



GROOTE SCHUUR COMMUNITY IMPROVEMENT DISTRICT IMPLEMENTATION PLAN

1st July 2019 – 30th June 2020

PROGRAM 1 – GSCID MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	PERFORMANCE INDICATOR	COMMENTS
1. Appointment of staff	GM/Board	Ongoing	When required appointment of staff will be by means of a competitive process	
2. Continued operation of the GSCID Management Office	GSCID GM/Board	Ongoing	Open to the public and an operational office	
3. Appointment of relevant service providers	GSCID GM/Board	1	Appointment of appropriately qualified service providers by means of a competitive and transparent process	Service providers to be re-appointed or new providers to be appointed as and when necessary
4. Board meetings	GSCID Board	4	Quarterly Board meetings take place with reports per portfolio	
5. Exco meetings	GSCID Exco	4	Quarterly Exco meetings take place	
6. Financial reports to COCT	GSCID GM	12	Submit reports monthly by the 15 th of the following month	Refer to Financial Agreements
7. Audited Financial Statements	GSCID GM		To be completed annually and submit to COCT before 31 st August	Unqualified
8. Feedback to Members and Annual General Meeting	GSCID GM/Board	1	Host successful AGM before 31 December annually	
9. Submit Management Report and Annual Financial Statements to Sub-Council(s)	GSCID GM/Board	1	Annual Financial Statements and Annual Reports to be submitted to Sub-Councils within 3 months of AGM	

10. Successful day-to-day management and operations of the GSCID	GSCID GM	Ongoing	Report operations of the GSCID to GSCID Board at every Board meeting	
11. Quarterly reports to the Board	GSCID GM	4	Report back on all related business for discussion and approval	
12. Manage and monitor the C3 notification process	GSCID Operations Secretary	Daily	Complete daily reports of C3 notifications , monitor and follow up	Report to the Board
13. Communicate with stakeholders	GSCID GM	Ongoing	Keep stakeholders informed through quarterly digital newsletter	This is being done via a digital newsletter which is emailed
14. Mediate issues with or between property owners	GSCID GM/CoCT Departmental Managers and Law Enforcement	Ongoing	Provide an informed opinion on unresolved issues and assist where possible	
15. Visit GSCID members and other stakeholders	GSCID GM	Ongoing	Communicate to and visit GSCID members, once per year	
16. Promote and develop GSCID NPC membership	GSCID GM	Ongoing	Have a NPC membership in order that represents the GSCID community Non- members cannot vote but may participate in meetings.	
17. Build working relationships with Sub-Council Management and relevant CoCT officials and departments that deliver services in the GSCID	GSCID GM and Operations Manager	Ongoing	Successful and professional relationships with sub-Council Management, Area Manager and City officials resulting in enhanced communication, co-operation and service delivery.	
18. Budget review	GSCID GM		Submit approved budget review to COCT by 28 February 2019.	
19. Mid-year Performance Review	GSCID GM	Ongoing	Submit approved mid -year review by 31 January 2019	
20. Compile yearly Implementation Plan & Budget	GSCID GM	Annually	To be finalised and approved by the Board and submitted to COCT annually for approval at AGM	
21. Obtain annual tax clearance certificate	GSCID GM	Annually	Provide COCT with new TCC before expiry	
22. Submit input to the Integrated Development Plan	GSCID GM	Annually	Annual submission to the Sub Council Manager	

23. Submit input to the City Capital/ Operating Budgets	GSCID GM	Annually	Annual submission to Sub Council Manager	
24. Do VAT reconciliation and tax returns	GSCID Accountant	Bi-monthly an annually	Bi-monthly and annual submission	
25. Comply with all Company Act requirements			<ul style="list-style-type: none"> • Comply with Section 24 of the Company Act and the following: • Register new directors and/ or auditors with CIPC, submit to CIPC within 10 business days of changes. • Submit annual returns to CIPC within 30 days after the anniversary of the NPC 	
26. Present Monthly income and expenditure reports to the board			Board members are informed of the budget information and status	

PROGRAM 2 – GSCID SECURITY/LAW ENFORCEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	PERFORMANCE INDICATOR	COMMENTS
1. Identify the root causes of crime in conjunction with the SAPS, Local Authority and existing security service using their experience as well as available crime statistics.	GSCID GM and Operations Manager	Ongoing	Incorporated in annual Security Management Strategy Plan and reviewed regularly	This is done comprehensively and then modified continuously.
2. Determine the crime threat analysis of the GSCID area in conjunction with SAPS	GSCID GM and Operations Manager	Ongoing	Incorporated in Security Management Strategy Plan	This is done comprehensively and then modified continuously
3. Determine strategies by means of an integrated approach to address/decrease crime.	GSCID GM and Operations Manager	Ongoing	Incorporated in Security Management Strategy Plan	This is done comprehensively and then modified continuously
4. In liaison with other security role players and the SAPS, identify current security and policing shortcomings and develop and implement effective crime strategies	GSCID GM and Operations Manager	Ongoing	Incorporated in Security Management Strategy Plan	This is done comprehensively and then modified continuously
5. Develop a Security Management Strategy with clear deliverables and defined performance indicators to guide safety services by the appointed service provider and evaluate levels of service provided	GSCID GM and Operations Manager	Revise as often as required by at least annually	Document Security Management Strategy with clear deliverables and defined performance indicators to guide safety services by the appointed service providers and evaluate levels of service provided on a regular basis.	This is done comprehensively and then modified continuously.

PROGRAM 2 – GSCID SECURITY/LAW ENFORCEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	PERFORMANCE INDICATOR	COMMENTS
6. Maintain a manned centrally located office open to the members and residents of the CID to request security assistance or report information	GSCID GM/Operations Manager	Ongoing	Appropriately manned and equipped Control Room, with skilled staff	
7. Deploy security resources accordingly and effectively on visible patrols. Security personnel and patrol vehicles to be easily identifiable.	GSCID GM and Operations Manager	Ongoing	Effective safety and security patrols are undertaken	This is done comprehensively and then modified continuously
8. Utilise the “eyes and ears” of all security and street cleaning staff as well as own staff to identify any breaches	GSCID Operations Manager	Ongoing	Incorporate feedback and information in security and safety initiatives of the GSCID	
9. Assist police through participation by GSCID in the local Police sector crime forum	GSCID Operations Manager	Monthly	Incorporate feedback and information in security and safety initiatives of the GSCID. Report on any security information of the GSCID to the CPF	
10. Monitor and evaluate the security strategy and performance of all service delivery on an ongoing basis	GSCID Operations Manager	Ongoing	Report findings to the GSCID GM with recommendations where applicable	
11. On-site inspection of Security Patrol officers	GSCID Operations Manager	Daily	Report findings to the GSCID	
12. Monthly Security Reports from Contract Security Company	Security Service Provider reports at regular meetings	Monthly	Report findings to the GSCID GM with recommendations where applicable	
13. Monitor the objectives of the GSCID employed Chrysalis trainees	Social Outreach Manager/DOCS	Monthly	Provide effective additional service provision and adjust where necessary	
14. CCTV Monitoring	GSCID Operations Manager	Daily	Monthly Incident Desk reports submitted to the GM, quarterly reports to the GSCID Board	

PROGRAM 3 – GSCID CLEANSING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	PERFORMANCE INDICATOR	COMMENTS
1. Develop a cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery from the appointed service provider.	GSCID Operations Manager/ Social Outreach Manager	Annually	Cleansing strategy document with clear deliverables and defined performance indicators to guide deliverables	
2. Monitor and evaluate the cleansing strategy and performance of all service delivery on a quarterly basis	GSCID Operations Manager	Ongoing	Evaluate and amend cleansing strategy. Obtain approval from the Board.	
3. Co-ordinate litter bins, emptying of litter bins by service providers and the relevant CoCT departments	GSCID Operations Manager	Quarterly	Get work schedule and monitor compliance. Report to Board	
4. Cleaning of streets	GSCID Operations Manager/ Cleansing Service Provider	Bi-monthly	Cleansing each street within the CID Boundary at least once within every two-month period	
5. Identify health and safety issues within the area	GSCID GM/Operations Manager/ Social Outreach Manager	Ongoing	Reporting to Council with C3 notification reference numbers. Monthly evaluations and inspections. Provide an improved healthy urban environment in the GSCID.	
6. Monitor and combat illegal dumping.	GSCID GM/Cleansing Service Provider	Ongoing	Removal of illegal dumping as required and applying applicable penalties through law enforcement against transgressors	

PROGRAM 4 – GSCID URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	PERFORMANCE INDICATOR	COMMENTS
<p>1. Identify problem areas with respect to:</p> <ul style="list-style-type: none"> a. Street lighting; b. Missing drain covers/cleaning of drains c. Maintenance of road surfaces; sidewalks d. Cutting of grass/removal of weeds e. Road markings/traffic signs <p>Use the established service levels to design the provision of supplementary services without duplication of effort</p>	<p>GSCID Operations Manager and service provider Straatwerk</p>	<p>Ongoing</p>	<p>Report to City and Board monthly</p>	
<p>2. Identify and report infrastructure supplementing existing Council Services:</p> <ul style="list-style-type: none"> a. Street lighting b. Dumping c. Refuse Removal d. Waterworks e. Sewerage f. Road and Storm Water g. Traffic signals and line painting h. Pedestrian safety i. Road repairs 	<p>GSCID Operations Manager</p>	<p>Daily/weekly and monthly reports to the C3 notification process and daily recording of references in registers</p>	<p>Report to the City and Board monthly</p>	

PROGRAM 4 – GSCID URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	PERFORMANCE INDICATOR	COMMENTS
3. Work in conjunction with local social welfare and job creation organisation and develop the delivery of the supplementary services to improve the urban environment	GSCID Social Outreach Manager	Ongoing	Report to the Board	
4. Illegal Poster Removal	GSCID Operations Manager		Notify and monitor the removal of illegal posters by the City of Cape Town. Report to the City and Board	

PROGRAM 5 – GSCID SOCIAL INTERVENTION INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	PERFORMANCE INDICATOR	COMMENTS
1. Homelessness/ Street people	GM/social Outreach Manager/Operations Manager	Ongoing	Identify and determine strategies by means of an integrated approach to address homelessness and the relief measures available, current and future.	This is done comprehensively at the implementation of the CID and then modified and managed continuously
2. Job Creation	GM/social Outreach Manager/Operations Manager	Ongoing	Work in conjunction with local social welfare and job creation organisation and develop the delivery of the supplementary services to improve the urban environment	This will be a long-term plan of action that will take time to develop.
3. Social Development Program	GM/social Outreach Manager/Operations Manager	Ongoing	Link social development programme and initiatives with those of the COCT Social Development Department Programme	Programme put in place with local social development department for upliftment
4. Marketing	GSCID Communication Consultant/ Project Manager	Ongoing	Monthly report to the GM indicating growth on social media sites. Successful events	