



GSCID
Improving our neighbourhoods together

GROOTE SCHUUR COMMUNITY IMPROVEMENT DISTRICT (GSCID)

IMPLEMENTATION PLAN

1st July 2022 to 30th June 2023
3 term – Year 3

PROGRAM 1 - GSCID MANAGEMENT & OPERATIONS

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY PER YEAR	RESPONSIBLE	COMMENTS
1. Fully operational GSCID Management Office	Functional and accessible	Daily	GSCID Manager / GSCID Board	
2. Appointment of relevant service providers	Appointment of appropriately qualified service providers.	As needed	GSCID Manager / GSCID Board	Service providers to be reappointed or new providers to be appointed in last year of contract period by means of a competitive process. Well Documented.
3. Board meetings	Bi-monthly Board meetings.	Bi-Monthly	GSCID Manager / GSCID Board	Quorum of directors' present at every meeting. Feedback per portfolio. Keep minutes and file resolutions.
4. Monthly Progressive Income and Expenditure Report to CCT	Submit reports to the CID Department timeously.	Monthly	GSCID Manager	Refer to Financial Agreement. Submit reports to the CID Department by the 15 th of the following month.
5. Audited Annual Financial Statements	Audited Annual Financial Statements with an Unqualified finding.	Annually	GSCID Manager	Submitted to the City by 31 August of each year.
6. Communicate GSCID arrears list	Board Members in arrears cannot participate in meetings.	Monthly	GSCID Manager	Observe and report concern over outstanding amounts to Board and CID Department.
7. Annual General Meeting	Annual feedback to members at AGM and complying with legal requirements	Annually	GSCID Manager / GSCID Board	Host successful AGM before 31 December.

8. Submit Annual Report and Annual Audited Financial Statements to Sub-council(s)	Submit AFS and annual report to Subcouncil within 3 months of AGM.	Annually	GSCID Manager / GSCID Board	Submit proof of submission to CID Department.
9. Successful day-to-day management and operations of the GSCID	Bi-Monthly feedback to GSCID Board.	Daily	GSCID Manager	
10. Maintain Website	Website with all the relevant documents as required by the By-Law and Policy	Daily	GSCID Manager/ GSCID Board	Refer to Program 6.3
11. CIPC Compliance <ul style="list-style-type: none"> • Directors change • Annual Returns • Auditors change 	CIPC Notifications of changes.	As needed	GSCID Board	Directors & Auditors change within 10 business days of change. Annual returns within 30 Business days after the anniversary date of the NPC registration.
12. Bi-Monthly Reports to the Directors	Report back on all CID related business to be measured and signed off	Bi-Monthly	GSCID Manager	Provide bi-monthly reports to the Directors.
13. Manage and monitor the C3 notification Process	Complete daily reports of C3 notifications and monitor outstanding issues	Daily	GSCID Manager	
14. Input to the Integrated Development Plan	Annual submissions to Subcouncil Manager	Annually	GSCID Manager	October to February of every year.
15. Input to the City Capital/Operating Budgets	Annual submissions to Subcouncil Manager.	Annually	GSCID Manager	By September of each year.
16. Communicate with property owners	Social media platforms, newsletter	Daily	GSCID Manager	Keep property owners informed.
17. Mediate issues with or between property owners	Provide an informed opinion on unresolved issues and assist where possible	As needed	GSCID Manager & City of Cape Town Departmental Managers and Law Enforcement	
18. Open communication channels with GSCID members	Communicate and visit GSCID members.	As needed	GSCID Manager	Refer also to Program 6.4

19. Promote and develop GSCID NPC membership	Have an NPC membership that represents the GSCID community Update NPC membership. Ensure that membership application requests are prominent on webpage	Daily	GSCID Manager / GSCID Board	
20. Build working relationships with Sub council Management and relevant CCT officials and departments that deliver services in the GSCID	Successful and professional relationships with Subcouncil management, Area Based Manager and City Departments resulting in enhanced communication, cooperation and service delivery	Quarterly	GSCID Manager	
21. CID renewal application and survey.	Submit a comprehensive renewal application for approval by the members and the City of Cape Town.	Every 5 years	GSCID Manager / GSCID Board	
22. Annual Tax Compliance Status	Within one month after expiry date.	Annually	GSCID Manager	Submit PIN to CCT Supply Chain Management Department.
23. Budget Review	Board approved budget review to the CCT by end of March	Annually	GSCID Manager	Submit Board minutes and approved adjustment budget to the CCT by end of March.
24. Perform Mid-year performance review.	Board approved mid-year review submitted to the CCT by end of March	Annually	GSCID Manager / GSCID Board	Submit Board minutes and approved Mid-year performance review to the CCT by end of March. Ensure under/non-performance areas are addressed before the end of the financial year.
25. All Directors to receive relevant CID Documents	At the 1 st Board meeting after the AGM, supply all directors with all relevant CID documents	Annually	GSCID Manager / GSCID Board	
26. Allocation of portfolios	At the first Board meeting after the AGM, assign portfolios to Directors	Annually	GSCID Manager / GSCID Board	
27. Declaration of interest	Ensure all Directors and Manager sign DOI at every Board Meeting	Bi-Monthly	GSCID Manager / GSCID Board	
28. Vat reconciliation and tax returns	Bi-monthly VAT returns and annual tax returns submitted to SARS on time	As needed	GSCID Manager / GSCID Board	
29. Annual approval of Implementation plan and Budgets	Obtain approval from members at AGM for Implementation Plan and Budget	Annually	GSCID Manager / GSCID Board	

30. COVID 19	PPEs for staff members, risk assessment of the office to be done and reviewed, update and maintain the COVID 19 office policy	Daily	GSCID Manager / Appointed Compliance Officer	
31. Protection of Personal Information Act (POPIA) declaration	At the first Board meeting after the AGM, new Directors to sign the POPIA declaration	Annually	GSCID Manager / GSCID Board	

PROGRAM 2 – GSCID PUBLIC SAFETY / LAW ENFORCEMENT INITIATIVES

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY PER YEAR	RESPONSIBLE	COMMENTS
1. Identify the root causes of crime in conjunction with the SAPS, Local Authority and existing Public Safety service using their experience as well as available crime statistics	Incorporate in Public Safety Management Strategy Plan	Daily	GSCID Manager/ Public Safety Service Provider	This is done comprehensively at the beginning of term and then modified continuously
2. Determine the Crime Threat Analysis of the CID area in conjunction with the SAPS	Incorporate in Public Safety Management Strategy Plan	Daily	GSCID Manager / GSCID Board	
3. Determine strategies by means of an integrated approach to improve public safety	Incorporate in Public Safety Management Strategy Plan	As needed	GSCID Manager / GSCID Board	
4. In liaison with other Public Safety role players and the South African Police Service, identify current Public Safety and policing shortcomings and develop and implement effective public safety strategy	Incorporate in Public Safety Management Strategy Plan	Annually	GSCID Manager / GSCID Board	
5. Approve a Public Safety Management Strategy with clear deliverables and defined performance indicators to guide safety services by the	Documented Public Safety Management Strategy with clear deliverables and defined performance indicators to guide public safety services by the appointed service provider and evaluate levels of service provided.	Annually	GSCID Manager/ Public Safety Service Provider and approved by the Board	This is done comprehensively at the implementation of the CID and then modified continuously

appointed service provider and evaluate levels of service provided.				
6. Maintain a manned centrally located office(s) open to the members and residents of the CID to request Public Safety assistance or report information	Appropriately manned and equipped office with skilled staff	Daily	GSCID Manager/ Public Safety Service Provider	As per Program 1.1
7. Deploy Public Safety resources accordingly and effectively on visible patrols. Public Safety personnel and patrol vehicles to be easily identifiable	Effective safety and Public Safety patrols in the GSCID	Daily	GSCID Manager/ Public Safety Service Provider	
8. Utilise the "eyes and ears" of all Public Safety, Chrysalis interns and gardening/ street cleaning staff, as well as own staff, to identify any breaches	Incorporate feedback and information in Public Safety and safety initiatives of the GSCID	Daily	GSCID Manager/ Public Safety Service Provider	
9. Assist the police through participation by GSCID in the local Police sector crime forum	Incorporate feedback and information in Public Safety and safety initiatives of the GSCID Report on any Public Safety information of the GSCID to the CPF	Monthly	GSCID Manager/ Public Safety Service Provider	
10. Monitor and evaluate the Public Safety strategy and performance of all service delivery on a quarterly basis	Report findings to the GSCID Board with recommendations where applicable	Quarterly	GSCID Manager/ Public Safety Service Provider/ SAPS Crime Intelligence Officer	Refer to Program 1.9
11. Application to be submitted by GSCID to secure Law Enforcement Officer	Contract with the City of Cape Town signed by the directors	Annually	GSCID Manager/ City of Cape Town Law Enforcement	Contact Law Enforcement Department by February of every year. Contract concluded by April of every year

12. Deploy Law Enforcement Officers in the GSCID in support of the Public Safety Initiative	Contract with the City of Cape Town Deployed Officer in support of Public Safety operations	Daily	GSCID Manager/ Public Safety Service Provider Manager/City of Cape Town Law Enforcement	
13. On-site inspection of Public Safety Patrol officers	Report findings to the GSCID Manager and Board with recommendations where applicable	Daily	GSCID Manager/ Public Safety Service Provider Supervisor	
14. Monthly Public Safety Reports from Contract Public Safety Service Provider	Report findings to the GSCID Manager/ Public Safety Service Provider Board with recommendations where applicable Provide	Monthly	Public Safety Service Provider	Incorporate into monthly management report to GSCID Manager/ Public Safety
15. Monitor LPR cameras (licence plate recognition) by the surveillance centre	Effective use of LPR cameras through monitoring	Daily	GSCID Manager	
16. Appoint an LPR Monitoring controller	Appointment of appropriately qualified controller.	As needed	GSCID Manager / GSCID Board	
17. Register LPR Cameras with the City of Cape Town	Cameras registered with the CCT	As needed	GSCID Manager	

PROGRAM 3 - GSCID CLEANSING & ENVIRONMENTAL INITIATIVES

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY PER YEAR	RESPONSIBLE	COMMENTS
1. Develop a cleansing strategy document	Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery.	Annually	GSCID Manager/ Public Safety Service Provider Manager/ Cleansing Service Provider	Revise as often as required but at least annually. Refer to 1.2

2. Cleansing Strategy to guide cleansing and delivery	Monitor and evaluate the cleansing strategy and performance of all service delivery on a quarterly basis	Quarterly	GSCID Manager/ Public Safety Service Provider Manager/ Cleansing Service Provider	
3. Compile a list of prioritised needs to enhance the objectives of the CID and liaise with the relevant departments to correct.	Monitor and evaluate the plan and performance of all service delivery on a quarterly basis. Report findings to the GSCID Board with recommendations where applicable.	Quarterly	GSCID Manager	
4. Appointed Cleaning service provider.	Appointment of appropriately qualified service provider.	As needed	GSCID Manager/ GSCID Board	Service providers to be reappointed or new providers to be appointed in last year of contract period by means of a competitive process. Well Documented.
5. Additional litter bins and emptying of litter bins.	Quarterly status reports to CCT regarding progress of identified shortcomings	Quarterly	GSCID Manager / Solid Waste Department	
6. Cleaning of streets and sidewalks in the GSCID	Cleansing the Main Road, and up to the first lamp pole in each side street within the CID boundary Monday to Saturday	Daily	GSCID Manager / Cleansing Service Provider	
7. Health and safety issues reported to CCT with C3 notifications	Monthly evaluations and inspections of reported C3. Report to the Board. Provide an improved healthy urban environment in the GSCID	Daily	GSCID Manager	
8. Monitor and combat Illegal dumping	Removal of illegal dumping when required and applying applicable penalties through law Enforcement against transgressors. Report to the Board	Daily	GSCID Manager/ Cleansing Service Provider/ Law Enforcement Officers	
9. Identify environmental design contributing to grime such as stormwater drains	Quarterly evaluation of the causes of waste Quarterly evaluation of measures implemented and identification of remedial actions. Report to the Board.	Daily	GSCID Manager/ Cleansing Service Provider	

10. Encourage property owners to act responsibly in terms of waste management and encourage recycling initiatives	Monthly evaluations and inspections Report findings to the Board.	Daily	GSCID Manager / Solid Waste Department	
11. Partner with local NGOs to assist in cleaning programs where applicable	As required coordinate cleaning programs and report to the Board	As needed	GSCID Manager	
12. Greening campaigns	Report to the GSCID Board with recommendations where applicable		GSCID Manager	

PROGRAM 4 - GSCID URBAN MANAGEMENT INITIATIVES

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY PER YEAR	RESPONSIBLE	COMMENTS
1. Identify problem areas with respect to: 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	Urban management plan with clear deliverables and defined performance indicators to guide delivery – Report monthly to the Board	Daily	GSCID Manager	Use the established service levels to design the provision of supplementary services without duplication of effort.
2. Identify and report infrastructure supplementing of existing Council Services: a. Street lighting b. Dumping c. Refuse Removal d. Waterworks e. Sewerage f. Roads and Storm water g. Traffic signals and line painting h. Pedestrian safety	Monitor and evaluate. Report findings to the GSCID Board with recommendations where applicable	Daily	GSCID Manager	

i. Road repairs				
3. Work in conjunction with local social welfare and job creation organization and develop the delivery of the supplementary services to improve the urban environment	Development of a long-term sustainable work program	Daily	GSCID Manager	This is done comprehensively at the term renewal and then modified and managed continuously
4. Illegal Poster Removal Notify and monitor the removal of illegal posters by the City of Cape Town	City of Cape Town infrastructure free from illegal posters	As needed	GSCID Manager	

PROGRAM 5 - GSCID SOCIAL INTERVENTION INITIATIVES

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY PER YEAR	RESPONSIBLE	COMMENTS
1. Identify and determine strategies by means of an integrated approach to address / homelessness and the relief measures available, current and future.	Social intervention plan with clear deliverables and defined performance indicators to guide delivery	Quarterly	GSCID Manager/ NGOs	This is done comprehensively at the implementation of the CID and then modified continuously
2. Work in conjunction with local social welfare and job creation organization and develop the delivery of the supplementary services to improve the urban environment	Social intervention plan with clear deliverables and defined performance indicators to guide delivery	As needed	GSCID Manager/ NGOs	This will be a long-term plan of action that will take time to develop – Refer to Program 4.6 and 3.10
3. Coordinate Social Development programs and initiatives with City Social Development Department		Quarterly	GSCID Manager/ Social Field worker	
4. Public awareness program on social issues		Ongoing	GSCID Manager	

PROGRAM 6 - GSCID MARKETING INITIATIVES

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY PER YEAR	RESPONSIBLE	COMMENTS
1. Newsletters / Newsflashes	Informative newsletters distributed.	Quarterly	GSCID Manager	Also refer to Program 1-16
2. Regular Press releases in local Newspapers covering: a. Local Development b. Promoting local Projects c. Social Issues	Regular media exposure	As needed	GSCID Manager	
3. Maintain Website	Up to date and informative website in compliance with CID legislation.	Daily	GSCID Manager	Refer to Program 1-10
4. Regular Member visits and meetings	Bi-monthly feedback to GSCID Board at Directors Meeting	Bi-Monthly	GSCID Manager	Refer to Program 1-18
5. Establish the GSCID Business Directory and link to website	Up to date directory	Annually	GSCID Manager	
7. GSCID Signage	Signage to be visible and maintained	Daily	GSCID Manager	