



**STRAND CITY IMPROVEMENT DISTRICT
IMPLEMENTATION PLAN
1st July 2016 to 30th June 2017**

PROGRAM 1 - SBID MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Continued operation of the SBID Management Office	SBID Manager / SBID Board	1	Operation SBID Office	
2. Board meetings	SBID Manager / SBID Board	12	Regular Board meetings	
3. Financial reports to CoCT	SBID Manager	12	Submit reports timeously	Refer to Financial Agreement
4. Audited Financial Statements	SBID Manager	1	Unqualified Financial Audits	
5. Communicate SBID Arrears List	SBID Manager	12	Observe and report concern over outstanding amounts	
6. Feedback to Members and Annual General Meeting	SBID Manager / SBID Board	1	Host successful AGM	
7. Submit Management Report and Annual Financial Statements to Sub-council(s)	SBID Manager / SBID Board	1	Unqualified Financial Audits and comprehensive management reports	
8. Successful day-to-day management and operations of the SBID	SBID Manager	Ongoing daily	Monthly feedback to SBID Board at Directors Meeting	
9. Monthly Reports to the SRA Directors	SBID Manager	12	Report back on all CID related business to be measured and signed off	Provide monthly reports to the SRA Directors
10. Manage and monitor the C3 notification Process	SBID Manager	12	Complete daily reports of C3 notifications and monitor existing issues	October to February of every year
11. Submit input to the Integrated Development Plan	SBID Manager	Annual	Annual submissions to Sub-Council Manager	October to February of every year
12. Submit input to the Capital Budgets	SBID Manager	Annual	Annual submissions to Sub-Council Manager	

PROGRAM 1 - SBID MANAGEMENT & OPERATIONS				
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
13. Communicate with property owners	SBID Manager	Ongoing	Keep property owners informed through monthly newsletter	
14. 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	
15. Visit SBID members	SBID Manager	Ongoing	Communicate and visit SBID members	Twice per year
16. Promote and develop SBID NPC membership	SBID Manager / SBID Board	Ongoing	Have a NPC membership that represents the SBID community	
17. 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	

PROGRAM 2 - SBID 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	SBID Manager/ Security Service Provider	Ongoing	Security Management Strategy Plan	Modified continuously
2. Determine the Crime Threat Analysis of the SRA area in conjunction with the SAPS	SBID Manager/ Security Service Provider	Ongoing	Security Management Strategy Plan	
3. Determine strategies by means of an integrated approach to address / decrease crime	SBID Manager/ Security Service Provider	Ongoing	Security Management Strategy Plan	

PROGRAM 2 - SBID SECURITY / LAW ENFORCEMENT INITIATIVES				
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
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	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	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	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 and patrol vehicles to be easily identifiable	SBID Security Provider Manager/Service	Ongoing	Effective safety and security patrols in the SBID	
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	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	Report findings to the SBID Board with recommendations where applicable	

PROGRAM 2 - SBID SECURITY / LAW ENFORCEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
11. On-site inspection of Security Patrol officers	SBID Manager/ Security Service Provider	Daily	Report findings to the SBID Board with recommendations where applicable	
12. Weekly Security Reports from Contract Security Company	Security Service Provider	Weekly	Report findings to the SBID Board with recommendations where applicable Provide feedback to forum meeting	Incorporate into monthly management report to SBID Board

PROGRAM 3 - SBID CLEANSING INITIATIVES

***Note: The SBID does not have a dedicated cleaning and maintenance team as part of the business plan and resources of the SBID. This function is in-part performed by the social upliftment programme of the SBID using a Social Work Team in cooperation with various social service NGOs**

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 SBID SWAT Team*.	SBID 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 of litter bins service providers and the relevant City of Cape Town departments.	SBID Manager/ Solid Waste Department	Quarterly	Quarterly status reports to Local Authority regarding progress of identified shortcomings	
3. Cleansing each of the streets within the SRA Boundary at least once within every two month period*	SBID Manager/ Cleansing Service Provider	6	Provide clean streets and sidewalks in the SBID	
4. Identifying Health and safety issues within the area and	SBID Manager	Ongoing	Monthly evaluations and inspections Provide an improved healthy urban environment in the SBID	

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ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
reporting to Council with C3 notification reference no's				
5. 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	
6. Identify environmental design contributing to grime such as wind tunnels	SBID 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	SBID 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 - SBID URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Identify problem areas with respect to: a. street lighting; b. missing drain covers / cleaning of drains c. maintenance of road surfaces; sidewalks	SBID Manager	Ongoing	Urban management plan with clear deliverables and defined performance indicators to guide delivery	Modified continuously

PROGRAM 4 - SBID URBAN MANAGEMENT INITIATIVES				
ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
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				
2. Identify and report infrastructure supplementing 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 i. Road repairs	SBID 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 SBID Board with recommendations where applicable	
3. Compile a list of prioritized needs to enhance the objectives of the SRA and liaise with the relevant departments to correct	SBID Manager	4	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	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	Managed continuously
6. Submissions to Ward Allocation, IDP and Capital Budgets	SBID Manager	1	Report to the SBID Board with recommendations where applicable	

PROGRAM 5 - SBID 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.	SBID Manager/ NGOs	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 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	PERFORMANCE INDICATOR	COMMENTS
1. Regular newsletters / Newsflashes	SBID Manager	Monthly	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. 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. Maintain SBID Business Directory and link to website	SBID Manager	Every 6 months	Up to dates directory	