**PART B**



# GLOSDERRY CITY IMPROVEMENT DISTRICT (GCID)
# 5 YEAR IMPLEMENTATION PLAN
**1st July 2022 to 30th June 2023**

## PROGRAM 1 - GCID MANAGEMENT & OPERATIONS

| ACTION STEPS | KEY PERFORMANCE INDICATOR | FREQUENCY per year | DURATION IN WEEKS, MONTHS OR YEARS | | | | | RESPONSIBLE | COMMENTS |
|---|---|---|---|---|---|---|---|---|---|
| | | | Y1 | Y2 | Y3 | Y4 | Y5 | | |
| 1. Fully operational GCID Management Office | Functional and accessible | Ongoing | ➔ | ➔ | ➔ | ➔ | ➔ | GCID Manager / GCID Board | Refer to 2.6 |
| 2. Appointment of relevant service providers | Appointment of appropriately qualified service providers. | 3 Years | 1Y | | | 1Y | | GCID Manager / GCID 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. | 6 | 6 | 6 | 6 | 6 | 6 | GCID Manager / GCID 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. | 12 | 12 | 12 | 12 | 12 | 12 | GCID Manager | Refer to Financial Agreement. Submit reports to the CID Department by the 15th of the following month. |
| 5. Audited Annual Financial Statements | Audited Annual Financial Statements with an Unqualified finding. | 1 | 1Y | 1Y | 1Y | 1Y | 1Y | GCID Manager | Submitted to the City by 31 August of each year. |
| 6. Communicate GCID arrears list | Board Members in arears cannot participate in meetings. | 12 | 12 | 12 | 12 | 12 | 12 | GCID Manager | Observe and report concern over outstanding amounts to Board and CID Department. |
| 7. Annual General Meeting | Annual feedback to members at AGM and | 1 | 1Y | 1Y | 1Y | 1Y | 1Y | GCID Manager / GCID Board | Host successful AGM before 31 December. |

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| | PROGRAM 1 - GCID MANAGEMENT & OPERATIONS | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **ACTION STEPS** | **KEY PERFORMANCE INDICATOR** | **FREQUENCY per year** | **DURATION IN WEEKS, MONTHS OR YEARS** | | | | | **RESPONSIBLE** | **COMMENTS** |
| | | | **Y1** | **Y2** | **Y3** | **Y4** | **Y5** | | |
| | complying with legal requirements | | | | | | | | |
| 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. | 1 | 1Y | 1Y | 1Y | 1Y | 1Y | GCID Manager / GCID Board | Submit proof of submission to CID Department. |
| 9. Successful day-to-day management and operations of the GCID | Monthly feedback to GCID Board. | Ongoing | ➔ | ➔ | ➔ | ➔ | ➔ | GCID Manager | |
| 10. Maintain Website | Website with all the relevant documents as required by the By-Law and Policy | Ongoing | ➔ | ➔ | ➔ | ➔ | ➔ | GCID Board GCID Manager | Refer to Program 6-3. |
| 11. CIPC Compliance • Directors change • Annual Returns • Auditors change | CIPC Notifications of changes. | 1Y | 1Y | 1Y | 1Y | 1Y | 1Y | GCID 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. Monthly Reports to the Directors | Report back on all CID related business to be measured and signed off | 12 | 12 | 12 | 12 | 12 | 12 | GCID Manager | Provide monthly reports to the Directors. |
| 13. Manage and monitor the C3 notification Process | Complete daily reports of C3 notifications and monitor outstanding issues | 12 | 12 | 12 | 12 | 12 | 12 | GCID Manager | |
| 14. Input to the Integrated Development Plan | Annual submissions to Subcouncil Manager | 1Y | 1Y | 1Y | 1Y | 1Y | 1Y | GCID Manager | October to February of every year. |
| 15. Input to the City Capital/Operating Budgets | Annual submissions to Subcouncil Manager. | 1Y | 1Y | 1Y | 1Y | 1Y | 1Y | GCID Manager | By September of each year. |
| 16. Communicate with property owners | Monthly newsletter | Monthly | 12 | 12 | 12 | 12 | 12 | GCID Manager | Keep property owners informed. |
| 17. Mediate issues with or between property owners | Provide an informed opinion on unresolved | Ongoing | ➔ | ➔ | ➔ | ➔ | ➔ | GCID Manager & City of Cape Town | |

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<table>
<tr><td colspan="9" align="center">**PROGRAM 1 - GCID MANAGEMENT & OPERATIONS**</td></tr>
<tr>
<th rowspan="2">ACTION STEPS</th>
<th rowspan="2">KEY PERFORMANCE INDICATOR</th>
<th rowspan="2">FREQUENCY per year</th>
<th colspan="5">DURATION IN WEEKS, MONTHS OR YEARS</th>
<th rowspan="2">RESPONSIBLE</th>
<th rowspan="2">COMMENTS</th>
</tr>
<tr>
<th>Y1</th><th>Y2</th><th>Y3</th><th>Y4</th><th>Y5</th>
</tr>
<tr>
<td></td>
<td>issues and assist where possible</td>
<td></td>
<td></td><td></td><td></td><td></td><td></td>
<td>Departmental Managers and Law Enforcement</td>
<td></td>
</tr>
<tr>
<td>18. Visit GCID members</td>
<td>Communicate and visit GCID members.</td>
<td>Bi-annually</td>
<td>2</td><td>2</td><td>2</td><td>2</td><td>2</td>
<td>GCID Manager</td>
<td>Refer also to Program 6-4</td>
</tr>
<tr>
<td>19. Promote and develop GCID NPC membership</td>
<td>Have a NPC membership that represents the GCID community<br>Update NPC membership.<br>Ensure that membership application requests are prominent on webpage</td>
<td>Ongoing</td>
<td>➤</td><td>➤</td><td>➤</td><td>➤</td><td>➤</td>
<td>GCID Manager / GCID Board</td>
<td></td>
</tr>
<tr>
<td>20. Build working relationships with Subcouncil Management and relevant CCT officials and departments that deliver services in the GCID</td>
<td>Successful and professional relationships with subcouncil management, Area Based Manager and City Departments resulting in enhanced communication, cooperation and service delivery</td>
<td>Ongoing</td>
<td>➤</td><td>➤</td><td>➤</td><td>➤</td><td>➤</td>
<td>GCID Manager</td>
<td></td>
</tr>
<tr>
<td>21. SRA renewal application and survey.</td>
<td>Submit a comprehensive renewal application for approval by the members and the City of Cape Town.</td>
<td>In year 5</td>
<td></td><td></td><td></td><td></td><td>1Y</td>
<td>GCID Manager / GCID Board</td>
<td></td>
</tr>
<tr>
<td>22. Annual Tax Compliance Status</td>
<td>Within one month after expiry date.</td>
<td>Annually</td>
<td>1Y</td><td>1Y</td><td>1Y</td><td>1Y</td><td>1Y</td>
<td>GCID Manager</td>
<td>Submit PIN to CCT Supply Chain Management Department.</td>
</tr>
<tr>
<td>23. Budget Review</td>
<td>Board approved budget review to the CCT by end of February</td>
<td>Annually</td>
<td>1Y</td><td>1Y</td><td>1Y</td><td>1Y</td><td>1Y</td>
<td>GCID Manager</td>
<td>Submit Board minutes and approved adjustment budget to the CCT by end of February.</td>
</tr>
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## PROGRAM 1 - GCID MANAGEMENT & OPERATIONS

| ACTION STEPS | KEY PERFORMANCE INDICATOR | FREQUENCY per year | DURATION IN WEEKS, MONTHS OR YEARS | | | | | RESPONSIBLE | COMMENTS |
|---|---|---|---|---|---|---|---|---|---|
| | | | Y1 | Y2 | Y3 | Y4 | Y5 | | |
| 24. Perform Mid-year performance review. | Board approved mid-year review submitted to the CCT by end of February | Annually | 1Y | 1Y | 1Y | 1Y | 1Y | GCID Manager / GCID Board | Submit Board minutes and approved Mid-year performance review to the CCT by end of February. Ensure under/non performance areas are addressed before the end of the financial year. |
| 25. All Directors to receive relevant CID Documents | At the 1st Board meeting after the AGM, supply all directors with all relevant CID documents | Annually | 1Y | 1Y | 1Y | 1Y | 1Y | GCID Manager / GCID Board | |
| 26. Allocation of portfolios | At the first Board meeting after the AGM, assign portfolios to Directors | Annually | 1Y | 1Y | 1Y | 1Y | 1Y | GCID Manager / GCID Board | |
| 27. Declaration of interest | Ensure all Directors and Manager sign DOI at every Board Meeting | Bi-monthly | 6 | 6 | 6 | 6 | 6 | GCID Manager / GCID Board | |
| 28. VAT reconciliation/Tax Returns | Bi-monthly VAT returns and annual Tax returns | Bi-monthly | 6 | 6 | 6 | 6 | 6 | GCID Manager / GCID Board | |
| 29. Annual Approval of Implementation Plan and Budget | Obtain approval from members at AGM for Implementation Pan and Budget | Annually | 1 | 1 | 1 | 1 | 1 | GCID Manager / GCID Board | |

## PROGRAM 2 - GCID PUBLIC SAFETY / LAW ENFORCEMENT INITIATIVES

| ACTION STEPS | KEY PERFORMANCE INDICATOR | FREQUENCY per year | DURATION IN WEEKS, MONTHS OR YEARS | | | | | RESPONSIBLE | COMMENTS |
|---|---|---|---|---|---|---|---|---|---|
| | | | Y1 | Y2 | Y3 | Y4 | Y5 | | |
| 1. Identify the root causes of crime in conjunction with the SAPS, Local Authority and existing Public Safety service using their | Incorporate in Public Safety Management Strategy Plan | Ongoing | ➔ | ➔ | ➔ | ➔ | ➔ | GCID Manager/ Public Safety Service Provider | This is done comprehensively at the beginning of term and then modified continuously |

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| PROGRAM 2 - GCID PUBLIC SAFETY / LAW ENFORCEMENT INITIATIVES | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| ACTION STEPS | KEY PERFORMANCE INDICATOR | FREQUENCY per year | DURATION IN WEEKS, MONTHS OR YEARS | | | | | RESPONSIBLE | COMMENTS |
| | | | Y1 | Y2 | Y3 | Y4 | Y5 | | |
| experience as well as available crime statistics | | | | | | | | | |
| 2. Determine the Crime Threat Analysis of the CID area in conjunction with the SAPS | Incorporate in Public Safety Management Strategy Plan | Ongoing | ➜ | ➜ | ➜ | ➜ | ➜ | GCID Manager/ Public Safety Service Provider | |
| 3. Determine strategies by means of an integrated approach to improve public safety | Incorporate in Public Safety Management Strategy Plan | Ongoing | ➜ | ➜ | ➜ | ➜ | ➜ | GCID Manager/ Public Safety Service Provider | |
| 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 | Ongoing | ➜ | ➜ | ➜ | ➜ | ➜ | GCID Manager/ Public Safety Service Provider | |
| 5. Approve a Public Safety Management Strategy with clear deliverables and defined performance indicators to guide safety services by the appointed service provider and evaluate levels of service provided. | 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. | Revise as often as required but at least annually | 1Y | 1Y | 1Y | 1Y | 1Y | GCID Manager/ Public Safety Service Provider and approved by the Board | 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 Public Safety assistance or report information | Appropriately manned and equipped office with skilled staff | Ongoing | ➜ | ➜ | ➜ | ➜ | ➜ | GCID Manager/ Public Safety Service Provider | As per Program 1-1 |
| 7. Deploy Public Safety resources accordingly and effectively on visible patrols. Public Safety | Effective safety and Public Safety patrols in the GCID | Ongoing | ➜ | ➜ | ➜ | ➜ | ➜ | GCID Manager/ Public Safety Service Provider | |

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| PROGRAM 2 - GCID PUBLIC SAFETY / LAW ENFORCEMENT INITIATIVES | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **ACTION STEPS** | **KEY PERFORMANCE INDICATOR** | **FREQUENCY per year** | **DURATION IN WEEKS, MONTHS OR YEARS** | | | | | **RESPONSIBLE** | **COMMENTS** |
| | | | **Y1** | **Y2** | **Y3** | **Y4** | **Y5** | | |
| personnel and patrol vehicles to be easily identifiable | | | | | | | | | |
| 8. Utilise the "eyes and ears" of all Public Safety 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 GCID | Ongoing | ➔ | ➔ | ➔ | ➔ | ➔ | GCID Manager/ Public Safety Service Provider | |
| 9. Assist the police through participation by GCID in the local Police sector crime forum | Incorporate feedback and information in Public Safety and safety initiatives of the GCID Report on any Public Safety information of the GCID to the CPF | Monthly | 12 | 12 | 12 | 12 | 12 | GCID 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 GCID Board with recommendations where applicable | Quarterly | 4 | 4 | 4 | 4 | 4 | GCID Manager/ Public Safety Service Provider/ SAPS Crime Intelligence Officer | Refer to Program 1-9 |
| 11. On-site inspection of Public Safety Patrol officers | Report findings to the GCID Board with recommendations where applicable | Daily | ➔ | ➔ | ➔ | ➔ | ➔ | GCID Manager/ Public Safety Service Provider | |
| 12. Weekly Public Safety Reports from Contract Public Safety Service Provider | Report findings to the GCID Board with recommendations where applicable Provide feedback to forum meeting | Weekly | 52 | 52 | 52 | 52 | 52 | Public Safety Service Provider | Incorporate into monthly management report to GCID Board |
| 13. Deploy CCTV cameras monitored by a CCTV Control Room | Effective use of CCTV cameras through monitoring | Ongoing | ➔ | ➔ | ➔ | ➔ | ➔ | GCID Manager/ Public Safety Service Provider | |
| 14. Appoint a CCTV Monitoring service provider | Appointment of appropriately qualified service providers. | 3 Years | 1Y | | | 1Y | | GCID Manager / GCID Board | |

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<td rowspan="2">**ACTION STEPS**</td>
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<td rowspan="2">**FREQUENCY per year**</td>
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<td rowspan="2">**COMMENTS**</td>
</tr>
<tr><td>**Y1**</td><td>**Y2**</td><td>**Y3**</td><td>**Y4**</td><td>**Y5**</td></tr>
<tr>
<td>15. Register CCTV Cameras with the City of Cape Town</td>
<td>Cameras registered with the CCT</td>
<td>Ongoing</td>
<td>➜</td><td>➜</td><td>➜</td><td>➜</td><td>➜</td>
<td>GCID Manager/ Public Safety Service Provider</td>
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<table>
<tr><td colspan="10" align="center">**PROGRAM 3 - GCID CLEANSING & ENVIRONMENTAL INITIATIVES**</td></tr>
<tr>
<td rowspan="2">**ACTION STEPS**</td>
<td rowspan="2">**KEY PERFORMANCE INDICATOR**</td>
<td rowspan="2">**FREQUENCY per year**</td>
<td colspan="5">**DURATION IN WEEKS, MONTHS OR YEARS**</td>
<td rowspan="2">**RESPONSIBLE**</td>
<td rowspan="2">**COMMENTS**</td>
</tr>
<tr><td>**Y1**</td><td>**Y2**</td><td>**Y3**</td><td>**Y4**</td><td>**Y5**</td></tr>
<tr>
<td>1. Develop a cleansing strategy document</td>
<td>Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery.</td>
<td>Annually</td>
<td>1Y</td><td>1Y</td><td>1Y</td><td>1Y</td><td>1Y</td>
<td>GCID Manager/ Cleansing Service Provider</td>
<td>Revise as often as required but at least annually. Refer to 1.2</td>
</tr>
<tr>
<td>2. Cleansing Strategy to guide cleansing and delivery</td>
<td>Monitor and evaluate the cleansing strategy and performance of all service delivery on a quarterly basis</td>
<td>Quarterly</td>
<td>4</td><td>4</td><td>4</td><td>4</td><td>4</td>
<td>GCID Manager/ Cleansing Service Provider</td>
<td></td>
</tr>
<tr>
<td>3. Appointed Cleaning service provider.</td>
<td>Appointment of appropriately qualified service provider.</td>
<td>3 Years</td>
<td>1Y</td><td></td><td></td><td>1Y</td><td></td>
<td>GCID Manager / GCID Board</td>
<td>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.</td>
</tr>
<tr>
<td>4. Additional litter bins and emptying of litter bins.</td>
<td>Quarterly status reports to CCT regarding progress of identified shortcomings</td>
<td>Quarterly</td>
<td>4</td><td>4</td><td>4</td><td>4</td><td>4</td>
<td>GCID Manager/ Solid Waste Department</td>
<td></td>
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| PROGRAM 3 - GCID CLEANSING & ENVIRONMENTAL INITIATIVES | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **ACTION STEPS** | **KEY PERFORMANCE INDICATOR** | **FREQUENCY per year** | **DURATION IN WEEKS, MONTHS OR YEARS** | | | | | **RESPONSIBLE** | **COMMENTS** |
| | | | **Y1** | **Y2** | **Y3** | **Y4** | **Y5** | | |
| | | | | | | | | | |
| 5. Cleaning of streets and sidewalks in the GCID | Cleansing each of the streets within the CID boundary at least once within every two month period | Bi monthly | 6 | 6 | 6 | 6 | 6 | GCID Manager/ Cleansing Service Provider | |
| 6. 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 GCID | Ongoing | ➔ | ➔ | ➔ | ➔ | ➔ | GCID Manager/GCID Board | |
| 7. Monitor and combat Illegal dumping | Removal of illegal dumping when required and applying applicable penalties through law enforcement against transgressors. Report to the Board | Ongoing | ➔ | ➔ | ➔ | ➔ | ➔ | GCID Manager/ Cleansing Service Provider/ Law Enforcement Officers/GCID Board | |
| 8. Identify environmental design contributing to grime such as wind tunnels | Quarterly evaluation of the causes of waste Quarterly evaluation of measures implemented and identification of remedial actions. Report to the Board. | Quarterly | 4 | 4 | 4 | 4 | 4 | GCID Manager/ Cleansing Service Provider/GCID Board | |
| 9. Promoting waste minimization through education and awareness on waste and water pollution | Monthly evaluations and inspections Report findings to Board. | Ongoing | ➔ | ➔ | ➔ | ➔ | ➔ | GCID Manager/ Cleansing Service Provider, Solid waste Department | |

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## PROGRAM 3 - GCID CLEANSING & ENVIRONMENTAL INITIATIVES

| ACTION STEPS | KEY PERFORMANCE INDICATOR | FREQUENCY per year | DURATION IN WEEKS, MONTHS OR YEARS | | | | | RESPONSIBLE | COMMENTS |
|---|---|---|---|---|---|---|---|---|---|
| | | | Y1 | Y2 | Y3 | Y4 | Y5 | | |
| | | | | | | | | | |
| 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. | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | CID Manager / Solid Waste Department | |
| 11. Local NGO to assist in cleaning programs where applicable | As required coordinate cleaning programs and report to the Board | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | CID Manager | Refer to program 4-6 and 5-2 |
| 12. Recycle waste | Recycle waste collected by cleaning staff where possible and report progress to the Board | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | GCID Manager/ Cleansing Service Provider | |
| 13. Greening campaigns - Arbor Day | Report to the GCID Board with recommendations where applicable | 1 | 1Y | 1Y | 1Y | 1Y | 1Y | GCID Manager | |

## PROGRAM 4 - GCID URBAN MANAGEMENT INITIATIVES

| ACTION STEPS | KEY PERFORMANCE INDICATOR | FREQUENCY per year | DURATION IN WEEKS, MONTHS OR YEARS | | | | | RESPONSIBLE | COMMENTS |
|---|---|---|---|---|---|---|---|---|---|
| | | | Y1 | Y2 | Y3 | Y4 | Y5 | | |
| 1. Identify problem areas with respect to:<br>a. street lighting;<br>b. missing drain covers / cleaning of drains<br>c. maintenance of road surfaces; sidewalks<br>d. cutting of grass / removal of weeds | Urban management plan with clear deliverables and defined performance indicators to guide delivery – Report monthly to the Board | Ongoing Monthly reporting to the Board. | ➡ | ➡ | ➡ | ➡ | ➡ | GCID Manager | Use the established service levels to design the provision of supplementary services without duplication of effort. |

| PROGRAM 4 - GCID URBAN MANAGEMENT INITIATIVES | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **ACTION STEPS** | **KEY PERFORMANCE INDICATOR** | **FREQUENCY per year** | **DURATION IN WEEKS, MONTHS OR YEARS** | | | | | **RESPONSIBLE** | **COMMENTS** |
| | | | Y1 | Y2 | Y3 | Y4 | Y5 | | |
| e. road markings / traffic signs | | | | | | | | | |
| 2. Identify and report infrastructure supplementing of existing Council Services:<br>f. Street lighting<br>g. Dumping<br>h. Refuse Removal<br>i. Waterworks<br>j. Sewerage<br>k. Roads and Storm water<br>l. Traffic signals and line painting<br>m. Pedestrian safety<br>n. Road repairs | Monitor and evaluate. Report findings to the GCID Board with recommendations where applicable | Daily / weekly and monthly reports to the C3 notification process and daily recording of references in the register | ➜ | ➜ | ➜ | ➜ | ➜ | GCID Manager | |
| 3. Compile a list of prioritized 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 GCID Board with recommendations where applicable | 4 | 4M | 4M | 4M | 4M | 4M | GCID Manager | |
| 4. 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 | Ongoing | ➜ | ➜ | ➜ | ➜ | ➜ | GCID Manager | This is done comprehensively at the term renewal and then modified and managed continuously<br>Also refer to Program 5-2 and 3-10 |
| 5. Illegal Poster Removal | City of Cape Town infrastructure free from illegal posters | Ongoing | ➜ | ➜ | ➜ | ➜ | ➜ | GCID Manager | |

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| PROGRAM 4 - GCID URBAN MANAGEMENT INITIATIVES | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| ACTION STEPS | KEY PERFORMANCE INDICATOR | FREQUENCY per year | DURATION IN WEEKS, MONTHS OR YEARS | | | | | RESPONSIBLE | COMMENTS |
| | | | Y1 | Y2 | Y3 | Y4 | Y5 | | |
| Notify and monitor the removal of illegal posters by the City of Cape Town | | | | | | | | | |

| PROGRAM 5 - GCID SOCIAL INTERVENTION INITIATIVES | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| ACTION STEPS | KEY PERFORMANCE INDICATOR | FREQUENCY per year | DURATION IN WEEKS, MONTHS OR YEARS | | | | | RESPONSIBLE | 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. | Social intervention plan with clear deliverables and defined performance indicators to guide delivery | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | GCID 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 | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | GCID 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 | Meet quarterly, Keep minutes, Report Quarterly | Quarterly | 4 | 4 | 4 | 4 | 4 | GCID Manager/Board/ City Social Development Department | |
| 4. Public awareness program on social issues | Publish on Web Page | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | GCID Manager | |

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| PROGRAM 6 - GCID MARKETING INITIATIVES | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **ACTION STEPS** | **RESPONSIBLE** | **FREQUENCY per year** | **DURATION IN WEEKS, MONTHS OR YEARS** | | | | | **PERFORMANCE INDICATOR** | **COMMENTS** |
| | | | **Y1** | **Y2** | **Y3** | **Y4** | **Y5** | | |
| 1.  Newsletters / Newsflashes | Informative newsletters distributed. | Quarterly | 4 | 4 | 4 | 4 | 4 | GCID Manager | Also refer to Program 1-16 |
| 2.  Regular Press releases in local Newspapers covering:<br>a.  Local Development<br>b.  Promoting local Projects<br>c.  Social Issues | Regular media exposure | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | GCID Manager | |
| 3.  Establish and maintain Website | Up to date and informative website in compliance with CID legislation. | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | GCID Manager | Refer to Program 1-10 |
| 4.  Regular Member visits and meetings | Monthly feedback to GCID Board at Directors Meeting | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | GCID Manager | Refer to Program 1-18 |
| 5.  Establish the GCID Business Directory and link to website | Up to date directory | Every 6 months | 2 | 2 | 2 | 2 | 2 | GCID Manager | |
| 6.  GCID Signage | Signage to be visible and maintained | Ongoing | ➡ | ➡ | ➡ | ➡ | ➡ | GCID Manager | |