



**GLOSDERRY IMPROVEMENT DISTRICT (GCID)
IMPLEMENTATION PLAN
1st July 2017 to 30th June 2018**

PROGRAM 1 - GCID MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Continued operation of the GCID Management Office	GCID Manager / GCID Board	1	Operation GCID office	
2. Board meetings	GCID Manager / GCID Board	12	Regular Board meetings	
3. Financial reports to CoCT	GCID Manager	12	Submit reports by the 15 th of every month	Refer to financial agreement
4. Apply for the extension of the GCID SRA	GCID Manager / GCID Board	1	Application submitted by 30 September 2017	
5. Audited Financial Statements	GCID Manager	1	Unqualified Financial Audits submitted by 31 August to City of Cape Town	
6. Communicate GCID Arrears List	GCID Manager	12	Observe and report concern over outstanding amounts	
7. Feedback to Members and Annual General Meeting	GCID Manager / GCID Board	1	Host successful AGM	
8. Submit Management Report and Annual Financial Statements to Sub-council(s)	GCID Manager / GCID Board	1	Within 3 months of AGM	
9. Successful day-to-day management and operations of the GCID	GCID Manager	Ongoing daily	Monthly feedback to GCID Board at Directors Meeting	
10. Monthly Reports to the SRA Directors	GCID Manager	12	Provide monthly reports to the SRA Directors	Report back on all CID related business to be measured and signed off

PROGRAM 1 - GCID MANAGEMENT & OPERATIONS				
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
11. Manage and monitor the C3 notification Process	GCID Manager	12	Complete daily reports of C3 notifications and monitor existing issues	
12. Submit input to the Integrated Development Plan	GCID Manager	Annual	Annual submissions to Sub-Council Manager by February of each year	
13. Submit input to the Capital Budgets	GCID Manager	Annual	Annual submissions to Sub-Council Manager by February of each year	
14. Communicate with property owners	GCID Manager	Monthly	Keep property owners informed	
15. Mediate issues with or between property owners	GCID Manager & Council Managers and Law Enforcement	Ongoing	Provide an informed opinion on unresolved issues and assist where possible	
16. Visit GCID members	GCID Manager	Twice per year	Communicate and visit GCID members	
17. Promote and develop GCID NPC membership	GCID Manager / GCID Board	Ongoing	Have a NPC membership that represents the GCID community Update NPC membership for AGM	
18. Build working relationships with Sub-Council Management and relevant CoCT officials and departments that deliver services in the GCID	GCID Board	Ongoing	Successful and professional relationships with sub-council management and City officials resulting in enhance communication, cooperation and service delivery	
19. Review the SRA Budget	GCID Manager / GCID Board	Annual	Submit revised budget to City of Cape Town by 31 January	
20. Compile the SRA renewal Application	GCID Manager / GCID Board	In year 4	Submit to City of Cape Town by 30 September preceding final financial year	
21. Perform mid-year review	GCID Manager / GCID Board	Annual	Submit by the end of January	

PROGRAM 2 - GCID 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	GCID Security Provider Manager/Service	Ongoing	Security Management Strategy Plan	Modified continuously
2. Determine the Crime Threat Analysis of the SRA area in conjunction with the SAPS	GCID Security Provider Manager/Service	Ongoing	Security Management Strategy Plan	
3. Determine strategies by means of an integrated approach to address / decrease crime	GCID Security Provider Manager/Service	Ongoing	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 Security Provider Manager/Service	Ongoing	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 Security Provider Manager/Service	Revise as often as required but at least annually	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.	Modified continuously
6. Maintain a manned centrally located office(s) open to the members and residents of the SRA to request security assistance or report information	GCID Security Provider Manager/Service	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	GCID Security Provider Manager/Service	Ongoing	Effective safety and security patrols in the GCID	

PROGRAM 2 - GCID SECURITY / LAW ENFORCEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
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	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	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	Report findings to the GCID Board with recommendations where applicable	
11. On-site inspection of Security Patrol officers	Security Manager/ Security Service Provider	Daily	Report findings to the GCID Board with recommendations where applicable	
12. Weekly Security Reports from Contract Security Company	Security Service Provider	Weekly	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/ Safe and Security Directorate	Monthly	Provide effective Law Enforcement in the GCID and adjust where applicable	

PROGRAM 3 - GCID 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.	GCID Manager/ Cleansing Service Provider	Revise as often as required but at least annually	Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery	Modified continuously
2. Co-ordinate the provision of additional litter bins and emptying	GCID Manager/ Solid Waste Department	Quarterly	Quarterly status reports to Local Authority regarding progress of identified shortcomings	

PROGRAM 3 - GCID CLEANSING INITIATIVES				
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
of litter bins service providers and the relevant City of Cape Town departments.				
3. Cleansing each of the streets within the CID Boundary at least once within every two month period	GCID Manager/ Cleansing Service Provider	6	Provide clean streets and sidewalks in the GCID	
4. Identifying Health and safety issues within the area and reporting to Council with C3 notification reference no's	GCID Manager	Ongoing	Monthly evaluations and inspections Provide an improved healthy urban environment in the GCID	
5. Monitor and combat Illegal Dumping	GCID Manager/ Cleansing Service Provider/ Law Enforcement Officers	Ongoing	Removal of illegal dumping as required and applying applicable penalties through law enforcement against transgressors	
6. Identify environmental design contributing to grime such as wind tunnels	GCID Manager/ Cleansing Service Provider	Quarterly	Quarterly evaluation of the causes of waste Quarterly evaluation of measures implemented and identification of remedial actions	
7. Promoting waste minimization through education and awareness on waste and water pollution	GCID Manager/ Cleansing Service Provider	Ongoing	Monthly evaluations and inspections Report findings	
8. Encourage property owners to act responsibly in terms of waste management and encourage recycling initiatives	CID Manage	Ongoing	Monthly evaluations and inspections Report findings	

PROGRAM 4 - GCID URBAN MANAGEMENT INITIATIVES				
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Identify problem areas with respect to:	GCID Manager	Ongoing	Urban management plan with clear deliverables and defined performance indicators to guide delivery	Modified continuously

PROGRAM 4 - GCID URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
<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>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. Roads and Storm water g. Traffic signals and line painting h. Pedestrian safety i. Road repairs 	GCID Manager	Daily / weekly and monthly reports to the C3 notification process and daily recording of references in the register	Monitor and evaluate. Report findings to the GCID Board with recommendations where applicable	
<p>3. Compile a list of prioritized needs to enhance the objectives of the GCID and liaise with the relevant departments to correct</p>	GCID Manager	4	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	
<p>4. Greening campaigns – Arbor Day</p>	GCID Manager	1	Report to the GCID Board with recommendations where applicable	
<p>5. Work in conjunction with local social welfare and job creation organization and develop the delivery of the supplementary</p>	GCID Manager	Ongoing	Development of a long term sustainable work program	Managed continuously

PROGRAM 4 - GCID URBAN MANAGEMENT INITIATIVES				
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
services to improve the urban environment.				
6. Submissions to Ward Allocation, IDP and Capital Budgets	GCID Manager	1	Report to the GCID Board with recommendations where applicable	

PROGRAM 5 - GCID SOCIAL INTERVENTION INITIATIVES				
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
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	Social intervention plan with clear deliverables and defined performance indicators to guide delivery	Modified continuously
2. Work in conjunction with local social welfare and job creation organization and develop the delivery of the supplementary service to improve the urban environment	GCID Manager / NGOs	Ongoing	Social intervention plan with clear deliverables and defined performance indicators to guide delivery.	This will be a long term plan of action that will take time to develop.

PROGRAM 6 - GCID MARKETING INITIATIVES

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