

# LITTLE MOWBRAY AND ROSEBANK IMPROVEMENT DISTRICT NPC IMPLEMENTATION PLAN



for the period  
DRAFT DATE: 2022.09.16

YEAR 3:  
Rev

**1 July 2023 to 30 June 2024**  
FINAL 2

[Available at www.lmrid.capetown](http://www.lmrid.capetown)

PROGRAM 1 - CID MANAGEMENT & OPERATIONS										
ACTION STEPS	RESPONSIBLE	PERFORMANCE INDICATORS	FREQ/YR	DURATION					COMMENTS	
				Y1	Y2	Y3	Y4	Y5		
1	Continued operation of the Management Office	CID Board	Accessible and functional office	Ongoing						
2	Appointment of relevant service providers	CID Board	Appointment of appropriately qualified service providers; Service Level Agreements monitored re monthly progress reports	3 yrs						Appointments based on adjudication of Competitive quotes; Service providers to be reappointed or new providers to be appointed at end of initial contracts (3 years or sooner if non-performances).
4	Board meetings	CID Board	Monthly Board meetings with report-back per portfolio committee. Keep minutes and file resolutions.	6						
5	Financial reports to CoCT	CID Board	Submit reports timeously (due 15 <sup>th</sup> of following month)	12						Refer to Financial Agreement
6	Audited Financial Statements	CID Board	Unqualified Financial Audits by 31 August.	1						Refer to Financial Agreement
7	Communicate CID Arrears List	CID Board	Observe and report concerns over outstanding amounts	12						Board Members in arrears cannot participate in meetings.
8	Feedback to Members and Annual General Meeting	CID Board	Host successful AGM before 31 January	1						Comply with statutory regulations and provide feedback to members.

ACTION STEPS		RESPONSIBLE	PERFORMANCE INDICATORS	FREQ/YR	DURATION				COMMENTS
9	Submit Management Report and Annual Financial Statements to Sub-council(s)	CID Board	AFS and annual reports to be submitted within 3 months of AGM with proof of submission to CID unit.	1					
10	Successful day-to-day management and operations of the CID	CID Board	Monthly feedback to CID Board; Compile stats for including into Board feedback.	Ongoing					
11	Monthly Reports to the CID Directors	CID Board	Report back on all CID related business to be measured and signed off	12					
12	Manage and monitor the C3 notification Process	CID Board	Complete daily reports of C3 notifications and monitor existing issues	12					
13	Submit input to the Integrated Development Plan	CID Board	Annual submissions to Sub-Council Manager	1Y					
14	Submit input to the Operating and Capital Budgets for the City	CID Board	Annual submissions to Sub-Council Manager by Sept. each year	1Y					
15	Communicate with property owners	CID Board	Keep property owners informed through monthly newsletter	Ongoing					
16	Mediate issues with or between property owners	CID Board / City Dept Managers and Law Enforcement	Provide an informed opinion on unresolved issues and assist where possible	Ongoing					
17	Visit CID members	CID Board	Visit members annually	Ongoing					
18	Promote and develop CID NPC membership	CID Board	Have a NPC membership that represents the CID. Update NPC membership frequently. Ensure membership application requirements are provided on Web page.	Ongoing					
19	Build working relationships with Sub-Council Management and relevant CoCT officials and departments that deliver services in the CID	CID Board	Successful and professional relationships with: Subcouncil manager; Area-Based manager; City Departments - to ensure good communication, co-operation and service delivery.	Ongoing					
20	Compile the CID renewal application.	CID Board	Submit a comprehensive renewal application for approval by the members and the City of Cape Town.	In Yr 5					
21	Comply with all Company Act requirements	CID Board	CIPC requirements:	Ongoing					
			- Register Auditors and submit CIPC within 10 business days of change	Ongoing					

ACTION STEPS		RESPONSIBLE	PERFORMANCE INDICATORS	FREQ/YR	DURATION				COMMENTS
			- Register new Directors and submit to CIPC with 10 business days of change - Maintenance of membership list as per Section 24 of Company Act	Ongoing Ongoing					
		CID Board	- Submit Annual Returns to CIPC within 30 business days after anniversary date of the NPC	1					
22	Obtain Annual Tax Clearance Certificate	CID Board	Within one month of expiring date of current TCC	1					
23	Perform Budget Review	CID Board	by 28 February	1					
24	Present monthly income and expenditure report at Board meetings	CID Board	Board members are informed of budget information and status	12					
25	All Directors to receive relevant CID Documents	CID Board	At the 1st Board meeting after the AGM, supply all directors with all relevant CID documents	1					
26	At the first Board meeting after the AGM, assign portfolios to Directors	CID Board	At the first Board meeting after the AGM, assign portfolios to Directors	1					
27	Ensure all Directors and Manager sign DOI at every Board Meeting	CID Board	Ensure all Directors and Manager sign DOI at every Board Meeting	6					
28	Do VAT reconciliation and tax returns	CID Board	Bi-monthly and annual submissions to SARS	6					
29	Annual approval of Implementation plan and Budgets	CID Board	Obtain approval from members at AGM for Implementation Plan and Budget	1					
31	Register with CCT as Community-Based Organisation	CID Board	Apply with subcouncil to become a member and attend meetings						
32	Implement Business Plan	CID Board	% of budget spent	Annually					Ensure that the benchmark of 90% is attained.
33	Protection of Personal Information Act (POPIA) declaration	CID Board	At the first Board meeting after the AGM, new Directors to sign the POPIA declaration	Annually					
<b>PROGRAM 2 - CID SECURITY / LAW ENFORCEMENT INITIATIVES</b>									
1	Identify the root causes of public safety issues in conjunction with the SAPS, Local Authority and existing security service using their experience as well as available crime statistics	CID Board / Security Service Provider (SSP)	Reports identifying root causes of various crimes with actions to address root cause:  - Security Management Strategy Plan - Approve by Board	Ongoing					

ACTION STEPS		RESPONSIBLE	PERFORMANCE INDICATORS	FREQ/YR	DURATION			COMMENTS
2	Determine the Crime Threat Analysis of the CID area in conjunction with the SAPS	CID Board / SSP	Incorporate in Security Management Strategy Plan	Ongoing				
3	Determine strategies by means of an integrated approach to address / decrease public safety issues	CID Board / SSP	Incorporate in Security Management Strategy Plan	Ongoing				
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	CID Board / SSP	Incorporate in Security Management Strategy Plan	Ongoing				
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.	CID Board / SSP	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.	Revise as often as reqd but at least annually				
6	Maintain a manned centrally located office(s) open to the members and residents of the CID to request security assistance or report information	CID Board / SSP	Appropriately manned and equipped control room with skilled staff	Ongoing				
7	Deploy patrol vehicles with security officers accordingly and effectively on visible patrols.	CID Board / SSP	24 hour presence of patrol vehicles  Effective Safety and Security Patrols	Ongoing				
8	Utilise the "eyes and ears" of all security and gardening/street cleaning staff, as well as own staff, to identify any breaches	CID Board / SSP	Incorporate feedback and information in security and safety initiatives of the SRA	Ongoing				

ACTION STEPS		RESPONSIBLE	PERFORMANCE INDICATORS	FREQ/YR	DURATION					COMMENTS
9	Assist the police through participation by SRA in the local Police sector crime forum	CID Board / SSP	Incorporate feedback and information in security and safety initiatives of the CID Report on any security information of the CID to the CPF	Monthly						
10	Monitor and evaluate the security strategy and performance of all service delivery on a quarterly basis	SSP	Report findings to the CID Board with recommendations where applicable	Quarterly						
12	Weekly Security Reports from Contract Security Company	SSP	Report findings to the CID Board with recommendations where applicable.	Weekly						
<b>PROGRAM 3 - CID CLEANSING INITIATIVES</b>										
1	Develop a cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery from the appointed service provider.	CID Board / Cleaning Service Provider (CSP)	Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery. Revise as often as required but at least annually	annually						
2	Monitor and evaluate the cleansing strategy and performance of all service delivery on a quarterly basis	CID Board / CSP	Modify Cleansing Strategy to guide cleansing and delivery	fortnight						
3	Co-ordinate the provision of additional litter bins and emptying of litter bins service providers and the relevant City of Cape Town departments.	CID Board / CSP	Quarterly status reports to Local Authority regarding progress of identified shortcomings	Quartrly						
4	Cleansing each of the streets within the CID Boundary at least once within every two month period	CID Board / CSP	Provide clean streets and sidewalks in the SRA by cleaning at least once in two months	every four weeks						
5	Identifying Health and safety issues within the area and reporting to Council with C3 notification reference no's	CID Board	Monthly evaluations and inspections with a report to the Board on outcome	Ongoing						

ACTION STEPS		RESPONSIBLE	PERFORMANCE INDICATORS	FREQ/YR	DURATION			COMMENTS
6	Monitor and combat Illegal Dumping	CID Board / CSP / Law Enforcement Officers	Report all removal of illegal dumping as required and applying applicable penalties through law enforcement against transgressors	Ongoing				
7	Identify environmental design contributing to grime such as wind tunnels and poor lighting	CID Board / CSP	Quarterly evaluation of the causes of waste;  Quarterly evaluation of measures implemented and identification of remedial actions	Quarterly				
8	Promoting waste minimization through education and awareness on waste and water pollution	CID Board / CSP	Monthly inspections and report to Board on findings	Ongoing				
9	Encourage property owners to act responsibly in terms of waste management and encourage recycling initiatives	CID Board	Monthly inspections and report to Board on findings	Ongoing				
10	Co-ordinate with local NGO to assist with cleaning programmes where applicable	CID Board	As required					Refer to Programme 5.2
<b>PROGRAM 4 - CID URBAN MANAGEMENT INITIATIVES</b>								
ACTION STEPS		RESPONSIBLE	PERFORMANCE INDICATORS	FREQ/YR	DURATION			COMMENTS
1	Submissions to Ward Allocation, IDP and Capital Budgets	CID Board	Report to the CID Board with recommendations where applicable	1				

ACTION STEPS	RESPONSIBLE	PERFORMANCE INDICATORS	FREQ/YR	DURATION				COMMENTS
2 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	CID Board	Urban management plan with clear deliverables and defined performance indicators to guide delivery	Ongoing  Ongoing Ongoing  every 6 months Ongoing					This is done comprehensively at the implementation of the CID and then modified continuously
3 Identify and report infrastructure supplementing existing Council Services:  a. Street lighting b. Dumping c. Refuse Removal d. Waterworks e. Sewerage	CID Board	Monitor and evaluate. Report findings to the CID Board with recommendations where applicable	weekly  Ongoing Ongoing Ongoing Ongoing					Securitas via C3 none identified  none identified none identified
f. Roads and Storm water g. Traffic signals & line painting h. Pedestrian safety. i. Road repairs			Ongoing Ongoing Ongoing Ongoing					none identified none identified none identified none identified
4 Compile a list of prioritized needs to enhance the objectives of the CID and liaise with the relevant departments to correct	CID Board	Monitor and evaluate the plan and performance of all service delivery on a quarterly basis. Report findings to the SRA Board with recommendations where applicable	4					
5 Greening campaigns - Arbor Day	CID Board	Report to the CID Board with recommendations where applicable	1					

ACTION STEPS		RESPONSIBLE	PERFORMANCE INDICATORS	FREQ/YR	DURATION				COMMENTS
6	Work in conjunction with local social welfare and job creation organization and develop the delivery of the supplementary services to improve the urban environment	CID Board	Development of a long-term sustainable work program	Ongoing					via Securitas / Straatwerk
7	Illegal Poster Removal  Notify and monitor the removal of illegal posters by the City	CID Board	CoCT infrastructure free from illegal posters.	Ongoing					none identified
<b>PROGRAM 5 - CID SOCIAL INTERVENTION INITIATIVES</b>									
				per year					
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					
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					Refer to Programme 3.10
3	Co-ordinate Social Development programmes and initiatives with City Social Development Dept.		Meet Quarterly	4					
4	Public awareness programme on social issues		Print flyers and inform by means of newsletters and website postings	1					
<b>PROGRAM 6 - CID MARKETING INITIATIVES</b>									
1	Regular and monthly newsletters / Newsflashes		Informative newsletters sent out monthly	Monthly					
2	Website		Maintained, informative up to date web site	Ongoing					
3	Regular Press releases in local Newspapers covering Local Development and promoting local Projects		Regular media exposure	Ongoing					