



# GROOTE SCHUUR COMMUNITY IMPROVEMENT DISTRICT IMPLEMENTATION PLAN

## 1<sup>st</sup> July 2017 – 30<sup>th</sup> June 2018

### PROGRAM 1 – GSCID MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY PER YEAR	PERFORMANCE INDICATOR	COMMENTS
1. Appointment of staff	CEO/Board	Ongoing	Operating well	
2. Continued operation of the GSCID Management Office	GSCID CEO/Board	Ongoing	Operating efficiently	
3. Appointment of relevant service providers	GSCID CEO/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 Board meetings take place	
6. Financial reports to CoCT	GSCID CEO	12	Submit reports monthly by the 15 <sup>th</sup> of the following month	Refer to Financial Agreements
7. Audited Financial Statements	GSCID CEO		To be completed annually and submit to COCT before 31 <sup>st</sup> August	
8. Feedback to Members and Annual General Meeting	GSCID CEO/Board	1	Host successful AGM and Report Back Function plus regular press releases	
9. Submit Management Report and Annual Financial Statements to Sub-Council(s)	GSCID CEO/Board	1	Unqualified Financial Audits and comprehensive management reports to be submitted to Sub-Councils within 3 months of AGM	
10. Successful day-to-day management and operations of the GSCID	GSCID CEO	Ongoing	Regular feedback to GSCID Board of Directors present at every meeting	

11. Quarterly reports to the Board	GSCID CEO	4	Report back on all related business for discussed and approved	
12. Manage and monitor the C3 notification process	GSCID Operations Manager	Daily	Complete daily reports of C3 notifications , monitor and follow up	
13. Communicate with property owners	GSCID CEO	Ongoing	Keep property owners 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 CEO/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 CEO	Ongoing	Communicate to and visit GSCID members	
16. Promote and develop GSCID NCP membership	GSCID CEO	Ongoing	Have a NPC membership in order that represents the GSCID community	
17. Build working relationships with Sub-Council Management and relevant CoCT officials and departments that deliver services in the GSCID	GSCID CEO and Operations Manager	Ongoing	Successful and professional relationships with sub-council management and City officials resulting in enhanced communication, co-operation and service delivery.	
18. Perform budget review	GSCID CEO		Submit approved budget review to COCT by 31 January 2017.	
19. Mid year review	GSCID CEO	Ongoing	Submit approved mid -year review by 31 January 2017	
20. Compile yearly Implementation Plan & Budget	GSCID CEO	Annually	To be finalised and approved by the Board and submitted to COCT annually	
21. Obtain annual tax clearance certificate	GSCID CEO	Annually	Provide COCT with new TCC before expiry	

**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 CEO 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 CEO 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 CEO 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 CEO 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 CEO 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 CEO/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 CEO 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 CEO with recommendations where applicable	
11. On-site inspection of Security Patrol officers	GSCID Operations Manager	Daily	Report findings to the GSCID CEO	
12. Weekly Security Reports from Contract Security Company	Security Service Provider reports at regular meetings	Weekly	Report findings to the GSCID CEO 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	

**PROGRAM 3 – GSCID CLEANSING INITIATIVES**

<b>ACTION STEPS</b>	<b>RESPONSIBLE</b>	<b>FREQUENCY PER YEAR</b>	<b>PERFORMANCE INDICATOR</b>	<b>COMMENTS</b>
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	Annually	We are very confident of excellent service provided by Straatwerk our service provider	This is done comprehensively and then modified continuously
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 the provision of additional litter bins and emptying of litter bins by service providers and the relevant CoCT departments	GSCID Operations Manager	Quarterly	These are adequately provided and serviced	
4. Cleansing each street within the CID Boundary at least once within every two month period	GSCID Operations Manager/Cleansing Service Provider	Bi-monthly	Excellent supervision is undertaken	
5. Identify health and safety issues within the area and reporting to Council with C3 notification reference no's.	GSCID CEO/Operations Manager	Ongoing	Monthly evaluations and inspections. Provide an improved healthy urban environment in the GSCID.	This was done comprehensively from the commencement of our operations and continues.
6. Monitor and combat illegal dumping.	GSCID CEO/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**

<b>ACTION STEPS</b>	<b>RESPONSIBLE</b>	<b>FREQUENCY PER YEAR</b>	<b>PERFORMANCE INDICATOR</b>	<b>COMMENTS</b>
<p>1. Identify problem areas with respect to:</p> <ul style="list-style-type: none"> <li>a. Street lighting;</li> <li>b. Missing drain covers/cleaning of drains</li> <li>c. Maintenance of road surfaces; sidewalks</li> <li>d. Cutting of grass/removal of weeds</li> <li>e. Road markings/traffic signs</li> </ul> <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>This is done comprehensively at the implementation of the CID and then modified continuously.</p>
<p>2. Identify and report infrastructure supplementing existing Council Services:</p> <ul style="list-style-type: none"> <li>a. Street lighting</li> <li>b. Dumping</li> <li>c. Refuse Removal</li> <li>d. Waterworks</li> <li>e. Sewerage</li> <li>f. Road and Storm Water</li> <li>g. Traffic signals and line painting</li> <li>h. Pedestrian safety</li> <li>i. Road repairs</li> </ul>	<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>	
<p>3. Compile a list of prioritised needs to enhance the objectives of the CID and liaise with the relevant departments to correct.</p>	<p>GSCID CEO</p>		<p>Monitor and evaluate the plan and performance of all service delivery on a regular basis. Report findings to the GSCID Board with recommendations where applicable to the City Departments</p>	

**PROGRAM 4 – GSCID URBAN MANAGEMENT INITIATIVES**

<b>ACTION STEPS</b>	<b>RESPONSIBLE</b>	<b>FREQUENCY PER YEAR</b>	<b>PERFORMANCE INDICATOR</b>	<b>COMMENTS</b>
4. 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	
5. Illegal Poster Removal Notify and monitor the removal of illegal posters by the City of Cape Town	GSCID Operations Manager		Report to the City and Board	

**PROGRAM 5 – GSCID SOCIAL INTERVENTION INITIATIVES**

<b>ACTION STEPS</b>	<b>RESPONSIBLE</b>	<b>FREQUENCY PER YEAR</b>	<b>PERFORMANCE INDICATOR</b>	<b>COMMENTS</b>
1. Identify and determine strategies by means of an integrated approach to address homelessness and the relief measures available, current and future.	CEO/social Outreach Manager/Operations Manager	Ongoing		This is done comprehensively at the implementation of the CID and then modified and managed continuously
2. Work in conjunction with local social welfare and job creation organisation and develop the delivery of the supplementary services to improve the urban environment	CEO/social Outreach Manager/Operations Manager	Ongoing		This will be a long term plan of action that will take time to develop.
3. Link social development programme and initiatives with those of the COCT Social Development Department Programme	CEO/social Outreach Manager/Operations Manager	Ongoing		Programme put in place with local social development department for upliftment