



STRAND CITY IMPROVEMENT DISTRICT
5 YEAR IMPLEMENTATION PLAN
 1st July 2013 to 30th June 2018

PROGRAM 1 - SBID MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Appointment of staff	SBID Manager / SBID Board	1	1Y					Appointment of appropriately skilled staff	Staff appointment thereafter will be done as required
2. Continued operation of the SBID Management Office	SBID Manager / SBID Board	1	2M					Operation SBID Office	
3. Appointment of relevant service providers	SBID Manager / SBID 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 (3 Years)
4. Board meetings	SBID Manager / SBID Board	12	12	12	12	12	12	Regular Board meetings	
5. Financial reports to CoCT	SBID Manager	12	12	12	12	12	12	Submit reports timeously	Refer to Financial Agreement
6. Audited Financial Statements	SBID Manager	1		1Y	1Y	1Y	1Y	Unqualified Financial Audits	
7. Communicate SBID Arrears List	SBID Manager	12	12	12	12	12	12	Observe and report concern over outstanding amounts	
8. Feedback to Members and Annual General Meeting	SBID Manager / SBID Board	1	1Y	1Y	1Y	1Y	1Y	Host successful AGM	
9. Submit Management Report and Annual Financial Statements to Sub-council(s)	SBID Manager / SBID Board	1		1Y	1Y	1Y	1Y	Unqualified Financial Audits and comprehensive management reports	

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			Y1	Y2	Y3	Y4	Y5			
10. Successful day-to-day management and operations of the SBID	SBID Manager	Ongoing daily						Monthly feedback to SBID Board at Directors Meeting		
11. Monthly Reports to the SRA Directors	SBID Manager	12	12	12	12	12	12	Report back on all CID related business to be measured and signed off	Provide monthly reports to the SRA Directors	
12. Manage and monitor the C3 notification Process	SBID Manager	12	12	12	12	12	12	Complete daily reports of C3 notifications and monitor existing issues	October to February of every year	
13. Submit input to the Integrated Development Plan	SBID Manager	Annual	1Y	1Y	1Y	1Y	1Y	Annual submissions to Sub-Council Manager	October to February of every year	
14. Submit input to the Capital Budgets	SBID Manager	Annual	1Y	1Y	1Y	1Y	1Y	Annual submissions to Sub-Council Manager		
15. Communicate with property owners	SBID Manager	Ongoing	➔	➔	➔	➔	➔	Keep property owners informed through monthly newsletter		
16. Mediate issues with or between property owners	SBID Manager & City of Cape Town Departmental Managers and Law Enforcement	Ongoing	➔	➔	➔	➔	➔	Provide an informed opinion on unresolved issues and assist where possible		
17. Visit SBID members	SBID Manager	Ongoing	➔	➔	➔	➔	➔	Communicate and visit SBID members	Twice per year	
18. Promote and develop SBID NPC membership	SBID Manager / SBID Board	Ongoing	➔	➔	➔	➔	➔	Have a NPC membership that represents the SBID community		
19. Build working relationships with Sub-Council Management and relevant CoCT officials and departments that deliver services in the SBID	SBID Manager	Ongoing	➔	➔	➔	➔	➔	Successful and professional relationships with sub-council management and officials resulting in enhance communication, cooperation and service delivery		
20. Compile the SRA renewal application.	SBID Manager / SBID Board	In year 4				1Y		Submit a comprehensive renewal application for approval by the members and the City of Cape Town.		

PROGRAM 2 - SBID 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	SBID Security Provider	Manager/Service	Ongoing	3M	➔	➔	➔	➔	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	SBID Security Provider	Manager/Service	Ongoing	3M	➔	➔	➔	➔	Incorporate in Security Management Strategy Plan	
3. Determine strategies by means of an integrated approach to address / decrease crime	SBID Security Provider	Manager/Service	Ongoing	3M	➔	➔	➔	➔	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	SBID Security Provider	Manager/Service	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.	SBID Security Provider	Manager/Service	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	SBID 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	SBID Security Provider	Manager/Service	Ongoing	➔	➔	➔	➔	➔	Effective safety and security patrols in the SBID	

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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	SBID Security Provider	Manager/ Service	Ongoing	➔	➔	➔	➔	➔	Incorporate feedback and information in security and safety initiatives of the SBID	
9. Assist the police through participation by SBID in the local Police sector crime forum	SBID Security Provider	Manager/ Service	Monthly	12	12	12	12	12	Incorporate feedback and information in security and safety initiatives of the SBID Report on any security information of the SBID to the CPF	
10. Monitor and evaluate the security strategy and performance of all service delivery on a quarterly basis	SBID Security Provider/ SAPS Crime Intelligence Officer	Manager/ Service	Quarterly	4	4	4	4	4	Report findings to the SBID Board with recommendations where applicable	
11. On-site inspection of Security Patrol officers	SBID Security Provider	Manager/ Service	Daily	1Y	1Y	1Y	1Y	1Y	Report findings to the SBID Board with recommendations where applicable	
12. Weekly Security Reports from Contract Security Company	Security Provider	Service	Weekly	1Y	1Y	1Y	1Y	1Y	Report findings to the SBID Board with recommendations where applicable Provide feedback to forum meeting	Incorporate into monthly management report to SBID Board
13. Monitor the objectives of the SBID employed Law Enforcement	SBID Safe and Security Directorate	Manager/ CoCT	Monthly	12	12	12	12	12	Provide effective Law Enforcement in the SBID and adjust where applicable	

PROGRAM 3 - SBID 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.	SBID 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	SBID 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.	SBID 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	SBID Manager/ Cleansing Service Provider	6	2	2	2	2	2	Provide clean streets and sidewalks in the SBID	
5. Identifying Health and safety issues within the area and reporting to Council with C3 notification reference no's	SBID Manager	Ongoing	➔	➔	➔	➔	➔	Monthly evaluations and inspections Provide an improved healthy urban environment in the SBID	
6. Monitor and combat Illegal Dumping	SBID Manager/ Cleansing Service Provider/ Law Enforcement Officers	Ongoing	➔	➔	➔	➔	➔	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	SBID 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 - SBID 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	SBID Manager/ Cleansing Service Provider	Ongoing	➔	➔	➔	➔	➔	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	➔	➔	➔	➔	➔	Monthly evaluations and inspections Report findings	

PROGRAM 4 - SBID 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	SBID Manager	Ongoing	➔	➔	➔	➔	➔	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	SBID Manager	Daily / weekly and monthly reports to the C3 notification						Monitor and evaluate. Report findings to the SBID Board with recommendations where applicable	

PROGRAM 4 - SBID 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	SBID 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 SBID Board with recommendations where applicable	
4. Greening campaigns - Arbor Day	SBID Manager	1	1Y	1Y	1Y	1Y	1Y	Report to the SBID Board with recommendations where applicable	
5. Work in conjunction with local social welfare and job creation organization and develop the delivery of the supplementary services to improve the urban environment	SBID Manager	Ongoing	➔	➔	➔	➔	➔	Development of a long term sustainable work program	This is done comprehensively at the implementation of the CID and then modified and managed continuously
6. Submissions to Ward Allocation, IDP and Capital Budgets	SBID Manager	1	1Y	1Y	1Y	1Y	1Y	Report to the SBID Board with recommendations where applicable	

PROGRAM 5 - SBID 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.	SBID Manager/ NGOs	Ongoing	➔	➔	➔	➔	➔	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
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	SBID 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 - SBID 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	SBID 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	SBID Manager	Ongoing	➔	➔	➔	➔	➔	Regular media exposure	
3. Establish and maintain Website	SBID Manager	Ongoing	➔	➔	➔	➔	➔	Informative website	
4. Regular Member visits and meetings	SBID Manager	Ongoing	➔	➔	➔	➔	➔	Monthly feedback to SBID Board at Directors Meeting	
5. Establish the SBID Business Directory and link to website	SBID Manager	Every 6 months	6	6	6	6	6	Up to dates directory	