


**STIKLAND INDUSTRIAL CITY IMPROVEMENT DISTRICT**
**IMPLEMENTATION PLAN**

1st July 2017 to 30th June 2018

**PROGRAM 1 - SICID MANAGEMENT & OPERATIONS**

<b>ACTION STEPS</b>	<b>RESPONSIBLE</b>	<b>FREQUENCY per year</b>	<b>PERFORMANCE INDICATOR</b>	<b>COMMENTS</b>
1. Continued operation of the SICID Office	SICID Manager / SICID Board	1	Operation of SICID Office and appointment of staff	
2. Board meetings	SICID Manager / SICID Board	12	Regular Board meetings and reports per portfolio tabled at the meeting	
3. Financial reports to CoCT	SICID Manager	12	Submit reports timeously	Refer to Financial Agreement
4. Audited Financial Statements	SICID Manager	1	Unqualified Financial Audits submitted by 31 August to City of Cape Town	
5. Communicate SICID Arrears List	SICID Manager	12	Observe and report concern over outstanding amounts	
6. Feedback to Members and Annual General Meeting	SICID Manager / SICID Board	1	Host successful AGM	
7. Submit Management Report and Annual Financial Statements to Sub-council(s)	SICID Manager / SICID Board	1	Within 3 months of the AGM	
8. Successful day-to-day management and operations of the SICID	SICID Manager	Ongoing daily	Monthly feedback to SICID Board at Directors Meeting	
9. Monthly Reports to the SRA Directors	SICID Manager	12	Provide monthly reports to the SRA Directors	Report back on all CID related business to be measured and signed off
10. Manage and monitor the C3 notification Process	SICID 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	SICID Manager	Annual	Annual submissions to Sub-Council Manager	October to February of every year

<b>ACTION STEPS</b>	<b>RESPONSIBLE</b>	<b>FREQUENCY per year</b>	<b>PERFORMANCE INDICATOR</b>	<b>COMMENTS</b>
12. Submit input to the Capital Budgets	SICID Manager	Annual	Annual submissions to Sub-Council Manager	
13. Communicate with property owners	SICID Manager	Monthly	Keep property owners informed through monthly newsletter	
14. Mediate issues with or between property owners	SICID Manager & City of Cape Town Departmental Managers and Law Enforcement	Ongoing	Provide an informed opinion on unresolved issues and assist where possible	
15. Visit SICID members	SICID Manager	Twice per year	Communicate and visit SICID members	
16. Promote and develop SICID NPC membership	SICID Manager / SICID Board	Ongoing	Have a NPC membership that represents the SICID community and update NPC membership for AGM	
17. Build working relationships with Sub-Council Management and relevant CoCT officials and departments that deliver services in the SICID	SICID Manager	Ongoing	Successful and professional relationships with sub-council management and City officials resulting in enhance communication, cooperation and service delivery	
18. Compile the SRA renewal application	SICID Manager / SICID Board	1	Submit renewal application by 30 September 2017	
19. Perform mid-year review	SICID Manager / SICID Board	1	Submit to City of Cape Town by end of January	

## PROGRAM 2 - SICID SECURITY / LAW ENFORCEMENT INITIATIVES

<b>ACTION STEPS</b>	<b>RESPONSIBLE</b>	<b>FREQUENCY per year</b>	<b>PERFORMANCE INDICATOR</b>	<b>COMMENTS</b>
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	SICID Manager/ Security Service Provider	Ongoing	Security Management Strategy Plan	Modified continuously
2. Determine the Crime Threat Analysis of the CID area in conjunction with the SAPS	SICID Manager/ Security Service Provider	Ongoing	Management Strategy Plan	

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
3. Determine strategies by means of an integrated approach to address / decrease crime	SICID Security Provider Manager/ Service	Ongoing	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	SICID Security Provider Manager/ Service	Ongoing	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.	SICID 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 CID to request security assistance or report information	SICID 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	SICID Security Provider Manager/ Service	Ongoing	Effective safety and security patrols in the SICID	
8. Utilise the "eyes and ears" of all security and gardening/street cleaning staff, as well as own staff, to identify any breaches	SICID Security Provider Manager/ Service	Ongoing	Incorporate feedback and information in security and safety initiatives of the SICID	
9. Assist the police through participation by SICID in the local Police sector crime forum	SICID Security Provider Manager/ Service	Monthly	Incorporate feedback and information in security and safety initiatives of the SICID Report on any security information of the SICID to the CPF	
10. Monitor and evaluate the security strategy and performance of all service delivery on a quarterly basis	SICID Security Provider/ SAPS Crime Intelligence Officer Manager/ Service	Quarterly	Report findings to the SICID Board with recommendations where applicable	

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
11. On-site inspection of Security Patrol officers	SICID Manager/ Security Service Provider	Daily	Report findings to the SICID Board with recommendations where applicable	
12. Weekly Security Reports from Contract Security Company	Security Service Provider	Weekly	Report findings to the SICID Board with recommendations where applicable Provide feedback to forum meeting	Incorporate into monthly management report to SICID Board
13. Monitor the objectives of the SICID employed Law Enforcement	SICID Manager/ CoCT Safe and Security Directorate	Monthly	Provide effective Law Enforcement in the SICID and adjust where applicable	
14. Develop a CCTV Security Camera Strategy with clear deliverables and defined performance indicators to guide public safety services actions	SICID Manager/Security Service Provider	Revise as often as required but at least annually	Documented CCTV Management Strategy with clear deliverables and defined performance indicators to guide public safety service	Modified continuously.

### PROGRAM 3 - SICID CLEANSING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Monitor and evaluate the cleansing strategy and performance of all service delivery on a quarterly basis	SICID Manager/ Cleansing Service Provider	Quarterly	Modify Cleansing Strategy to guide cleansing and delivery	
2. Co-ordinate the provision of additional litter bins and emptying of litter bins service providers and the relevant City of Cape Town departments.	SICID Manager/ Solid Waste Department	Quarterly	Quarterly status reports to Local Authority regarding progress of identified shortcomings	
3. Cleansing each of the streets within the CID Boundary at least once within every two month period	SICID Manager/ Cleansing Service Provider	6	Provide clean streets and sidewalks in the SICID	

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
4. Identifying Health and safety issues within the area and reporting to Council with C3 notification reference no's	SICID Manager	Ongoing	Monthly evaluations and inspections Provide an improved healthy urban environment in the SICID	
5. Monitor and combat Illegal Dumping	SICID 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	SICID 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	SICID 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 - SICID 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 d. cutting of grass / removal of weeds	SICID Manager	Ongoing	Urban management plan with clear deliverables and defined performance indicators to guide delivery	Modified continuously

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
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	SICID 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 SICID Board with recommendations where applicable	
3. Compile a list of prioritized needs to enhance the objectives of the CID and liaise with the relevant City of Cape Town departments to correct	SICID Manager	4	Monitor and evaluate the plan and performance of all service delivery on a quarterly basis. Report findings to the SICID Board with recommendations where applicable	
4. Greening campaigns - Arbor Day	SICID Manager	1	Report to the SICID 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	SICID Manager	Ongoing	Development of a long term sustainable work program	Managed continuously
6. Submissions to Ward Allocation, IDP and Capital Budgets	SICID Manager	1	Report to the SICID Board with recommendations where applicable	

**PROGRAM 5 - SICID 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.	SICID 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	SICID 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 - SICID MARKETING INITIATIVES**

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Regular and monthly newsletters / Newsflashes	SICID Manager	Monthly	Informative newsletters	
2. Regular Press releases in local Newspapers covering: a. Local Development b. Promoting local Projects c. Social Issues	SICID Manager	Ongoing	Regular media exposure	
3. Maintain Website	SICID Manager	Ongoing	Informative website in compliance with SRA Policy requirements	

<b>ACTION STEPS</b>	<b>RESPONSIBLE</b>	<b>FREQUENCY per year</b>	<b>PERFORMANCE INDICATOR</b>	<b>COMMENTS</b>
4. Regular Member visits and meetings	SICID Manager	Ongoing	Monthly feedback to SICID Board at Directors Meeting	
5. Establish the SICID Business Directory and link to website	SICID Manager	Every 6 months	Up to dates directory	