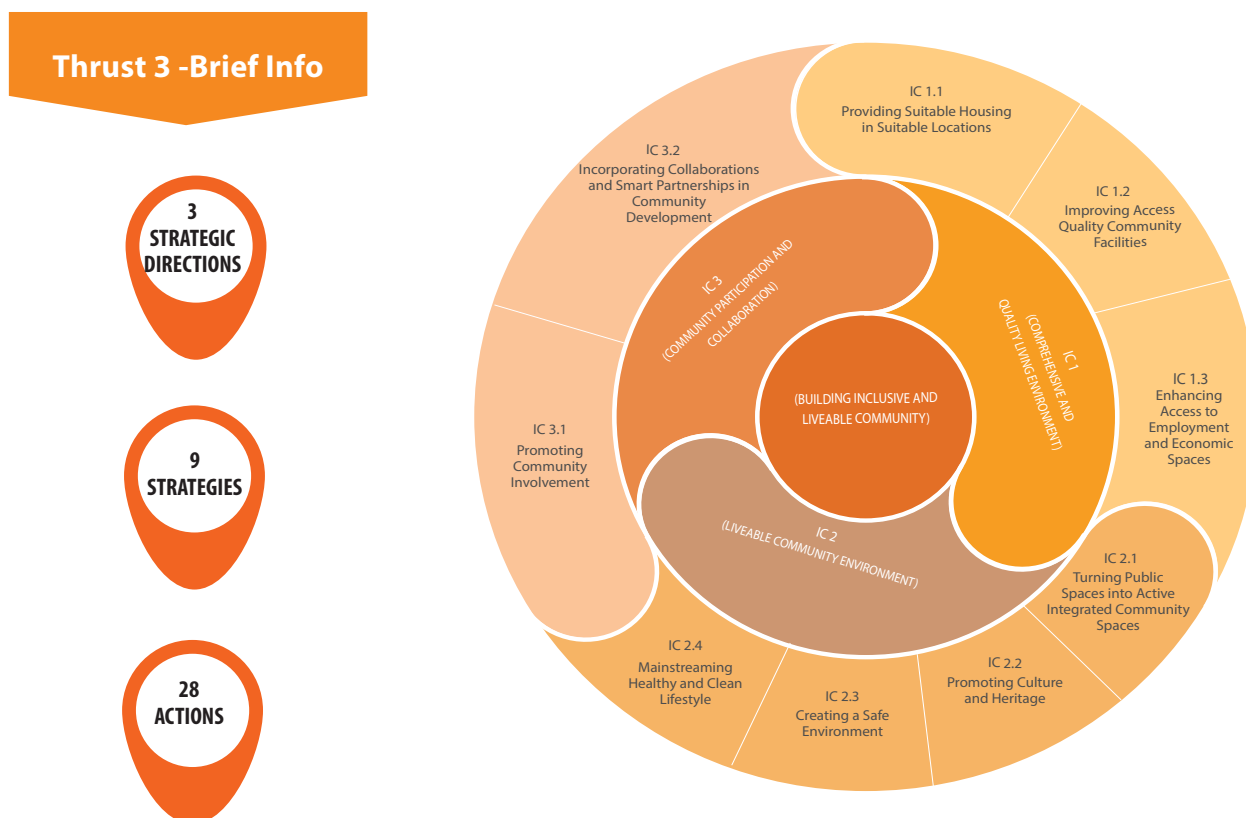
2 Collaboration

An environment in which the public and private sectors together shape the social and economic well-being of community

3 Diversity

An environment that embraces social and cultural diversity

Figure 5.1 Inclusive and Liveable Community Development Thrust



Source: National Physical Plan-3, 2015

4 Equality and Barrier-Free

An environment that ensures every individual in the community has access to basic living needs i.e. jobs and housing, as well as community and recreational facilities

5 Open and Sensitive

An environment that provides a variety of services and support for the social and health needs of residents and is sensitive to changing needs

6 Involvement

An environment that encourages and supports community involvement in the development and decision-making processes that have an impact on the community as a whole

7 Safe

An environment that ensures the safety of individuals and community

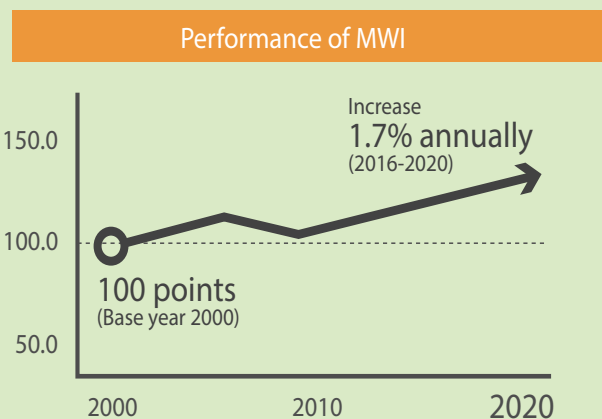
Box 5.2 Malaysia Index and Target Achievements

MALAYSIAN WELLBEING INDEX (MWI)

The Malaysian Wellbeing Index (MWI), which measures the social wellbeing of Malaysians, is an extension of the Malaysian Quality of Life Index (MQLI) developed by the government based on locally and internationally recognised indices and indicators. Periodic assessment covers economic and social wellbeing.



Source: Malaysian Wellbeing Report, EPU, 2013



Source: Eleventh Malaysia Plan, EPU, 2016-2020

MALAYSIAN HAPPINESS INDEX

Ranks the country based on perceptions of happiness by citizens and other residents.



Regression model defines Happiness Index



Source: Processed from <http://worldhappiness.report/wp-content/uploads/sites/2/2015/04/WHR15.pdf>, 2015

SUSTAINABLE DEVELOPMENT GOALS

Sustainable Development Goals (SDGs) are goal-oriented development agenda that aims to meet basic global needs after 2015.



TARGET 03

Ensure a healthy life and promote wellbeing for all at all ages



TARGET 04

Ensuring inclusive, equitable and quality education that promotes lifelong learning opportunities for all



TARGET 08

Promote continuous, inclusive and sustainable economic growth, as well as productive and appropriate employment opportunities for all



TARGET 11

Making cities and human settlements inclusive, secure, resilient and sustainable



TARGET 16

Promote peaceful and inclusive communities for sustainable development; provide access to justice for all; and build institutions that are effective, accountable and inclusive at all levels

Source: Processed from <https://sustainabledevelopment.un.org/topics>, 2015

HUMAN DEVELOPMENT INDEX

Indeks Pembangunan Manusia (Human Development Index, HDI) merupakan kriteria utama dalam mengukur tahap pembangunan sesebuah negara; dan bukan hanya dilihat daripada aspek pertumbuhan ekonomi negara secara global.

Matlamat pencapaian HDI pada tahun 2040

2013
62nd



2040 Goal
10th

Malaysia's HDI ranking
out of 187 countries

HDI is a composite index that measures the average level of development of the population in three main dimensions, namely:



Healthy Life and
High Life Expectancy
Made possible by:
Survival at the time of birth



Knowledge and
Knowledgeable
Made possible by:
Number of years in school;
expected years in school



Comfortable
Living Standards
Made possible by:
Gross income per capita

Source: Processed from <http://hdr.undp.org/sites/default/files/hdr14-report-en-1.pdf>, UNDP, 2015

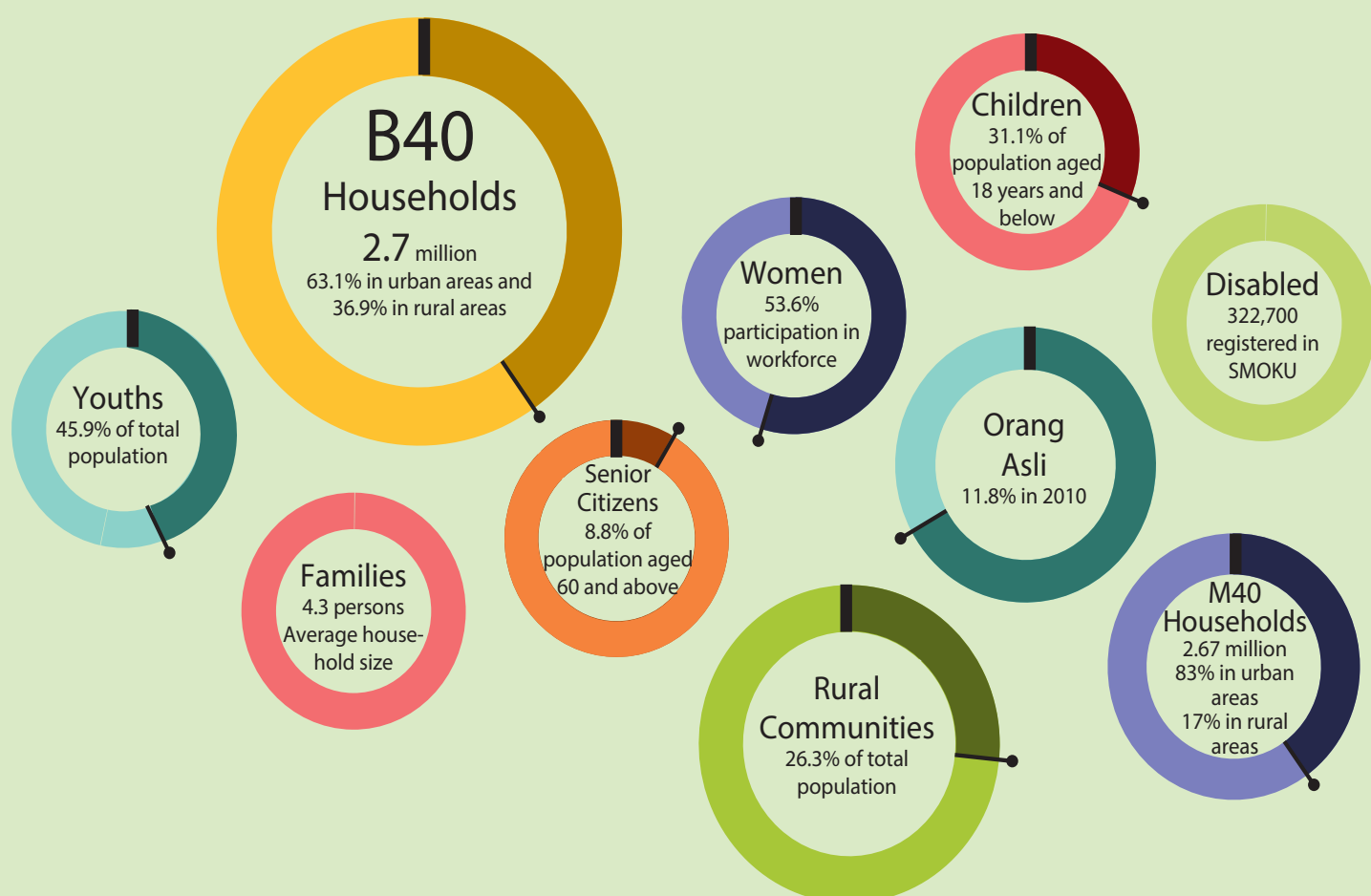
IC1

Inclusive and Quality Living Environment

Creating a liveable community through the provision of suitable housing, improved access to public facilities and employment as well as creating a safe and clean environment.

A quality and responsive environment helps build a liveable community which results in higher productivity. Three (3) main aspects are emphasised in the NPP-3 in order to achieve a quality and liveable environment as well as promote comprehensive community involvement. These include meeting the basic needs of individuals and the comprehensive needs of the community. Basic needs of individuals involve adequate and comfortable living space that meets the needs of the target groups regardless of income level, age and preferences. The source of employment for individuals are emphasised to ensure that all members of the community have an equitable chance of improving their standard of

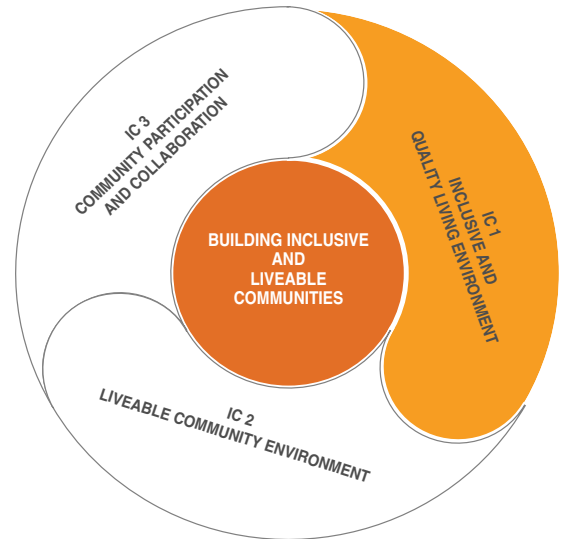
Box 5.3 Target Groups (estimates for period up to 2014)



Source: Eleventh Malaysia Plan, EPU, 2016-2020

living.

Basic needs for a community refer to quality neighbourhood spaces that are comfortable, safe and offer good accessibility for the local community, whether in urban areas or rural neighbourhoods. It must also take into account the needs of target groups to ensure that inclusive elements are strengthened in the efforts of achieving an equitable



STRATEGIC DIRECTION IC1 INCLUSIVE AND QUALITY LIVING ENVIRONMENT

IC1.1

**Providing Suitable
Housing in Suitable
Locations**

IC1.2

**Improving Access to
Quality Community
Facilities**

IC1.3

**Enhancing Access
to Employment and
Economic Spaces**



IC1.1: Providing Suitable Housing in Suitable Locations

The provision of suitable housing in suitable locations shall be the main emphasis in housing development at state and local levels. The type of housing provision should meet the needs, demand and affordable rate for all levels of society, especially the low and medium income groups. Provision of adequate and quality affordable housing for the B40 group (bottom 40% household) should be a priority. In addition, affordable housing should be provided in a suitable location that is close to work and public transport services in order to reduce the transportation burden and living expenses.

By the year 2040, changes in the structure, population profile and lifestyle of communities warrant better housing and community facilities than at present. Accordingly, planning should incorporate housing designs that meet future needs.

Urban areas shall continue to attract residents in the future. In line with the sustainable development strategy that emphasises the redevelopment of blighted urban areas to curb urban sprawl and redevelopment or upgrading of existing urban residential areas through a variety of innovative initiatives needs to be implemented at the local level. Redevelopment and upgrading programmes can give these areas a new lease of life. Local Authorities are responsible in ensuring that new housing development focuses not only on greenfield sites but also on existing areas to meet the demand for housing.

Box 5.4 Key Elements of Sectoral Policy on Housing Provision

NATIONAL SOCIAL POLICY

NATIONAL HOUSING POLICY

MASTER PLAN FOR RURAL DEVELOPMENT

11TH MALAYSIA PLAN, 2016-2020

ELEMENTS IN SECTORAL POLICY

- Adequacy
- Comfort
- Improving access to housing, particularly affordable housing for target groups
- Increase in ownership
- Housing for B40 households, the poor and vulnerable
- Housing in villages
- Rental housing

Source: Third National Physical Plan (NPP-3), 2015

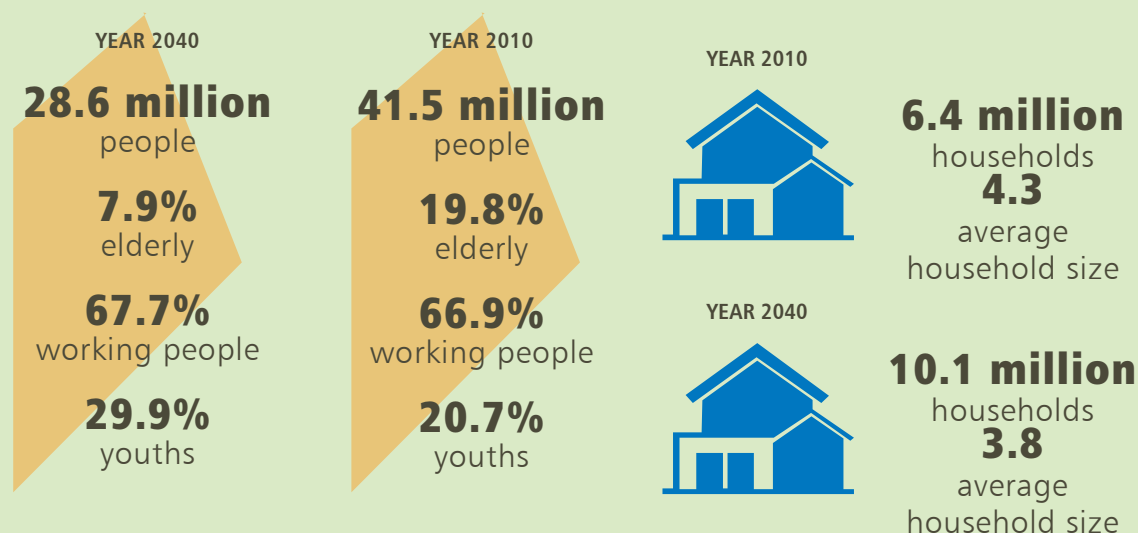
Box 5.5 Year 2040 Population Changes

The ageing population in Malaysia by year 2040 is expected to increase as with most countries in the world. The National Policy for the Elderly 1995 defines those aged 60 years and above as senior citizens. By year 2040, this category is expected to comprise 19.8% of the population. The United Nations defines the working population as comprising those aged between 15 and 64 years. This category is expected to form 66.9% of the total population in Malaysia by the year 2040. Youths on the other hand is defined as those aged between 15 and 29 years of age according to the Malaysia Youth Policy 2015 and are forecasted to account for 20.7% of the population by 2040. The household size in Malaysia is projected to decrease from 4.3 in 2010 to 3.8 by year 2040 due to the declining birth rate, late marriages and the rising number of the ageing population.

In the efforts to achieve a comfortable family life, the factors related to house size, location and the provision of complete supporting facilities should be taken into account. Accordingly, the provision of housing in the future must consider the needs of the ageing population such as the comfort elements, support facilities, liveability, safety and emergency preparedness. Facilities provided should be complete, integrated, user-friendly and suited to the lifestyle of this group.

The increasing number of active groups will be given attention particularly in the provision of living spaces, including housing, work space and recreational areas. The method of integrating the provision of spaces in a strategic and conveniently accessible location can be highlighted in the future planning for living spaces. In addition, the youths who do not yet have strong financial resources would need affordable housing, transit homes or rental homes as an alternative.

Change in Population Composition by Year 2040



Sources:

- 1) Senior Citizens Association, Department of Social Welfare, 2013 (Also applied in the Guidelines on Physical Planning for Senior Citizens, May 2013)
- 2) Department of Statistics Malaysia
- 3) Division of Social Policy and Development (DSPD), the United Nations, 2015

Action IC1.1A

Establishing a Housing Authority in each state to formulate housing policy at state level and preparing a database on housing

State governments are encouraged to establish a Housing Authority in their respective states in order to address the housing issues in a more orderly manner. Functions of the State Housing Authority include:

1. Formulate relevant policies to meet the housing needs of local residents especially those in the B40 and M40 groups living in urban areas;
2. Coordinate the provision of housing by various government agencies and private developers;
3. Formulate policies to improve the housing quality and maintenance; and
4. Prepare a housing database to support planning for adequate housing supply and to reduce the imbalance between housing supply and demand and between house prices and buyers' ability to pay.

Housing policies at state levels are based on the National Housing Policy but have been adapted to the needs of each state. Some states including Selangor, Negeri Sembilan and Johor have set up a State Housing Board to address the challenges of providing affordable housing for target groups.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|--|--|---|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Housing and Local Government | <ul style="list-style-type: none"> State Land and Mines Office State Economic Planning Unit Local Authorities | <ul style="list-style-type: none"> Sabah State Government Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> State Government | | |

Table 5.1 Existing Housing Policies at State Level

| State Housing Policy | Selangor | Negeri Sembilan | Johor |
|----------------------|---|--|---|
| Housing Concept | <ul style="list-style-type: none"> Introducing a new concept on Affordable Housing Provides more comfort in terms of size, design or community | <ul style="list-style-type: none"> Introducing low-cost, low-medium cost and medium-cost housing Affordable homes to comprise 50% of total number of houses in a particular area | <ul style="list-style-type: none"> Rebranding of Medium Low Cost Housing Construction Policy Comprises of Johor Community Housing, Affordable Housing and Medium-Cost Shops |
| Household Income | <ul style="list-style-type: none"> Not exceeding RM 3,000 per month for Rumah Selangorku Type A RM3,001 to RM8,000 per month for Rumah Selangorku Type B, C and D | <ul style="list-style-type: none"> Below RM3,500 per month for Type A – Standard houses costing RM80,000 Not specified for Type B and Type C homes | <ul style="list-style-type: none"> Not exceeding RM2,000 to RM6,000 per month depending on housing category |
| Selling Price | <ul style="list-style-type: none"> Selling price of between RM42,000 to RM 250,000 for affordable homes Depending on type, size, location and additional facilities | <ul style="list-style-type: none"> 15% of housing components for Type A - Standard is RM 80,000 15% of housing components for Type B - Standard Premier costs up to RM 250,000 20% of housing components for Type C- Deluxe costs up to RM400,000 | <ul style="list-style-type: none"> Affordable housing costs between RM25,000 and RM220,000 |

Action IC1.1B

Increasing availability of affordable housing for B40 and M40 households in urban areas

Government land and old quarters are earmarked for mixed residential development, including affordable housing through land intensification model. This model increases the density by encouraging more optimum utilisation of land, infrastructure, resources and services. A mixed housing development is suggested to make the project more viable besides fostering community cohesion among low, medium and high income groups. Redevelopment will focus on:

1. Government quarters land;
2. Old low cost housing areas; and
3. Wakaf and Baitulmal land for mixed housing development.

To improve the availability of housing for urban dwellers in the target groups, old low cost housing in low-density areas will be redeveloped into affordable homes. In addition, wakaf and Baitulmal land especially in urban areas can be developed for mixed residential purposes. The National Housing Department (JPN) or State Housing Board can work together with the State Islamic Religious Council to identify land with high development potential. An inventory of state government land should be carried out in order to create a land bank.

DEFINITIONS OF AFFORDABLE HOUSING

| SPNB * | PR1MA | National Housing Department |
|--|--|---|
| HOUSE PRICE RM65,000 | HOUSE PRICE RM100,000 to RM400,000 | HOUSE PRICE RM80,000 to RM300,000 ** |
| INCOME ELIGIBILITY RM750 to RM 3,000 (Estimated household income) | INCOME ELIGIBILITY RM2,500 to RM 10,000 (Estimated household / individual income) | INCOME ELIGIBILITY RM3,000 to RM6,000 *** |
| AGE 18-65 years | AGE 21 years and above | AGE 18 years and above |
| OWNERSHIP No owner/ dilapidated houses | OWNERSHIP Owns no more than one property (including spouse) | OWNERSHIP Do not own any property |

* Program Rumah Mesra Rakyat

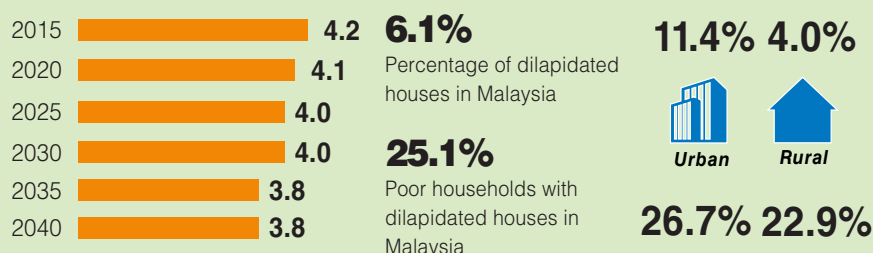
** MyHome 1: House prices from RM80,000 to RM150,000

My Home 2: House prices from RM120,001 to RM300,000

*** My Home 1: Estimated monthly household income of RM3,000 to RM4,000

My Home 2: Estimated monthly household income of RM4,001 to RM6,000

Box 5.6 Percentage of Houses Needing Repair or Replacement in Malaysia, 2012



Source: Third National Physical Plan, 2015

Source: Report of Household Income and Basic Amenities Survey, 2012

The provision of adequate and affordable housing is the main component in the effort to achieve community wellbeing. Providing affordable housing to target groups is one of the country's main agenda.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|---|--|--|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government | <ul style="list-style-type: none"> State Economic Planning Units State Religious Councils PR1MA Syarikat Perumahan Negara Berhad National Housing Department Local Authorities | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Department of Town and Regional Planning Sabah Housing Board Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> State Development Corporations State Housing Boards State Governments | | |

Housing provision also takes into account the need for replacement and restoration of dilapidated houses especially in rural areas and among poor households. The high percentage of dilapidated homes among poor households in rural and urban areas can be addressed by schemes such as the Housing Assistance Programme. As carried out under the National Blue Ocean Strategy, effective rural development should maximise existing resources. Replacement and restoration of houses can reduce the need for new houses and the pressure on land development requirements. Accordingly, efforts to restore houses will be continued in line with the sustainable development concept.

The main challenge in the provision of housing is to address the disparity between market prices of houses and the affordability level of households. This disparity is very acute for B40 and M40 households in urban areas. B40 households in Malaysia with an average monthly household income of RM2,537 can only afford houses ranging in price from RM90,000 in rural areas to RM150,000 in urban areas, where the average house price is RM305,075.

To address this disparity in house prices on the free market and the affordability rate of communities especially the B40 and M40, affordable housing schemes by government agencies will be continued and coordinated by the National Housing Department. Under the 11MP, targets have been set for housing schemes including the Housing Assistance Programme, 1Malaysia People's Housing and 1Malaysia Civil Servants Housing programmes aimed at target groups in urban and rural areas. Most of the affordable housing schemes that have been implemented are for households earning below RM3,000 a month and below RM8,000 a month.

Box 5.7 Gap between House Prices and Affordability of Households

House prices affordable to bottom 40% of households are between

RM 90,000 (rural areas)

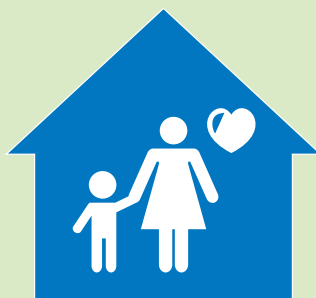
and

RM 150,000 (urban areas)

* Using average income of urban and rural residents with a 25-year loan period ending in 2040.

Source: Report on Household Income and Basic Amenities, 2014, Department of Statistics Malaysia

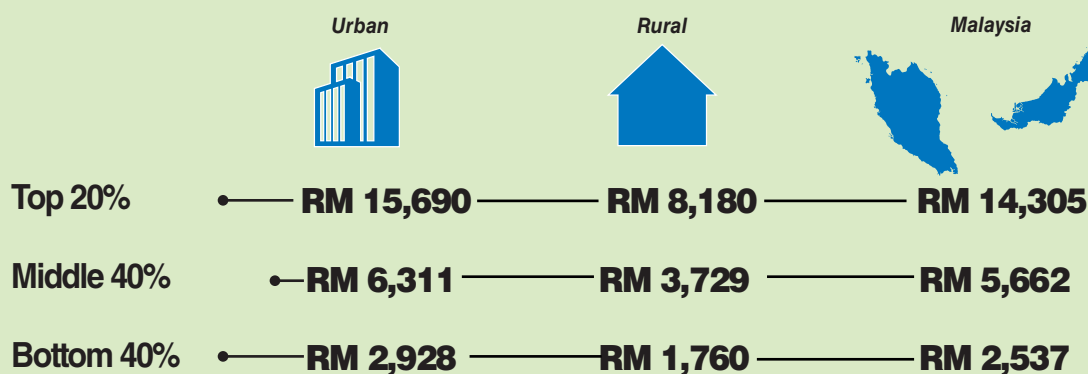
Source: Report on Household Income and Basic Amenities, 2014, Department of Statistics Malaysia



**By contrast,
average current
house price is
RM312,050**

Source: Malaysian House Price Index, Q3P (2015),
Department of Valuation and Property Services

Average Monthly Household Income by Group and Strata, Malaysia, 2014



Source: Report on Household Income and Basic Amenities Survey 2014, Department of Statistics Malaysia

Action IC1.1C

Providing public housing and affordable housing zones around transit nodes in urban areas and urban fringes

Public housing and affordable housing zones around 400m from the transit station could reduce the dependency on private vehicles which indirectly reduces the need for vehicle parking spaces. In line with the implementation of Transit Oriented Development Guidelines, there is a need for these areas in order to achieve the most optimum and integrated use of land.

The provision around transportation transit nodes shall encourage the use of public transportation besides reducing travel expenses amongst B40 as well as increasing the reachability level. These public housing and affordable homes must be developed with sufficient public facilities to enhance the quality of lives of the community.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Labuan Federal Territory | | Sabah |
|--|---|---|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Federal Territories | <ul style="list-style-type: none"> State Economic Planning Units State Housing Boards PR1MA Syarikat Perumahan Negara Berhad Local Authorities | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Ministry of Youth and Sports Sabah Ministry of Community Development and Consumer Affairs Sabah Department of Town and Regional Planning Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> State Governments Town and Country Planning Department of Peninsular Malaysia | | |

Action IC1.1D

Providing housing for specific target groups and with appropriate design and facilities

Provision of housing that integrates appropriate design and facilities for specific target groups such as the disabled (OKU) and senior citizens is important to ensure the improvement of their quality of life. Accordingly, emphasis should be given to the level of accessibility to public facilities and the quality, location and design of houses for this specific target group.

Housing should have different interior spaces to accommodate this physical deficiencies of these groups. A minimum 1% provision of public and affordable housing units should be allocated to specific target groups such as the disabled, elderly and B40 households throughout the country. In accordance with the Planning Guidelines for Housing, houses for the disabled in multi-storey residential buildings should be on the ground floor in line with the provision standards.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|---|---|---|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government | <ul style="list-style-type: none"> State Economic Planning Units National Registration Department State Housing Boards PR1MA Syarikat Perumahan Negara Berhad State Development Corporations Local Authorities | <ul style="list-style-type: none"> Sabah Chief Minister's Department Sabah Ministry of Local Government and Housing Sabah Department of Town and Regional Planning Sabah Economic Development and Investment Authority (SEDIA) Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Ministry of Federal Territories | | |

Action IC1.1E

Improving the quality of housing and neighbourhoods in urban villages, rural areas and FELCRA and FELDA settlements through planned development

The quality of housing in traditional villages, including their layout, shall be enhanced to make them more orderly and uniform. In addition, better organised settlements will be established to preserve the rural socio-cultural heritage, turning them into tourist attractions. Existing initiatives under the My Beautiful Neighbourhood and the My Beautiful Malaysia programme will be continued to maintain a comfortable living environment and promote hygienic practices.

FELDA and FELCRA are recommended to expand their housing areas either in existing planned villages or nearby areas to accommodate the second generation of settlers. For FELDA and FELCRA settlements in urban fringes, low- and medium-density development is encouraged, with community facilities that can be shared with the surrounding villages, thereby improving the economy of scale.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|--|--|---|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Rural and Regional Development | <ul style="list-style-type: none"> State Economic Planning Units Town and Country Planning Department of Peninsular Malaysia Syarikat Perumahan Negara Berhad | <ul style="list-style-type: none"> Sabah Chief Minister's Department Sabah Ministry of Local Government and Housing Sabah Department of Town and Regional Planning Sabah Economic Development and Investment Authority (SEDIA) Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Federal Land Development Authority | | |



Repairing, painting and beautifying the area around a low-cost housing project in the My Beautiful Neighbourhood Programme (MyBN)
Source: My Beautiful Neighbourhood (MyBN)

IC1.2: Improving Access to Quality Community Facilities

By the year 2040, community facilities need to be upgraded in line with the increase in population and the need to promote a higher quality of life and social wellbeing. The range of facilities should meet the needs of the population by age and ethnic group, including the youth, the elderly and the disabled, with public spaces and public buildings designed to facilitate access to these target groups. Indirectly, provision of full and equitable community facilities can foster a sense of community among local communities while enhancing universal community wellbeing.

Provision of community facilities must be in accordance with the standards set. Among the facilities that need to be emphasised are education and health facilities, especially in rural areas in Sabah and Sarawak and orang asli settlements in Peninsular Malaysia. For planned urban and residential areas, steps should be taken by the relevant agencies to ensure that public facilities are provided and their quality improved. These include health care, education, sports and community facilities in the neighbourhood where the maintenance and management aspects are practised and public participation in the management is encouraged.

Box 5.8 Community Facilities Module

Suitable community facilities should also be located in public focus areas such as:

1. Libraries in shopping complexes and public transport nodes;
2. Child care centres and discussion rooms for adults in commercial areas such as offices, mixed-use developments and high-density residential areas;
3. Sports complexes in school areas to encourage their full-time use; and
4. Sports facilities and parks in parking lots.



Source: AJM Planning and Urban Design Group Sdn. Bhd.

Action IC1.2A

Providing integrated community facilities that meet the needs of the local community in locations that are easily accessible to the public

Community facilities should be easily accessible by ensuring appropriate placement and good accessibility. This includes encouraging the development of an integrated neighbourhood complex or neighbourhood facilities in locations that provide complete, varied and quality facilities with sufficient capacity to accommodate intended users. The main approach is the provision of quality facilities in a community building that can be shared by all levels of society. This in turn will indirectly optimise land use for shared spaces such as for car parks, infrastructure, utilities, lobbies and such.

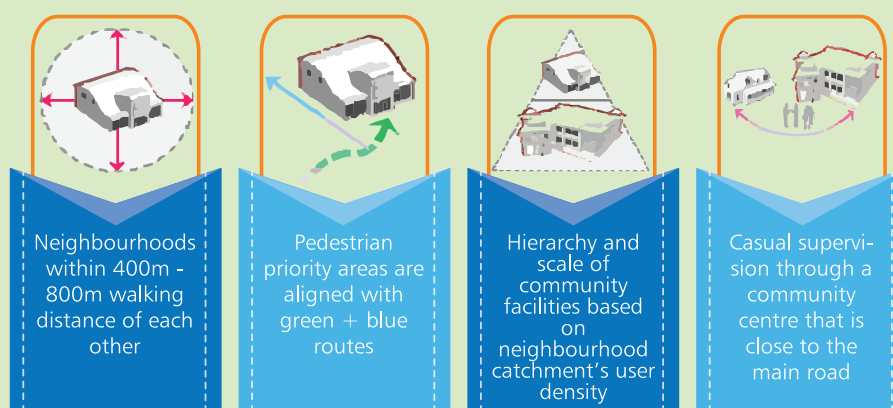
Among the concepts that can be applied is a community hub that encourages co-location or integrated community spaces. A community hub provides multiple spaces within a cluster in the same location or building. This community hub can serve neighbourhood catchments, city areas and urban regions.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Labuan Federal Territory | | Sabah |
|--|---|---|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government Ministry of Rural and Regional Development Ministry of Health Malaysia Ministry of Youth and Sports | <ul style="list-style-type: none"> Town and Country Planning Department of Peninsular Malaysia | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Ministry of Community Development and Consumer Affairs Sabah Department of Town and Regional Planning Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Local Authorities | | |

Box 5.9 Principles of Inclusive Neighbourhood and Community

The main principle in the provision of community facilities is easy access by all community groups. Community facilities should be provided in a variety of local areas and neighbourhoods with good accessibility.



Green routes refer to the existing ecological corridors associated with urban environments such as tree-lined streets, public parks, open spaces, recreational areas and the like. Blue routes refer to bodies of water such as rivers and lakes in the area.

Source: National Physical Plan-3, 2015

Box 5:10 Provision of Community Hub

ELEMENTS AND FUNCTIONS OF COMMUNITY HUB



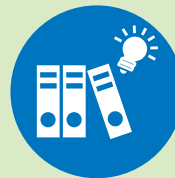
Creating a sense of belonging in the community



Promoting social meetings and interactions



Improving design effectiveness



Library



Multipurpose Community Centre and focus area for community activities



Enhancing return on infrastructure cost for service providers who share public facilities



Sports and Recreation Centre



Youth, Family and Parental Support Services



Maternal and Child Health Services



Information and Communications Technology (ICT) Centre



Cafeteria



Centralised/Local Payment Centre

Source: National Physical Plan-3, 2015

The community hub in Churchill, Australia aims to encourage individuals, organisations and local community groups to jointly improve the quality of community services, as well as support programmes that enhance the active role of the community in the community development planning process. Activities carried out in this community hub include discussions by university student associations, maternal and children's health programmes, adult learning programmes and activities of handicraft associations, information centre and community service counter.



Reading Spaces



Open Spaces



Spaces for Miscellaneous Activities



Festivals and Community Activities



Child Care Centre and Preschool



Enquiries Counter and Multiple Activity Corner

Source: <http://www.e-architect.co.uk/australia/churchill-community-hub>

Box 5:11 Community Hub for Urban and Semi-Urban Regions

Some examples include the high-level community facilities provided at Urban Transformation Centres (UTCs) and Rural Transformation Centres (UTCs).

In line with the Community Transformation Programme, UTCs provide shared government services such as department counters, 1Malaysia Clinics, Royal Malaysia Police kiosks, as well as education, training and job opportunities. RTCs on the other hand maximise the use of existing resources in the effort to foster more viable and competitive rural communities by improving the quality, quantity and marketing of local products.

This is accomplished through skills training initiatives, the setting up of information kiosks on 1Malaysia, high-value agriculture, agro-food processing products and agricultural supply chain management, as well as food safety, pharmaceutical and other services.

HIERARCHY OF COMMUNITY HUB


Source: Third National Physical Plan (NPP-3), 2015

Table 5.2 Provision of Community Facilities According to Needs of Catchments in Study Area

| | Recreation | | | Education | | | Religion | | Health | | | Safety | | Community | | | |
|--|---------------|------------|------------|--------------|---------|-----------|----------|-------|------------------|---------------|----------------------------|--------------|--------|----------------|------------------|---------|----------------|
| | Sports Centre | Urban Park | Local Park | Kindergarten | Primary | Secondary | Mosque | Surau | Childcare Centre | Public Clinic | Hospital/ Private Hospital | Fire Brigade | Police | Community Hall | Community Centre | Library | Recycle Centre |
| LEVEL 1 Within Urban Areas | ✓ | ✓ | | | ✓ | ✓ | ✓ | | | | ✓ | ✓ | ✓ | | | ✓ | |
| LEVEL 2 In Precincts and Neighbourhoods | | | ✓ | ✓ | | | | ✓ | | ✓ | | | | ✓ | ✓ | | ✓ |
| LEVEL 3 Inside Buildings | | | | | | | | ✓ | ✓ | | | | | ✓ | | | ✓ |

Source: National Physical Plan-3, 2015

Action IC1.2B

Designing high-quality, barrier-free, seamless and easy-to-maintain community facilities

The planning and design of buildings that house community facilities should take into account differences in ages and cultural background of members of the community. Easy access, openness and sustainable design are among the key features to consider in the provision of community facilities.

Factors to consider include:

1. Barrier-free design to encourage use by the elderly and persons with disabilities (PWDs);
2. Reduction of management and maintenance costs by using rainwater harvesting system, green roof system, local waste management and alternative energy sources such as solar and such; and
3. Proximity to a park for use as a multi-purpose public space.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|--|--|---|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Health Malaysia Ministry of Education Malaysia Ministry of Women, Family and Community Development | <ul style="list-style-type: none"> State Governments Town and Country Planning Department of Peninsular Malaysia Public Private Partnership Units | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Ministry of Community Development and Consumer Affairs Sabah Department of Town and Regional Planning Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Local Authorities | | |

Action IC1.2C

Promoting cooperation between agencies and developers in the provision of public facilities on reserve lands that are yet to be developed in existing housing

The development of public facilities in sites zoned as residential areas but are yet to be developed, should be encouraged through the public-private partnership model. Local Authorities and the State Government must submit a list of sites zoned to the Land and Mines Director General's Office to facilitate the transfer process to the Federal Land Commissioner and the relevant ministries. The ministries need to plan and coordinate the development of these facilities before further processing can be carried out by the Public Private Partnership Unit of the Prime Minister's Department.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Labuan Federal Territory | | Sabah |
|--|--|---|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Health Malaysia Education Ministry Malaysia Ministry of Women, Family and Community Development Ministry of Urban Wellbeing, Housing and Local Government | <ul style="list-style-type: none"> State Governments Town and Country Planning Department of Peninsular Malaysia Public Private Partnership Units | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Department of Town and Regional Planning Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> State Governments Local Authorities | | |

Action IC1.2D

Improving school facilities and health services level at inland areas

More locations shall be identified for the development of schools in rural areas in order to increase student enrolment, especially in rural and inland areas of Sabah and Sarawak as well as in Orang Asli settlements. Appropriate school facilities such as dormitories as well as transportation and financial assistance should also be provided. Suitable locations should also be identified for the development of health clinics in order to improve the provision of primary health care services among the Orang Asli communities in Peninsular Malaysia and people in the rural and interior areas of Sabah and Sarawak.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|--|--|--|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Rural and Regional Development Education Ministry Malaysia Ministry of Health Malaysia | <ul style="list-style-type: none"> State Development Corporations Department of Orang Asli Development | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Ministry of Rural Development Sabah Department of Town and Regional Planning Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> State Economic Planning Units | | |



Examples of health services in remote areas: a rural clinic in Simpangan (left), and a 1Malaysia Mobile Clinic in Sarawak, which provide free medical services to residents within these areas

Source: <http://www.theborneopost.com/2010/12/10/98-buah-klinik-bergerak-1malaysia-di-sarawak-sedia-rawatan-percuma/>

IC1.3: Enhancing Access to Employment and Economic Spaces

Employment and business opportunities that are close to residential areas bring many benefits to economic, urban and community development. On the economic front, proximity to the workplace allows greater participation by the workforce in economic activities and enhances economic participation rate of residents. Women, retirees, members of the B40 group and the disabled can also participate in the workforce as support workers.

Having workplaces and employment opportunities close to home involves the decentralisation of commercial centres to areas close to residential areas. This can reduce traffic congestion in the city centre, commute times and infrastructure costs and control rampant increases in land values. City centres will develop in a sustainable manner with more space available for green areas and areas for social interaction. In the same way, locating small business centres in rural areas will provide employment opportunities and reduce rural-urban migration.

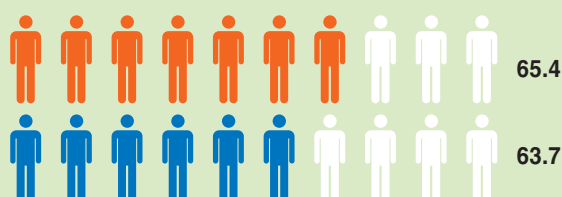
Business centres in urban fringes and rural areas will provide equitable employment opportunities to all community groups. Several measures need to be implemented, including improving public transport infrastructure and networks to these business centres, which in turn need supporting facilities to make them vibrant business areas.

Box 5:12 Malaysian Labour Force Participation Rate (%) and Unemployment Rate (%)

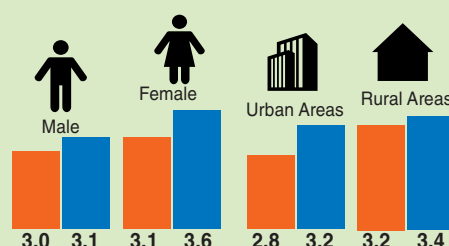
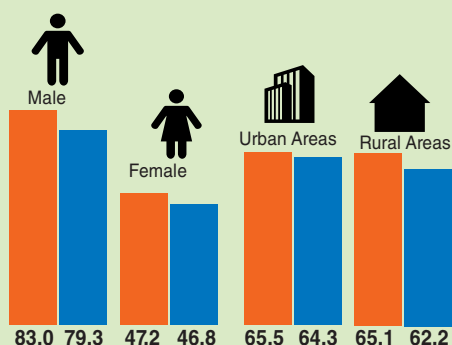
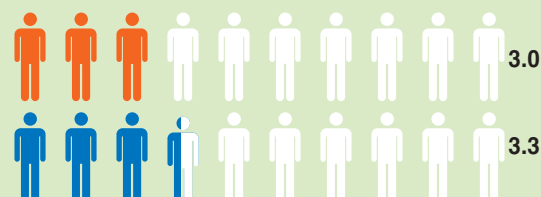
Total labour force participation is declining while the unemployment rate rose in year 2010 compared to 10 years ago. Distance to workplaces and employment opportunities plays a crucial role in ensuring equitable access for communities in rural and urban areas.



Total Labour Force Participation Rate (%)



Unemployment Rate (%)



Source: Labour Force Survey Report, 2013, Department of Statistics

Action IC1.3A

Developing skills training centres and colleges in the neighbourhood to improve access to skills training opportunities

Institutional activities in residential areas are encouraged to improve residents' access to skills training and tertiary education opportunities, especially for women and members of the B40 group. Commercial areas near residential areas could possibly host such training centres, for which purpose specific guidelines on the use of commercial buildings should be provided.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|--|--|--|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government Education Ministry Malaysia | <ul style="list-style-type: none"> Town and Country Planning Department of Peninsular Malaysia Majlis Amanah Rakyat Amanah Ikhtiar Malaysia | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Ministry of Resource Development and Information Technology Sabah Department of Town and Regional Planning Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Local Authorities Vocational Institutions | | |

Action IC1.3B

Encouraging public participation in an effort to improve the quality of life of the poor and vulnerable

Residents' associations and non-governmental organisations are encouraged to be more active in helping to provide support to poor households and vulnerable groups including the elderly. Childcare centres and homes for the elderly, tuition centres and health and financial counselling centres should be promoted and managed by these bodies in collaboration with local-level departments and agencies.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|--|---|--|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government Ministry of Federal Territories | <ul style="list-style-type: none"> Village Development and Security Committees District Offices and other district-level departments Residents' Associations Non-governmental Organisations | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Department of Town and Regional Planning Local Authorities Residents' Associations Non-governmental Organisations |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Local Authorities Residents' Associations Non-governmental Organisations | | |

Box 5.13 Example of Integrated Development: Yishun Mel Station, Singapore

The underground Northpoint Link will connect the Yishun MRT station and bus interchange stations in the integrated Northpoint City development via the Northpoint Shopping Centre. Business activities will operate throughout the air-conditioned underground route. The public transport transit centre is integrated with Northpoint City which comprises residential and commercial areas, the Yishun Mel integrated transport hub, community clubs, plazas, community parks and food outlets.

Integration of functions between shopping centres and existing housing estates



Dynamic development connecting transit, commercial centres, public facilities and residential areas



Opening of Singapore's first community club inside a shopping centre



Sumber: Master Plan North Region, Urban Redevelopment Authority, 2014

Action IC1.3C

Creating employment centres near Public Transport Transit Centres

Areas adjacent to transportation nodes or public transport transit centres can be turned into employment centres, especially for transit centres outside the city centre and local centres. Redevelopment opportunity of such areas is encouraged, but it must conform to existing infrastructure capacity and its scale must take into account the existing surroundings. Creating an employment centre in a transit centre is part of the concept of Transit Oriented Development (TOD), and proposed activities should be catalytic in order to improve the quality and value of the area. Such an employment centre can also be integrated with other facilities such as educational institutions and schools, as well as sports, health and community centres.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|--|---|---|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government Ministry of Federal Territories | <ul style="list-style-type: none"> Town and Country Planning Department of Peninsular Malaysia State Public Transport Commission Prasarana Malaysia Berhad | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Ministry of Community Development and Consumer Affairs Sabah Department of Town and Regional Planning Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Mass Rapid Transit Corp Local Authorities | | |

Action IC1.3D

Integrating commercial clusters in affordable housing areas outside the city centre into a local business and employment centre

In accordance with the need to provide workspaces near living quarters, business centres in urban residential zones and highly potential small town have the possibility to be converted into business and services centres. Such business and work activities should not be in conflict with existing residential areas, and should promote business and employment activities that support activities in major urban and local centres. Mixed developments combining offices, business and public spaces for recreation in such areas present an additional location for traders, as well as expanding the live-work-play options for people living nearby.

This will indirectly increase employment options, access to quality facilities and help residents reduce their commute time. The commercial clusters should have good infrastructure, access and linkages with surrounding areas. Having specific functions that promote orderly growth would also strengthen their position. In addition, small community-based enterprises including those making handicrafts and snacks should be encouraged as a means of boosting the local produce.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|---|---|--|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> State Governments | <ul style="list-style-type: none"> Town and Country Planning Department of Peninsular Malaysia | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Ministry of Rural Development Sabah Department of Town and Regional Planning Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Local Authorities | | |

IC2

Liveable Community Environment

A liveable and cohesive community aims to foster a progressive and caring community that is active in the local and national development agenda

Incorporating elements of community liveability and cohesion aims to make public, cultural and local heritage spaces the pulse of a community. It strengthens the sense of belonging and unity among community members based on a shared identity, heritage and culture. Placemaking is a process that involves enhancing an area's utility and urban design as well as the creation of a local identity. This process fosters relationships between communities and the environment through focusing on the creation of a quality environment. Public spaces such as parks, beach fringes, plazas, neighbourhood centres, public walkways, public markets, public buildings and other public areas are among focal areas which may be selected to represent an area's identity. Local heritage and cultural areas may also be selected as focal points, becoming sources of pride for the local community. Placemaking incorporates shared values to enhance community capacities and foster collaboration across sectors, a factor that is vital in building resilient cities and progressive communities.

A thriving area has a direct impact on the ability of communities to address social challenges. In addition to ensuring the comfort and well-being of the community, placemaking helps promote an area's physical and economic health arising from the active involvement of the community in establishing the functions of an area.

Box 5:14 Focus of Human Movements

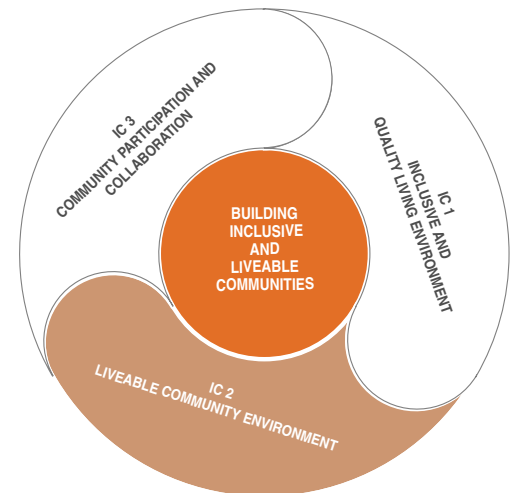
Fostering a progressive, caring and active community through various efforts and initiatives that generate innovative and effective solutions in order to simultaneously achieve the desired results.



Creating heritage and culture oriented areas can generate new economic activities such as art city, creative city, culture city and etc. Such activities can bring a fresh lease of life into abandoned and dilapidated towns as well as enhancing the competitiveness of an area. Placemaking elements should be emphasised in the effort to enhance the resiliency of the nation, just as an area's resilience could make it attractive to investors. A community's resilience is improved by the presence of comprehensive infrastructure, which in turn improves the community's disaster preparedness. A progressive and caring community should take advantage of the investments to seek better outcomes.

Promoting resilience should be a community-based process and not just a strategy implemented by the government. The local community should play a more active role in the implementation of measures that will ensure continued improvements to its environmental quality. Community involvement in placemaking is necessary to foster a spirit of cooperation and cohesiveness in the community, and will build strong social capital for the long term.

A community's basic needs should include a quality neighbourhood that is comfortable, safe and easily accessible to the local community, whether in urban centres or rural areas. The needs of the target groups should also be considered so that inclusive elements will be strengthened in an effort to become an equitable society.



STRATEGIC DIRECTION IC2 LIVEABLE COMMUNITY ENVIRONMENT

IC2.1

**Turning Public Spaces
Into Active Integrated
Community Spaces**

IC2.2

**Promoting Culture and
Heritage**

IC2.3

**Creating a Safe
Environment**

IC2.4

**Mainstreaming Healthy
and Clean Lifestyle**

IC2.1: Turning Public Spaces into Active Integrated Community Spaces

Placemaking and fostering a sense of belonging are made easier if public spaces are turned into living spaces for daily activities. Placemaking can be carried out in housing areas and old towns by introducing new activities and attractions suitable for young people and local communities. Placemaking in old areas can breathe new life and bring joy besides helping to revive livelihood and work activities in increasingly backward areas. Vacant and abandoned plots of land and spaces can be developed into new attractions including mixed housing, office blocks, hotels and business complexes supported by cafes, restaurants and recreational and entertainment centres to liven up the atmosphere.

These often neglected areas have the potential to be transformed into small parks with seatings or squares for the purpose of relaxation and socialising, while alleys can be used as business spaces, art exhibitions and such. The uses of public spaces such as beaches, river fringes, plazas, markets and the like can be expanded, not only for the purpose of establishing an identity but also for income-generating activities for the local community. Old buildings can also be restored or retrofitted by retaining the original architecture and infusing modern elements. Renovation of old buildings into boutique hotels, restaurants, entertainment and recreation centres, boutiques and exclusive shops can bring a fresh lease of life into old towns.

Such methods have been applied in Kuala Lumpur, Melaka and Penang. They include the Central Market and the Majestic Hotel in Kuala Lumpur, Heritage Hotel 1926 and E&O Hotel in Penang, while in Shah Alam and Penang, back alleys are used by young artists to display their works.

Box 5:15 Cultural Mapping Components



Placemaking through the creation of small parks and pocket gardens facing the street as places to relax and socialise.



Street decorations bring cheer to local residents who use the walkways every day.



Flea markets organised by the local community association can supplement local residents' incomes.

Source: Malaysian Wellbeing Report, 2013

In implementing this Strategic Direction, existing buildings and public areas with the potential to be turned into living spaces, particularly in helping to boost the local economy and promote their use by local communities, need to be identified. The communities should be encouraged to be involved in identifying and ensuring the success of these public spaces as new focus areas that create new economic opportunities and benefit local residents. Residents' associations are encouraged to implement these programmes, holding events in public focus areas.

The areas that host such events must have supporting infrastructure such as electricity and water supply, public toilets and car parks. Placemaking that fosters community cohesion can also be implemented through increased emphasis on existing focus areas. Bus stations can be enhanced further by integrating their public transport node function with other activities such as shopping complexes, local payment centres and so on. Puduraya; Kuala Lumpur's old central bus station, has been upgraded into a modern air-conditioned terminal that houses an Urban Transformation Centre while retaining its existing function as a transit centre for inter-urban buses. Efforts to upgrade existing focus points into new attractions should be continued, particularly in the small towns that are attracting lower traffic volume as new highways bypass them.

The opportunity to inject new life into these small towns is wide open with the railway increasingly becoming an alternative mode of public transport in the country. Train stations now have the potential to be enhanced and integrated with the activities of other attractions to create interesting focal points. Restaurants that were popular in the old railway stations in the country can be revived and restyled to attract young people and tourists.

Box 5:16 Examples of Public Space Concept in Cyberjaya

The Industrial Zone in Cyberjaya integrates various components including commercial areas, offices, R&D hub and a park for recreational and outdoor activities.



The Tech Zone, which houses the technology, digital shopping mall and commercial areas and offices, is equipped with smart technology. Low-scale commercial areas such as kiosks all along the walkway are connected to small pockets for outdoor activities.

Mixed developments such as offices, commercial areas, shopping malls, convention centres, recreational areas, cultural centres, hotels, government offices and institutions improve accessibility to the community.



Sources: AJM Planning and Urban Design Group Sdn. Bhd.

Action IC2.1A

Identifying buildings and public spaces with functions that can be enhanced into new focus areas and attractions

Public spaces with the potential to be focus areas should be identified for improvement. This includes beautifying the area, expanding the activity area and diversifying the activities carried out in public spaces. Open spaces, recreational parks, coastal fringes, plazas, arenas, public roads, public markets and buildings such as museums, craft complexes and bazaars are some of the public areas that can be enhanced to become the focus of public activities.

New attractions should be developed in vacant spaces and lots in residential areas as well as old towns. Development of new attractions may also be affected through redevelopment of the less developed, dilapidated and dirty areas. A place can be made attractive through various forms and activities such as transport nodes, shopping malls, entertainment and recreational activities, fields and urban parks, which can become landmarks and represent the identity of a city or area.

To complement these new attractions, public transport links must be provided to make them more easily accessible and viable, while connectivity to other places should be provided along pedestrian walkways supported by strategically located road signage and indicators. Placemaking requires a strong commitment from implementing agencies and should involve the local community. Such cooperation could more easily foster a sense of belonging and cohesion in a multi-ethnic community.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|--|--|--|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government Ministry of Federal Territories | <ul style="list-style-type: none"> Town and Country Planning Department of Peninsular Malaysia Village Development and Security Committees | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Department of Town and Regional Planning Local Authorities Non-governmental Organisations Residents' Associations |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Local Authorities Residents' Associations Non-governmental Organisations | | |

Box 5.17 Example of New Attraction in Shah Alam

Back alleys that have been cleaned are turned into venues for the visual and performing arts, with the cooperation of local tertiary institutions



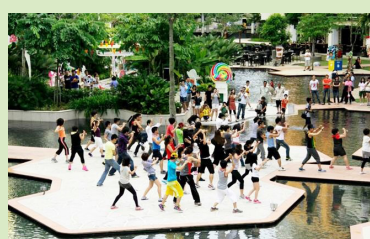
Source: www.flickr.com

Action IC2.1B

Encouraging public involvement in community activities through physical renewal and activities

The local community, including non-governmental organisations and residents' associations, are encouraged to organize activities in public focus areas for people of all ages and races. These include beautification and improvement activities, as well as event organisation. Existing focus area can be enhanced to provide identity to a place. This may involve physical upgrading and renewal as well as the holding of activities of interest to many residents.

Box 5:18 Examples of Activities and Attractions in Public Areas



Activities in Setia Walk, Puchong



Activities in Jalan Tuanku Abdul Rahman, Kuala Lumpur



Activities in the Battery Factory, Johor

Sources: www.flickr.com

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|--|--|--|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government Ministry of Federal Territories | <ul style="list-style-type: none"> Town and Country Planning Department of Peninsular Malaysia Village Development and Security Committees | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Department of Town and Regional Planning Local Authorities Non-governmental Organisations Residents' Associations |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Local Authorities Residents' Associations Non-governmental Organisations | | |

Action IC2.1C

Providing support facilities, public transportation systems and access in public areas and new attractions

For small and narrow areas, easy and convenient access such as user-friendly pedestrian paths connecting public focus areas to parking and public transport stations should be provided. Public facilities in the focus area should be adequate, of good quality, easy to access and user-friendly to the disabled, elderly and children. A high level of accessibility to recreational areas, community facilities, houses of worship and religious sites should be emphasised through the provision of footpaths of appropriate sizes and surface designs. In addition, the new attractions need to have continuity and good connections with surrounding areas besides having effective and user-friendly signposting.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|--|--|--|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government Ministry of Federal Territories | <ul style="list-style-type: none"> Town and Country Planning Department of Peninsular Malaysia Village Development and Security Committees | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Department of Town and Regional Planning Local Authorities Non-governmental Organisations Residents' Associations |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Local Authorities Residents' Associations Non-governmental Organisations | | |

Action IC2.1D

Enhancing the size and quality of open spaces and recreational parks as the pulse of a healthy society

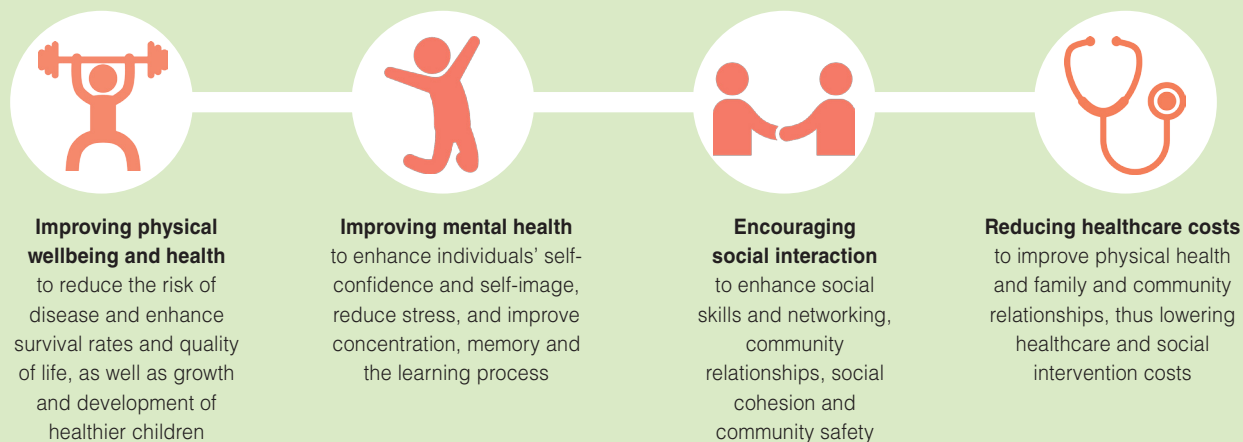
Open spaces and recreational parks that do not have adequate facilities are mainly located in smaller residential areas, and need to be upgraded in collaboration with the local community. Upgrading of public open spaces and recreational areas should involve new areas of study such as providing hierarchically coordinated open and recreational spaces for quality improvement. Small open spaces and recreational areas should be coordinated with parks of higher hierarchy to enhance their shared use.

Easy access to the areas is one of the main criteria in establishing a recreational park as a community focus. Public sector involvement may be established through the Adopt-a-Park programme for the renovation, maintenance and improvement of neighbourhood parks, recreational parks and green streets, thus helping to make them cleaner and

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|---|--|--|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government | <ul style="list-style-type: none"> Town and Country Planning Department of Peninsular Malaysia National Landscape Department | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Department of Town and Regional Planning Local Authorities Residents' Associations |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Local Authorities | | |

Box 5.19 Benefits of Active Participation in Sports and Physical Activities



Source: National Physical Plan-3, 2015

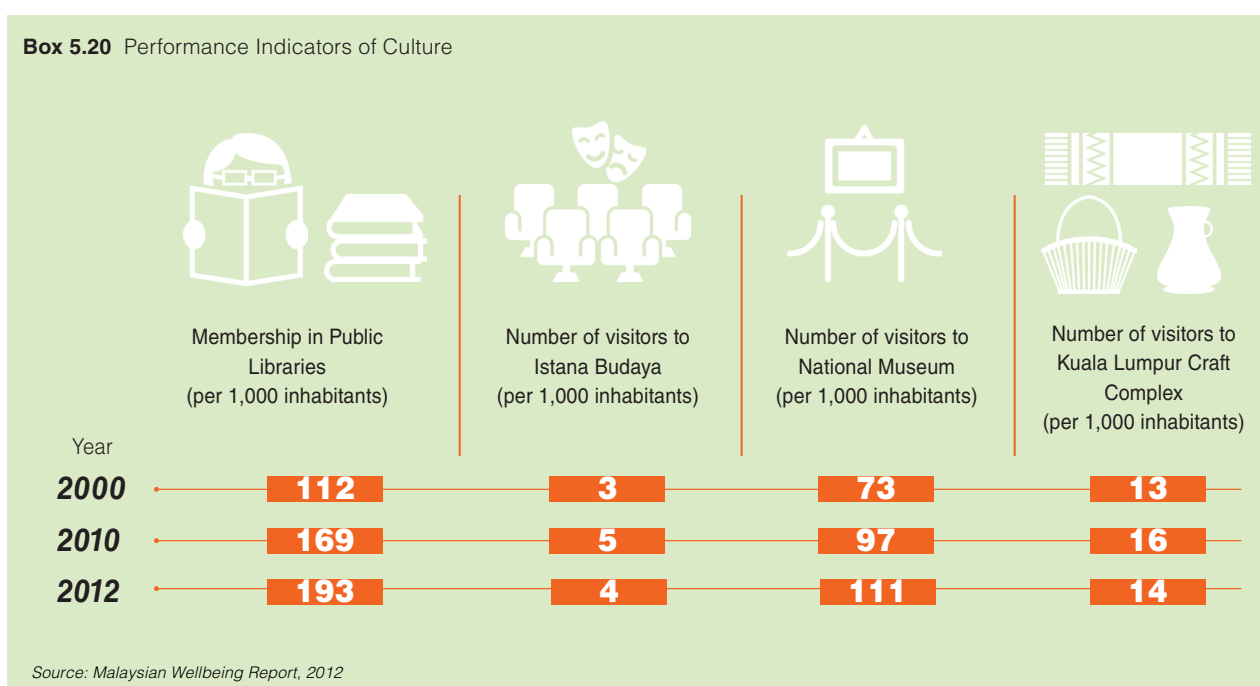
IC2.2: Promoting Culture and Heritage

Strengthening local culture by preserving and highlighting local heritage elements can foster a sense of belonging and community cohesion. The local culture or the culture of a community, such as historic sites, buildings with unique architecture and cultural activity centres, may give an identity to the area. Culture has the potential to spur economic activity as it can be shaped into creative activities to generate the economy. Various cities in the world use their own unique cultural elements to provide an identity in support of arts and creativity-related economic activities. Examples include Shanghai, China which is known as the City of Design; Bologna, Italy as the City of Music; Lyon, France as a City of Media Arts; and Santa Fe, USA as a City of Folk Arts and Crafts. A unique culture can add interest to an area and attract tourists and investors.

In Malaysia, cultural elements are seldom highlighted despite the growing public interest in culture. The cultural component in the Malaysian Index of People's Wellbeing has improved by 20.3 points from 2000 to 2012, although some sub-components show a mixed performance. The number of visitors to Istana Budaya (Palace of Culture) and the Kuala Lumpur Craft Complex declined in 2012 after an increase in 2010.

In the future, culture must be seen in a wider context, and its achievement indicators should include more than the number of visitors to public libraries, Istana Budaya, museums and the Kuala Lumpur Craft Complex. Culture should encompass arts-related activities, heritage preservation works, the provision of venues for activities related to the arts, heritage and literature, and the number of culture activists, artisans and experts skilled in the arts and culture. Culture needs to be strengthened to such an extent that the arts and creative industry will become a robust economic sector.

Box 5.20 Performance Indicators of Culture



To reinforce the importance of culture and foster a sense of belonging in the community, arts, crafts and heritage elements that can be used to promote identity, attract tourists and spur the creative industry should be highlighted in the urban areas, villages and neighbourhoods. Malaysia is rich in various types of cultural heritage, arts and crafts that can be empowered and developed to assume the image and identity of a place. For example, batik making has been commercialised and is synonymous with the states of Kelantan and Terengganu. Wood, silver and gold handicrafts as well as the weaving and embroidery arts could also forge a strong identity in some cities. In addition, the architectural and historical heritage should also be fully empowered. Efforts to introduce the architectural and historical heritage must be revamped to attract the attention of young people, tourists and investors. In line with these efforts, the process of cultural mapping has begun, sketching the historic sites, the area's arts and cultural activities as well as linking with the cultural background of culture activists and artisans, as well as artefacts and other relevant elements.

Cultural mapping should be followed by the preparation and improvement of public places that empower cultural activities to enhance awareness of culture in the community as well as making them part of the local identity and attractions where appropriate. There should be more public libraries, museums, craft complexes, art galleries and cultural complexes in the appropriate urban centres. The public areas could also hold receptions, festivals as well as cultural and art carnivals and concerts. Existing public spaces such as open spaces, squares, plazas and promenades can also be used for a variety of arts and cultural activities.

Efforts to enhance the importance of culture should be accompanied by the holding of more and diverse cultural, arts and creative activities, facilitating its transformation into a cluster that can then be expanded into an industry. Unique historical or architectural heritage elements can also be enhanced by increasing the number of related downstream activities which can then become part of the tourism cluster. Strengthening culture through a diversification of cultural, arts and creative activities could open up job opportunities for many young people and low-income earners.

Box 5:21 Components of Cultural Mapping

Examples of Community Strategic Plan to identify heritage, culture-oriented businesses and cultural support activities, and community groups that contribute to the quality of life and well-being of the community.

CULTURAL RESOURCES



Source: Processed from <http://stthomas.ca/content/cultural-mapping-project>

Action IC2.2A

Highlighting the unique features as an identity of urban, rural and local areas through the Cultural Mapping process

Local culture should be more widely manifested and not limited to several states or regions only, and should have a strong identity so as to make it an attraction that spurs the local economy. Most major cities in these states also have a strong image and identity, and these efforts should be extended to other cities and regions.

Heritage elements such as crafts, dance, food and architecture should be highlighted as representing the area's identity and image. The State Government should activate government and non-governmental heritage bodies so that these initiatives can be implemented in collaboration with the Ministry of Tourism and Culture Malaysia. Manifestations of local culture should start with the Cultural Mapping of historical, arts, cultural and traditional heritage elements besides linking it with artisans, culture activists and artists in the local community.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|---|--|---|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Tourism and Culture Malaysia | <ul style="list-style-type: none"> State Economic Planning Units Malaysian Handicraft Development Corporation Town and Country Planning Department of Peninsular Malaysia | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Ministry of Tourism, Culture and Environment Sabah Department of Town and Regional Planning Sabah Department of Museum Sabah State Cultural Board Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> State Governments Local Authorities Department of National Heritage | | |

Action IC2.2B

Providing public zone or area for hosting cultural and arts festivals

Major cities are encouraged to provide more facilities for cultural activities such as cultural complexes, plazas, arenas and squares for hosting arts and cultural festivals. In addition, existing museums need to be integrated with other contemporary activities such as art exhibitions and cultural performances in order to attract the younger generation.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|--|---|---|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government Ministry of Tourism and Culture Malaysia Ministry of Federal Territories | <ul style="list-style-type: none"> State Economic Planning Units | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Ministry of Tourism, Culture and Environment Sabah Department of Town and Regional Planning Sabah State Cultural Board Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> State Governments Local Authorities Department of National Heritage | | |

Action IC2.2C

Injecting and increasing the diversity of attractions in cultural and heritage preservation efforts

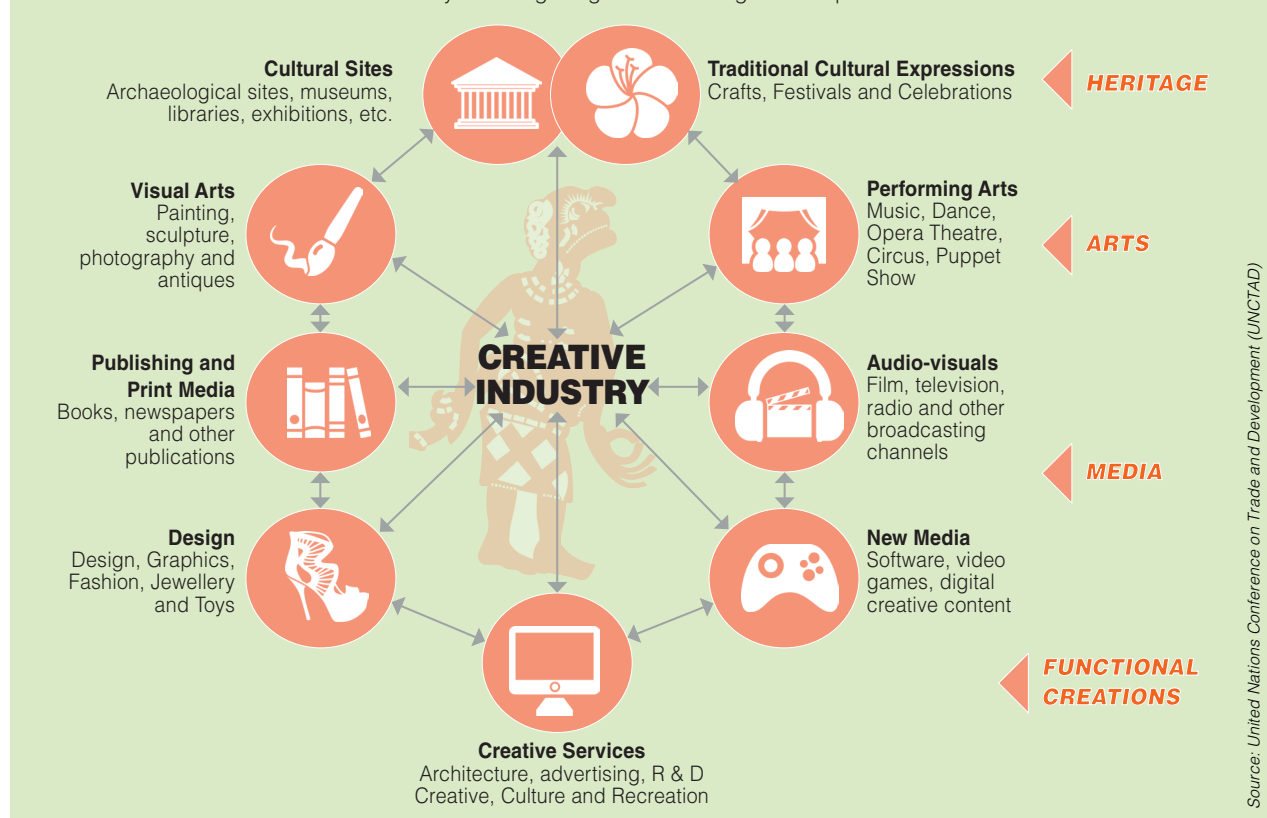
Urban, rural and neighbourhood centres are encouraged to forge their own image and identity that is limited not just to culture and heritage but extends to other unique identity and image elements, such as a specific economic activity that could attract outside visitors. The nation's creative industry as a whole needs to be strengthened with creativity and innovation through the production of quality products that also promote the cultural heritage.

Culture should also be nurtured as one of the economic attractions and part of the economic clusters that provide employment opportunities for the locals including the low-income earners. The creative, arts and heritage industry should be expanded by diversifying into downstream activities.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|--|--|---|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government Ministry of Tourism and Culture Malaysia Ministry of Federal Territories | <ul style="list-style-type: none"> Town and Country Planning Department of Peninsular Malaysia State Economic Planning Units | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Ministry of Tourism, Culture and Environment Sabah Department of Town and Regional Planning Sabah Department of Museum Sabah State Cultural Board Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> State Governments Local Authorities Department of National Heritage | | |

Box 5:22 Dimensions of Creative Industry Involving Tangible and Intangible Components



IC2.3: Creating a Safe Environment

With rapid urbanisation in the existing urban centres and small settlements throughout the country, a safe environment will enhance the liveability and convince communities to live and carry out their daily activities. In the urban context, safety can be assessed from various aspects including personal security, physical and natural security, as well as digital and infrastructure security. All three aspects play an important role in determining the level of security of cities and settlements. They also help people in their choice of residence, work and commerce as well as help convince investors to invest in the country.

Personal safety, including safety from crime and violence, is the main measure in assessing the safety of a city. It highlights the role and cooperation of the police and the public in addressing this issue, whereby the level of personal safety is measured by the relative incidence of crime or violence.

Physical security is the freedom from natural disasters, which have a major impact on the safety of local residents. Malaysians face natural disasters such as floods, landslides, earthquakes, tsunamis, storms and typhoons, fires and epidemics. Physical safety precautions involve monitoring and control of planning and development.

Digital and infrastructure safety is one factor taken into account by most cities globally. The quality of infrastructure including good roads, a safe transportation system and quality infrastructure that does not compromise safety; plays an important role in ensuring people's safety. In the current urbanisation context, digital security is seen as an important aspect in curbing identity theft, financial fraud, attacks on web sites and such. Tokyo and Singapore, the two most digitally secure cities, stress the importance of enhanced digital security to protect the public, the business, banking and trade sectors. In moving towards a secure and safe environment, a holistic and integrated approach is required. The involvement of various sectors of the various levels of government is needed to address all three aspects of security in the country.

Box 5:23 Safety Aspects

Differences in the various aspects of safety help communities in developing crime prevention strategies that focus on creating safe areas for the holding of community-based activities as well as getting the support and cooperation of the relevant parties to ensure a more secure quality of life.

PERSONAL SAFETY



PHYSICAL SECURITY



DIGITAL AND INFRASTRUCTURE SECURITY



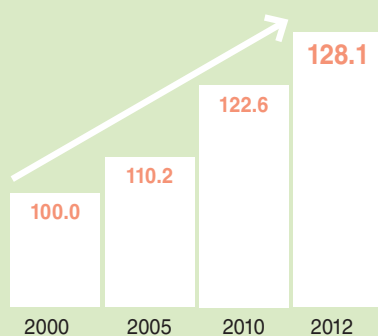
Source: National Physical Plan-3, 2015

Box 5:24 Public Safety Index

The index has improved due to the concerted efforts undertaken to reduce the crime and road accident rates. The index improved from 100 points in the year 2000 to 128.1 points by 2012. Initiatives to enhance public safety include those under the Crime Reduction National Key Results Area (NKRA) in 2009.

Public Safety Index Performance of Components

The Public Safety Governance Index Shows an improvement of 28.1 points from 2000 to 2012



Source: Malaysian Wellbeing Report, 2013

Public Safety Index, Performance of Indicators



32.3 Road Accidents

1.2% Reduction in Road Accidents



18.9 Crime Rate

2.1% Reduction in Crime Rate

Source: Malaysian Wellbeing Report, 2013

Targets of 11th Malaysia Plan



TARGET 1

Improve Malaysia's ranking in the World Justice Project Rule of Law for the public security and public order sub-index from 12th in 2014 to 10th safest country in 2020



TARGET 2

Reduce recidivist rate from 8.1% in 2014 to 5% in 2020 and improve drug addict rate from 37.5% to 35%



TARGET 3

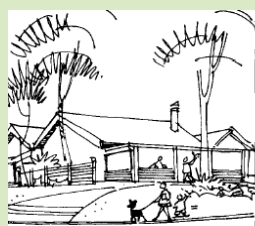
Increase security perception from 39% in 2014 to 60% in 2020



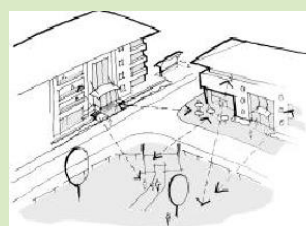
TARGET 4

Reduce crime index by 5% each year

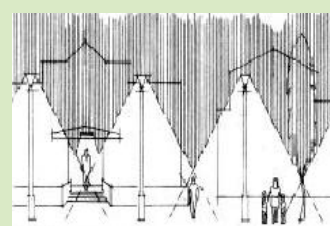
Safe City Design



Developments facing the street



Development facing open space / adjacent development



Lighting from various angles provides consistent lighting levels

Source: AJM Planning and Urban Design Group Sdn. Bhd.

Action IC2.3A

Preventing urban crime by strengthening the Safe City Programme and integrating it by adopting the principles of Crime Prevention Through the Environmental Design (CPTED)

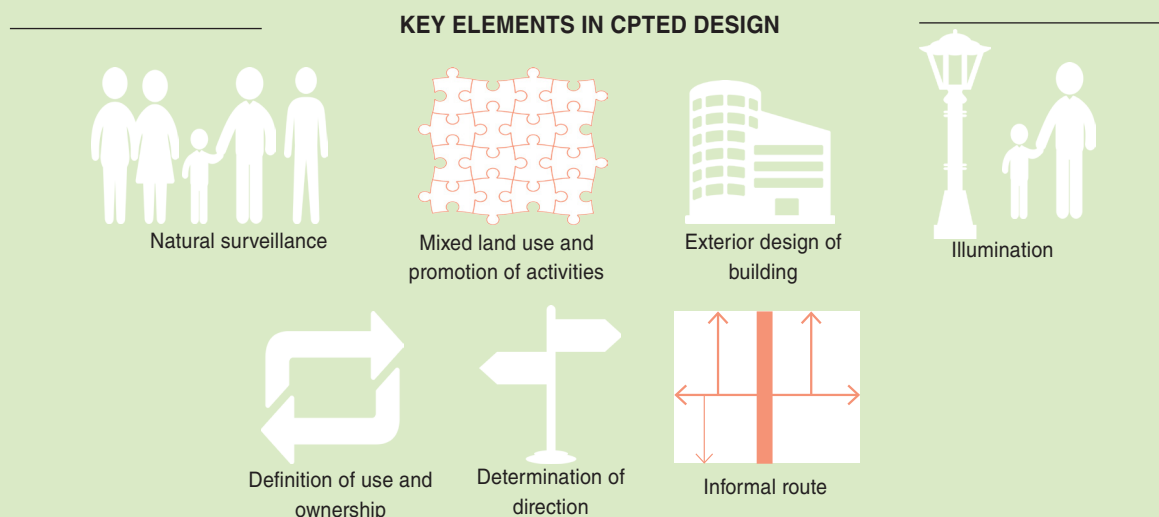
The Safe City Programme in Malaysia aims to create environmentally safer urban environments and as an initiative for the prevention of crime. This programme can ensure that a city can reduce its crime rate. Three (3) main strategies have been identified:

1. Designing a secure physical environment;
2. Managing the community participation and public awareness; and
3. Empowering the target area.

Under these three (3) strategies, urgent measures such as improving the lighting, installation of CCTV, separation of pedestrian and motorised routes and installing safety mirrors, ensure the safety of pedestrians and residents especially at night.

Box 5:25 Key elements in the CPTED Design

CPTED: Principles and guidelines that emphasise effective design and its use in the built environment can lead to a reduction in crime and fear of crime, resulting in an improved quality of life.



Source: Third National Physical Plan (NPP-3), 2015

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|---|---|--|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government Ministry of Home Affairs | <ul style="list-style-type: none"> Royal Malaysian Police Professional Institutions | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Department of Town and Regional Planning Local Authorities Residents' Associations |
| Implementing Agency | | |
| <ul style="list-style-type: none"> State Governments Local Authorities Residents' Associations | | |

Action IC2.3B

Stepping up the Safe Neighbourhood Improvement Area Plan for residential areas or dilapidated and old urban areas

Identify neighbourhoods in dilapidated urban areas or old towns with the potential to become unsafe areas. Efforts to repair and upgrade these areas will give them a new lease of life, making them safer. The work includes upgrading of public areas and support facilities, as well as repair of roads, sewers and other infrastructure.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|---|---|---|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government Ministry of Home Affairs | <ul style="list-style-type: none"> Town and Country Planning Department of Peninsular Malaysia Technical Agencies -- Sewerage Services Department, Public Works Department, Land Public Transport Commission Private Developers Land Owners | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Department of Town and Regional Planning Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> State Governments Local Authorities | | |

Action IC2.3C

Using smart technology systems to promote public safety as well as urban and rural resilience

A smart technology surveillance system can promote public safety and resilience of a rural or urban area by more efficiently and comprehensively monitoring the security situation. This smart technology can also be used to build an information system that monitors infrastructure assets and public facilities in urban areas, with the database showing the life expectancy and quality of infrastructure, buildings and security facilities. This would ensure better security over the long term.

Box 5.26 Smart Community @ Kemaman

The Smart Community initiative was introduced in Kemaman, Terengganu. The main objective is to increase the quality of life socio-economy of local communities through the ICT platform as well as easy and effective access to information.

Among the *Flagship* projects implemented are:

- The Flood Management System
- Hackathon
- Kemaman Open Innovation Lab (KOIL)
- 'Malaysia's Flood Warrior' documentary
- 1Malaysia Internet Centre
- Lifelong Learning

LEGO Education Programme helps to enhance understanding and strong basis in mathematics, design and ICT through hands-on experience and approaches. The 1Malaysia Internet Centre shall provide broadband access in Kemaman for the formation of a smart community.



Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|---|--|--|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government | <ul style="list-style-type: none"> Technical Agencies -- Public Works Department, Water Supply Department, Tenaga Nasional Berhad | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Ministry of Resource Development and Information Technology Sabah Department of Town and Regional Planning Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Local Authorities | | |

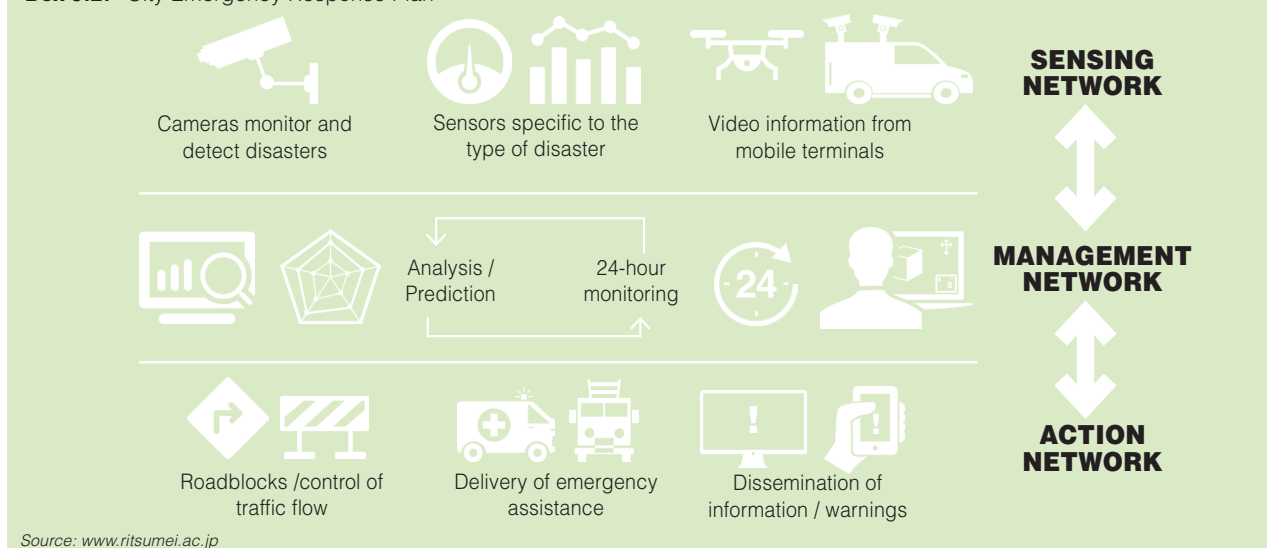
Action IC2.3D

Preparing an Urban Emergency Plan and establishing an Emergency Operations Centre to handle natural disasters and security threats in cities, towns and vulnerable areas

Cities and towns should prepare an emergency plan to enable them to handle emergency situations and train local staff and community members to deal with any expected natural disaster. Buildings that can serve as emergency operation centres in times of natural disasters and security threats should be identified. These centres will act as coordination and communication centres in the event of a major emergency or disaster that can significantly disrupt urban centres. These Emergency Operation Centres shall function as the main communication and coordination centre when disaster strikes that will give significant affects on the towns and centres.

Emergency response teams should be so structured that the various agencies involved in emergency response can work together and be easily coordinated so as to efficiently and effectively manage the disaster. Forming a resilient community in this cooperation will be the main pillar in ensuring effective implementation in emergency situations in vulnerable areas. This bottom up approach shall go through multiple discussion sessions with the community to expose them and allow them to be more responsive in the face of emergencies. Collaboration with community institutions and organizations is needed in initiating and making full use of existing resources, including preparing access to technology and services to ensure Urban Emergency Plan initiative a success in the community.

Box 5:27 City Emergency Response Plan



Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|--|--|--|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government | <ul style="list-style-type: none"> Health Department Town and Country Planning Department of Peninsular Malaysia Royal Malaysian Police | <ul style="list-style-type: none"> Eastern Sabah Security Command (ESSCOM) Sabah Ministry of Local Government and Housing National Security Council Sabah Department of Town and Regional Planning Prime Minister Department Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Fire and Rescue Department of Malaysia National Security Council Local Authorities | | |

IC2.4: Mainstreaming Healthy and Clean Lifestyle

A clean environment and healthy communities are significant milestones towards a better quality of life and liveability, directly enhancing investor confidence and boosting the country's competitiveness. A clean environment and a healthy community do not just mean freedom from disease but also a state of perfect physical, mental and social wellbeing. This can be achieved through the provision of quality healthcare facilities and infrastructure that are adequate, complete and easily accessible and through heightened public awareness of the importance of health. Recreational facilities to promote healthy activities in the community will also be provided.

By the year 2040, the focus will be on improving access to quality healthcare especially for target groups lacking access to services. Cooperation among the public and private sectors as well as non-governmental organisations will be intensified in order to raise awareness of the importance of taking care of one's health and hygiene. Access to open spaces will also be enhanced in addition to improving the quality of existing facilities to make them more relevant to the needs of the current generation. The cleanliness of the environment and its effect on health will be addressed, including with efforts to develop and rehabilitate backward, dirty and neglected areas.

Box 5:28 'Community in Bloom' Programme in Singapore

Community participation in gardening projects on private properties, schools or public parks outside hospitals. These gardens are run by local residents, students, civil servants and volunteers from each area. The Adopt-a-Park and Park Watch programmes provide opportunities for volunteers to get involved in community activities such as guided walks and arts and cultural performances in the recreational park.



Creation of mini parks and pocket gardens run by local residents



Arts and cultural performances held occasionally in recreational parks



An opportunity for communities to participate in the greening of open spaces

Source: www.mnd.gov.sg

Action IC2.4A

Encouraging efforts to reduce urban air pollution

According to the World Health Organization (WHO), 3.7 million deaths in year 2012 were caused by deteriorating air quality that did not meet the guidelines. Factors that exacerbate air pollution include open burning, high dependence on fossil fuels, private vehicle use, energy-inefficient buildings and use of bio-mass. Efforts to improve air quality to reduce the risk to public health will be by means of a number of mitigation measures recommended by the WHO. These include promoting active transport and giving priority to the provision of public transport infrastructure in the city, as well as facilities for safe and comfortable cycling and walking in urban areas. In addition, carbon emissions from vehicles could be reduced by introducing higher air quality standards.

Smart planning and compact development in urban areas that encourage walking will also benefit the existing resources and people in the establishment of a clean and healthy environment. More specific actions include proximity planning where neighbourhood planning integrates housing with basic services in order to reduce travel distance in daily activities, and locating these services around public transport transit nodes in the city and city fringes. Indoor air quality can also be improved through more efficient and sustainable building design. More efficient insulation and natural ventilation can also reduce energy consumption and control the temperature and air quality in the building. These mitigation measures will indirectly help to create a clean environment and improve public health.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|---|---|--|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Health Malaysia Ministry of Urban Wellbeing, Housing and Local Government Ministry of Natural Resources and Environment | <ul style="list-style-type: none"> Town and Country Planning Department of Peninsular Malaysia | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Ministry of Tourism, Culture and Environment Sabah Environmental Protection Department Sabah Department of Town and Regional Planning Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Department of Environment Local Authorities | | |

Action IC2.4B

Redeveloping dilapidated and neglected areas

Underdeveloped, dirty and neglected areas in strategic urban centres should be rehabilitated by means of several measures. The most basic, easiest and cheapest step is cleaning the area through co-operation between local authorities and local communities. Such areas are recommended to be redeveloped for more appropriate uses. Owners can be given incentives, including reduction of charges, development fees and so on. Other measures include the use of temporary rentals for commercial purposes, car parks, exhibitions and community gardens.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|---|---|---|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government | <ul style="list-style-type: none"> Town and Country Planning Department of Peninsular Malaysia | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Department of Town and Regional Planning Local Authorities |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Local Authorities | | |

IC3

Community Participation and Collaboration

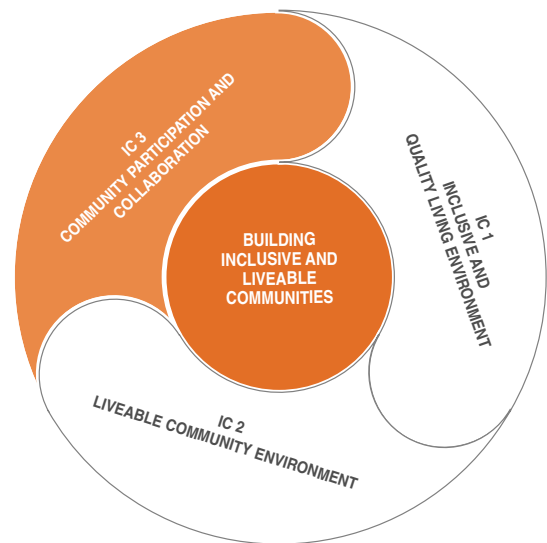
To promote community wellbeing, governance needs to be improved in line with society's need for transparency, openness and information sharing

Enhancing governance at the local government level is important because relations with the local community need to become more frequent and closer. The scope of local government services and departments at the district level should be expanded and improved, especially in supporting the aspiration of creating an inclusive society. This includes ensuring a quality and liveable environment and creating spaces to foster a sense of belonging and community cohesion, while ensuring that the poor, B40 households and vulnerable groups are supported and given equitable access to basic needs such as education and employment.

The existing system of governance therefore needs to be improved to make it more inclusive and responsive. An important aspect in inclusive governance is continuing and expanding public participation. Public participation refers to the involvement and engagement of the community in various activities such as volunteering, donation giving and participation in sports and recreational activities. Public participation is influenced by such factors as social networks, a sense of belonging and level of trust



At present, public engagement indicators show an improvement as shown in the Governance Index, which is a sub-component of the Malaysian Index of Social Wellbeing. The better performance is mainly due to the increase in the number of registered non-profit bodies, number of registered residents' associations, membership in RELA and RakanCop, and number of registered voters. The rise in public participation shows increased awareness among the community of the need to share responsibilities in carrying out development and providing services in the interest of universal wellbeing and progress. The improved public involvement also shows the growing public awareness about the important role of organisations and associations as intermediaries to channel their opinions and wishes in a more collective and organised manner. It is also explained by the willingness of individuals to be involved in community activities as part of their social responsibilities, including working together to ensure a safe community environment.



STRATEGIC DIRECTION IC3 COMMUNITY PARTICIPATION AND COLLABORATION

IC3.1

Promoting Community Involvement

IC3.2

Incorporating Collaborations and Smart Partnerships in Community Development

Box 5.29 Examples of Community Involvement in Development Projects

Open Day is one methods that involve the public to come together and solve issues at hand, discuss actions as well as providing solutions or suggestions that will bring positive change in the development of areas within the local community. This collaboration involves a two-way interaction in order to achieve the mutual goal and benefits.



Labuan community attending the Open Day to provide views and suggestions for the Labuan Development Blueprint



Kampung Bharu community being involved in the Kampung Bharu Development Master Plan project

Source: AJM Planning and Urban Design Group Sdn. Bhd.

C3.1: Promoting Community Involvement

Public participation in social activities is mainly focused on providing assistance to the needy. In matters of administration, local communities are involved with the planning process when the planning documents are publicised to the general public to provide feedback on the proposed development on the land they own and in the vicinity of their property. In some development plans, local communities have been invited to give their views on a proposed development through group discussions among stakeholders, especially for infrastructure projects that have a major impact on the residents.

In the future, the scope of public participation should be enhanced and expanded in the planning process. The involvement of stakeholder groups in the development planning of mega city, economic corridor and urban redevelopment projects should be intensified, and not just confined to mega infrastructure projects like the BRT, MRT and LRT. The local community should also be involved in developing community projects and placemaking projects such as improvement of parks and recreational areas, enhancement of happiness and cleanliness of public markets, as well as maintenance of residential blocks and neighbourhoods. Communities should also be encouraged to form cooperatives or associations that can run nursing care services for the elderly, childcare services and a variety of social activities.

In order to promote inclusive governance, local communities are encouraged to work together with government agencies at the district level to assist and provide moral support, financial and advisory services for the poor and vulnerable groups in order to improve their financial situation. In this context, non-governmental organisations and residents' associations are encouraged to hold free tuition classes for children from poor households and those living in rural areas.

Action IC3.1A

Broadening public participation in the planning process at the local level

Public participation is proposed to be extended to include mega urban development, urban regeneration, land reclamation and public transport projects. Public participation should be enhanced through more sessions by stakeholder groups, community forums and citizen perception surveys to get feedback on the planning and implementation of development projects and services.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory of Labuan | | Sabah |
|--|--|--|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government Ministry of Federal Territories | <ul style="list-style-type: none"> Village Development and Security Committees Local Authorities | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Department of Town and Regional Planning Local Authorities Non-governmental Organisations Residents' Associations |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Residents' Associations Non-governmental Organisations | | |

IC3.2: Incorporating Collaborations and Smart Partnerships in Community Development

To ensure effective collaboration, the existing system should take into account the community's response and feedback. Public participation shall be extended to include discussions among stakeholder groups, community forums and perception studies. Based on the feedback from the community, local governments are encouraged to review existing planning and development documents in stages to make the documents more relevant.

Planning for a 20 year period would ensure that development is carried out in a controlled and sustainable manner, but measures and actions needed for achieving the 20 year vision should be periodically reviewed so as to more accurately meet current needs. This can enhance the use of the planning documents as the main reference for development. Planning and programme implementation should have measurable goals and performance indicators. This allows detection of the achievement of each action and implementation, allowing a quick switch to a more targeted approach if the performance is found unsatisfactory. Actions and initiatives should be outcome-oriented with specific goals and achievements.

In line with efforts to incorporate collaboration and smart partnerships, the scope of government is also expanded in the bid to foster an inclusive society. This includes expanding the scope of social work departments to cooperate with departments at the district level in delivering assistance and support to poor households and vulnerable groups. To improve governance at local level so as to make it more responsive and proactive to the needs of investors, a panel of experts in specific areas that are relevant to local needs should be created in the local authorities, especially those involved with economic development corridors.

Action IC3.2A

Strengthening cooperation between local government and communities in developing community projects

Local leaders are encouraged to work with non-governmental organisations and communities to organise awareness programmes for the local community on rental obligations, vandalism prevention and housing maintenance. Communities will cooperate with the police and the local authorities in curbing crime and vandalism in their respective neighbourhood.

Implementation and monitoring responsibilities

| Peninsular Malaysia and Federal Territory Labuan | | Sabah |
|--|--|--|
| Monitoring Agency | Supporting Agency | Supporting Agency |
| <ul style="list-style-type: none"> Ministry of Urban Wellbeing, Housing and Local Government Ministry of Federal Territories | <ul style="list-style-type: none"> Village Development and Security Committees District Offices and other district-level departments | <ul style="list-style-type: none"> Sabah Ministry of Local Government and Housing Sabah Department of Town and Regional Planning Local Authorities Non-governmental Organisations Residents' Associations |
| Implementing Agency | | |
| <ul style="list-style-type: none"> Local Authorities Residents' Associations Non-governmental Organisations | | |

Thrust 3 Performance Indicators

Generally, nine strategies under Thrust 3 will be measured by indicators that have been identified. These indicators are the main instrument to be used to monitor the effectiveness of inclusive community development in the efforts to build a prosperous community that is integrated, productive and progressive. Implementing and monitoring agencies supply data to the Department of Town and Country Planning of Peninsular Malaysia to facilitate the monitoring process.

Table 5.3 Thrust 3 Performance Indicators

| Strategy | Indicator |
|---|--|
| INCLUSIVE AND QUALITY LIVING ENVIRONMENT | |
| IC1.1 Providing Suitable Housing in Suitable Locations | <ul style="list-style-type: none"> Percentage of affordable homes located in city / municipality |
| IC1.2 Improving Access to Quality Community Facilities | <ul style="list-style-type: none"> Preparation of area for social purposes |
| IC1.3 Enhancing Access to Employment and Economic Spaces | <ul style="list-style-type: none"> Enhancing use of technology in work / business More balanced development mix in urban areas Residential areas in work zones Provision of effective transit system Length of bicycle and pedestrian paths |
| LIVEABLE COMMUNITY ENVIRONMENT | |
| IC2.1 Turning Public Spaces into Active Integrated Community Spaces | <ul style="list-style-type: none"> Percentage increase in supply of green areas Provision of green spaces / green paths Formulation of Placemaking Action Plan Buildings and public spaces in urban areas as focus areas |
| IC2.2 Promoting Culture and Heritage | <ul style="list-style-type: none"> Formulation of Heritage Mapping Plan Number of cultural festivals organised Number of houses of worship protected and preserved |
| IC2.3 Creating a Safe Environment | <ul style="list-style-type: none"> Implementation of Urban Emergency Plan in Local Authority and Emergency Operations Centre Crime rate |
| IC2.4 Mainstreaming Healthy and Clean Lifestyle | <ul style="list-style-type: none"> Level of environmental quality in rural areas near mining areas (need to specify radius of surrounding area) |
| COMMUNITY PARTICIPATION AND COLLABORATION | |
| IC3.1 Promoting Community Involvement | <ul style="list-style-type: none"> Number of programmes jointly organised by Local Authority and community |
| IC3.2 Incorporating Collaborations and Smart Partnerships in Community Development | <ul style="list-style-type: none"> Implementation of open forums and peer review sessions in all development and planning Number of programmes jointly organised by Local Authority and community |