APPENDIX C

GLOSDERRY IMPROVEMENT DISTRICT

(GCID)

5 YEAR IMPLEMENTATION PLAN

1st July 2013 to 30th June 2018

PROGRAM 1 - GCID MANAGEMENT & OPERATIONS									
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Establishment of NPC	GCID Steering Committee	1	2M					Complete the setup of the NPC	
2. Election of Board	GCID Steering Committee	1	1Y	1Y	1Y	1Y	1Y	Management Board elected at Members Meeting	Meeting to be held within 6 months after 1 July 2013
3. Appointment of staff	GCID Manager / GCID Board	1	1Y					Appointment of appropriately skilled staff	Staff appointment thereafter will be done as required
4. Establish a GCID Management Office	GCID Manager / GCID Board	1	2M					Operation GCID Office	
5. Appointment of relevant service providers	GCID Manager / GCID Board	1	1Y		1Y			Appointment of appropriately qualified service providers	Service providers to be reappointed or new providers to be appointed at end of initial contracts
6. Board meetings	GCID Manager / GCID Board	12	12	12	12	12	12	Regular Board meetings	
7. Financial reports to CoCT	GCID Manager	12	12	12	12	12	12	Submit reports timeously	
8. Audited Financial Statements	GCID Manager	1	1Y	1Y	1Y	1Y	1Y	Unqualified Financial Audits	
9. Communicate GCID Arrears List	GCID Manager	12	12	12	12	12	12	Observe and report concern over outstanding amounts	
10. Feedback to Members and Annual General Meeting 11. Annual election of Board	GCID Manager / GCID Board	1	1Y	1Y	1Y	1Y	1Y	Host successful AGM	
12. Successful day-to-day management and operations of the GCID	GCID Manager	Ongoing daily						Monthly feedback to GCID Board at Directors Meeting	
13. Monthly Reports to the CID Directors	GCID Manager	12	12	12	12	12	12	Report back on all CID related business to be measured and signed off	
14. Manage and monitor the C3	GCID Manager	12	12	12	12	12	12	Complete daily reports of C3	

PROGRAM 1 - GCID MANAGEMENT & OPERATIONS									
ACTION STEPS	**RESPONSIBLE**	**FREQUENCY per year**	**DURATION IN MONTHS OR YEARS**					**PERFORMANCE INDICATOR**	**COMMENTS**
			Y1	Y2	Y3	Y4	Y5		
notification Process								notifications and monitor existing issues	
15. Submit input to the Integrated Development Plan	GCID Manager	Annual	1Y	1Y	1Y	1Y	1Y	Annual submissions to Sub-Council Manager	
16. Submit input to the Capital Budgets	GCID Manager	Annual	1Y	1Y	1Y	1Y	1Y	Annual submissions to Sub-Council Manager	
17. Communicate with property owners	GCID Manager	Ongoing	1Y	1Y	1Y	1Y	1Y	Keep property owners informed	
18. Mediate issues with or between property owners	GCID Manager & Council Managers and Law Enforcement	Ongoing	1Y	1Y	1Y	1Y	1Y	Provide an informed opinion on unresolved issues and assist where possible	
19. Visit GCID members	GCID Manager	Ongoing	1Y	1Y	1Y	1Y	1Y	Communicate and visit GCID members	
20. Promote and develop GCID NPC membership	GCID Manager / GCID Board	Ongoing	1Y	1Y	1Y	1Y	1Y	Have a NPC membership that represents the GCID community	
21. Build working relationships with Sub-Council Management and relevant CoCT officials and departments that deliver services in the GCID	GCID Board	Ongoing	1Y	1Y	1Y	1Y	1Y	Successful and professional relationships with sub-council management and officials resulting in enhance communication, cooperation and service delivery	

PROGRAM 2 - GCID SECURITY / LAW ENFORCEMENT INITIATIVES										
ACTION STEPS	**RESPONSIBLE**	**FREQUENCY per year**	**DURATION IN MONTHS OR YEARS**					**PERFORMANCE INDICATOR**	**COMMENTS**	
			Y1	**Y2**	**Y3**	**Y4**	**Y5**			
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	GCID Manager/ Security Service Provider	Ongoing	3M	1Y	1Y	1Y	1Y	Incorporate in Security Management Strategy Plan	This is done comprehensively at the implementation of the CID and then modified continuously	
2. Determine the Crime Threat Analysis of the CID area in conjunction with the SAPS	GCID Manager/ Security Service Provider	Ongoing	3M	1Y	1Y	1Y	1Y	Incorporate in Security Management Strategy Plan		
3. Determine strategies by means of an integrated approach to address / decrease crime	GCID Manager/ Security Service Provider	Ongoing	3M	1Y	1Y	1Y	1Y	Incorporate in Security Management Strategy Plan		
4. In liaison with other security role players and the South African Police Service, identify current security and policing shortcomings and develop and implement effective crime prevention strategy	GCID Manager/ Security Service Provider	Ongoing						Incorporate in Security Management Strategy Plan		
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.	GCID Manager/ Security Service Provider	Revise as often as required but at least annually	3M	1Y	1Y	1Y	1Y	Documented 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.	This is done comprehensively at the implementation of the CID and then modified continuously	
6. Maintain a manned centrally located office(s) open to the members and residents of the CID to request security assistance or report information	GCID Manager/ Security Service Provider	Ongoing	1Y	1Y	1Y	1Y	1Y	Appropriately manned and equipped control room with skilled staff		
7. Deploy security resources accordingly and effectively on visible patrols. Security personnel	GCID Manager/ Security Service Provider	Ongoing	1Y	1Y	1Y	1Y	1Y	Effective safety and security patrols in the GCID		

PROGRAM 2 - GCID SECURITY / LAW ENFORCEMENT INITIATIVES									
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
and patrol vehicles to be easily identifiable									
8. Utilise the "eyes and ears" of all security and gardening/street cleaning staff, as well as own staff, to identify any breaches	GCID Manager/ Security Service Provider	Ongoing	1Y	1Y	1Y	1Y	1Y	Incorporate feedback and information in security and safety initiatives of the GCID	
9. Assist the police through participation by GCID in the local Police sector crime forum	GCID Manager/ Security Service Provider	Monthly	12	12	12	12	12	Incorporate feedback and information in security and safety initiatives of the GCID Report on any security information of the GCID to the CPF	
10. Monitor and evaluate the security strategy and performance of all service delivery on a quarterly basis	GCID Manager/ Security Service Provider/ SAPS Crime Intelligence Officer	Quarterly	4	4	4	4	4	Report findings to the GCID Board with recommendations where applicable	
11. On-site inspection of Security Patrol officers	Security Manager/ Security Service Provider	Daily	1Y	1Y	1Y	1Y	1Y	Report findings to the GCID Board with recommendations where applicable	
12. Weekly Security Reports from Contract Security Company	Security Service Provider	Weekly	1Y	1Y	1Y	1Y	1Y	Report findings to the GCID Board with recommendations where applicable Provide feedback to forum meeting	Incorporate into monthly management report to GCID Board
13. Monitor the objectives of the GCID employed Law Enforcement	GCID Manager/ CoCT Safe and Security Directorate	Monthly	12	12	12	12	12	Provide effective Law Enforcement in the GCID and adjust where applicable	

PROGRAM 3 - GCID CLEANSING INITIATIVES									
ACTION STEPS	**RESPONSIBLE**	**FREQUENCY per year**	**DURATION IN MONTHS OR YEARS**					**PERFORMANCE INDICATOR**	**COMMENTS**
			Y1	**Y2**	**Y3**	**Y4**	**Y5**		
1. Develop a cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery from the appointed service provider.	GCID Manager/ Cleansing Service Provider	Revise as often as required but at least annually	3M	1Y	1Y	1Y	1Y	Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery	This is done comprehensively at the implementation of the CID and then modified continuously
2. Monitor and evaluate the cleansing strategy and performance of all service delivery on a quarterly basis	GCID Manager/ Cleansing Service Provider	Quarterly	4	4	4	4	4	Modify Cleansing Strategy to guide cleansing and delivery	
3. Co-ordinate the provision of additional litter bins and emptying of litter bins service providers and the relevant City of Cape Town departments.	GCID Manager/ Solid Waste Department	Quarterly	4	4	4	4	4	Quarterly status reports to Local Authority regarding progress of identified shortcomings	
4. Cleansing each of the streets within the CID Boundary at least once within every two month period	GCID Manager/ Cleansing Service Provider	6	2	2	2	2	2	Provide clean streets and sidewalks in the GCID	
5. Identifying Health and safety issues within the area and reporting to Council with C3 notification reference no's	GCID Manager	Ongoing	1Y	1Y	1Y	1Y	1Y	Monthly evaluations and inspections Provide an improved healthy urban environment in the GCID	
6. Monitor and combat Illegal Dumping	GCID Manager/ Cleansing Service Provider/ Law Enforcement Officers	Ongoing	1Y	1Y	1Y	1Y	1Y	Removal of illegal dumping as required and applying applicable penalties through law enforcement against transgressors	
7. Identify environmental design contributing to grime such as wind tunnels	GCID Manager/ Cleansing Service Provider	Quarterly	4	4	4	4	4	Quarterly evaluation of the causes of waste Quarterly evaluation of measures implemented and identification of remedial actions	

PROGRAM 3 - GCID CLEANSING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
8. Promoting waste minimization through education and awareness on waste and water pollution	GCID Manager/ Cleansing Service Provider	Ongoing	1Y	1Y	1Y	1Y	1Y	Monthly evaluations and inspections Report findings	
9. Encourage property owners to act responsibly in terms of waste management and encourage recycling initiatives	CID Manage	Ongoing	1Y	1Y	1Y	1Y	1Y	Monthly evaluations and inspections Report findings	

PROGRAM 4 - GCID URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
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 Use the established service levels to design the provision of supplementary services without duplication of effort	GCID Manager	Ongoing	1Y	1Y	1Y	1Y	1Y	Urban management plan with clear deliverables and defined performance indicators to guide delivery	This is done comprehensively at the implementation of the CID and then modified continuously
2. Identify and report infrastructure supplementing existing Council Services: a. Street lighting	GCID Manager	Daily / weekly and monthly reports to the C3 notification						Monitor and evaluate. Report findings to the GCID Board with recommendations where applicable	

PROGRAM 4 - GCID URBAN MANAGEMENT INITIATIVES									
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
b. Dumping c. Refuse Removal d. Waterworks e. Sewerage f. Roads and Storm water g. Traffic signals and line painting h. Pedestrian safety i. Road repairs		process and daily recording of references in the register							
3. Compile a list of prioritized needs to enhance the objectives of the CID and liaise with the relevant departments to correct	GCID Manager	4	1Y	1Y	1Y	1Y	1Y	Monitor and evaluate the plan and performance of all service delivery on a quarterly basis. Report findings to the GCID Board with recommendations where applicable	
4. Greening campaigns - Arbor Day	GCID Manager	1	1Y	1Y	1Y	1Y	1Y	Report to the GCID Board with recommendations where applicable	
5. Submissions to Ward Allocation, IDP and Capital Budgets	GCID Manager	1	1Y	1Y	1Y	1Y	1Y	Report to the GCID Board with recommendations where applicable	

PROGRAM 5 - GCID SOCIAL INTERVENTION INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Identify and determine strategies by means of an integrated approach to address / homelessness and the relief measures available, current and future.	GCID Manager/Social Officer	Ongoing	1Y	1Y	1Y	1Y	1Y	Social intervention plan with clear deliverables and defined performance indicators to guide delivery	This is done comprehensively at the implementation of the CID and then modified continuously

PROGRAM 6 - GCID MARKETING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Regular and monthly newsletters / Newsflashes	GCID Manager	Monthly	12	12	12	12	12	Informative newsletters	
2. Regular Press releases in local Newspapers covering: 　a. Local Development 　b. Promoting local Projects 　c. Social Issues	GCID Manager	Ongoing	1Y	1Y	1Y	1Y	1Y	Regular media exposure	
3. Establish and maintain Website	GCID Manager	Ongoing	1Y	1Y	1Y	1Y	1Y	Informative website	
4. Regular Member visits and meetings	GCID Manager	Ongoing	1Y	1Y	1Y	1Y	1Y	Monthly feedback to GCID Board at Directors Meeting	
5. Establish the GCID Business Directory and link to website	GCID Manager	Every 6 months	1Y	1Y	1Y	1Y	1Y	Up to dates directory	