VREDEKLOOF COMMUNITY IMPROVEMENT DISTRICT

5 YEAR IMPLEMENTATION PLAN

1st July 2020 to 30th June 2021

PROGRAM 1 – MANAGEMENT, COMMUNICATION & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Successful day-to-day management and operations of the VCID.	VCID Manager	Ongoing Daily	12	12	12	12	12	Monthly feedback to VCID EXCO and Board of Directors.	
2. Manage and monitor the C3 notification Process.	VCID Manager	Ongoing Daily	12	12	12	12	12	Complete daily reports of C3 notifications and monitor existing issues. Report to Board.	
3. Financial reports to CoCT.	VCID Manager	12	12	12	12	12	12	Submit reports by 15th of every month.	
4. Communicate VCID Arrears List.	VCID Manager	12	12	12	12	12	12	Observe and report concern over outstanding amounts to Board.	
5. Monthly Reports to the CID Directors.	VCID Manager	12	12	12	12	12	12	Report back on all CID related business to be measured and signed off.	
6. Build working relationships with Sub-Council Management and relevant CoCT officials and department that deliver services in the VCID.	VCID Manager VCID Board	Ongoing Annual	12 1Y	12 1Y	12 1Y	12 1Y	12 1Y	Successful and professional relationships with sub-council management and officials resulting in enhanced communication, cooperation and service delivery. Report to Board.	

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			Y1	**Y2**	**Y3**	**Y4**	**Y5**		
7. Communicate with residents and property owners.	VCID Manager	Ongoing	1Y	1Y	1Y	1Y	1Y	Keep residents and property owners informed.	Nov 2019 - Launching the d6 Connect application to further enhance communication
a. Newsletters	VCID Manager	Bi-Monthly	2M	2M	2M	2M	2M		
b. Website	VCID Manager	Ongoing							
c. E-mails	VCID Manager	Ongoing	12	12	12	12	12		
d. Facebook	VCID Manager	Ongoing	12	12	12	12	12		
e. Meetings	VCID Manager	1	Y1	1Y	1Y	1Y	1Y		
8. Feedback to Members and Annual General Meeting.	VCID Manager / VCID Board	1	Y1	1Y	1Y	1Y	1Y	Host successful AGM. Before the end of December annually.	
9. Submit input to the Integrated Development Plan (IDP).	VCID Manager	Annual	1Y	1Y	1Y	1Y	1Y	Collecting input from the community with Annual submissions to Sub-Council Manager. By October annually.	
10. Submit input to the Capital Budgets.	VCID Manager	Annual	1Y	1Y	1Y	1Y	1Y	Collecting input from the community with Annual submissions to Sub-Council Manager. By February annually.	
11. Promote and develop VCID NPC membership.	VCID Manager / VCID Board	Ongoing	1Y	1Y	1Y	1Y	1Y	Have a NPC membership that represents the VCID community and post on webpage.	
12. Audited Financial Statements.	VCID Manager	1	1Y	1Y	1Y	1Y	1Y	Unqualified Financial Audits. Submitted to CoCT by end August annually.	
13. Encourage the residents to get involved in community activities.	VCID Manager	Ongoing						Organizing social events whereby the community can get involved. Report to Board.	
a. Fun walk	VCID Manager	Annual	1Y	1Y	1Y	1Y	1Y		
b. Braai days	VCID Manager	Annual	1Y	1Y	1Y	1Y	1Y		
c. Senior Citizen events	VCID Manager	Annual	1Y	1Y	1Y	1Y	1Y		
d. Youth Events	VCID Manager	Annual	1Y	1Y	1Y	1Y	1Y		
e. Entertainment evening	VCID Manager	Annual	1Y	1Y	1Y	1Y	1Y		
f. Domestic workers event	VCID Manager	2	6M	6M	6M	6M	6M		

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			Y1	**Y2**	**Y3**	**Y4**	**Y5**		
14. Represent the VCID community at various forums.	VCID Manager	Ongoing						Liaise with different forums and address matters that have or can have an impact on the VCID area, property owners and residents.	
a. Ward Forum	VCID Manager	Bi-monthly	2M	2M	2M	2M	2M	Successful and professional relationship resulting in enhanced communication, cooperation and service delivery.	
b. Community Police Forum	VCID Manager	Monthly	12	12	12	12	12		
c. Sector Crime Forum	VCID Manager	Monthly	12	12	12	12	12		
d. Joint SAPS / Security meeting	VCID Manager	Weekly	1W	1W	1W	1W	1W		
e. Ward Councillor	VCID Manager	Ongoing	12	12	12	12	12		
15. Submit Management Report on AFS to Sub Council/s	VCID Manager	Within 3 months of AGM	1Y	1Y	1Y	1Y	1Y	Report to Board	
16. Perform mid-year review a. Submit to CoCT by end of January.	VCID Manager	Annually	1Y	1Y	1Y	1Y	1Y	Report to Board	
17. Review of the VCID Budget a. Submit revised budget to CoCT by 31 January.	VCID Manager	Annually	1Y	1Y	1Y	1Y	1Y	Report to Board	
18. Table expenditure at Board meetings a. Minutes to support major budget deviations b. AGM to confirm all major budget deviations c. City reviews major budget deviations	VCID Manager	Bi-monthly	2M	2M	2M	2M	2M	Report to Board	
19. Obtain annual Tax Clearance Certificate a. Provide CoCT with new TCC before expiry.	VCID Manager	Annually	1Y	1Y	1Y	1Y	1Y	Apply for a new Tax Clearance Certificate. Submitted to CoCT.	

PROGRAM 2 - SECURITY / LAW ENFORCEMENT INITIATIVES									
ACTION STEPS	**RESPONSIBLE**	**FREQUENCY per year**	**DURATION IN MONTHS OR YEARS**					**PERFORMANCE INDICATOR**	**COMMENTS**
			Y1	**Y2**	**Y3**	**Y4**	**Y5**		
1. Liaise with the relevant role players of SAPS, Security Agencies, Traffic, Metro Police and Law-Enforcement.	VCID Manager	Ongoing Weekly Monthly	12	12	12	12	12	Keep up to date with the industry and adjust security operations accordingly. Report to Board.	
2. 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.	VCID Manager / Security Service Provider	Ongoing	3M	3M	3M	3M	3M	Incorporate in Public Safety Management Strategy Plan. Report to Board.	
3. High Profile Visible Policing	VCID Manager	Daily	12	12	12	12	12	Daily assessment of deployment i.t.o. P/S Management Strategy Plan. Report to Board.	
4. Determine the Crime Pattern Analysis of the CID area in conjunction with the SAPS.	VCID Manager / Security Service Provider	Monthly Ongoing	12	12	12	12	12	Incorporate in Security Management Strategy Plan. Report to Board.	
5. Determine strategies by means of an integrated approach to address / decrease crime.	VCID Manager / Security Service Provider	Ongoing	3M	3M	3M	3M	3M	Incorporate in Security Management Strategy Plan. Report to Board.	
6. In liaison with other security role players and the South African Police Service, identify current security and policing shortcomings and develop and implement effective public safety prevention strategy.	VCID Manager / Security Service Provider	Ongoing	3M	3M	3M	3M	3M	Incorporate in Security Managements Strategy Plan.	

PROGRAM 2 - SECURITY / LAW ENFORCEMENT INITIATIVES								
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			Y1	Y2	Y3	Y4	Y5		
7. 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.	VCID Manager / Security Service Provider	Revise as often as required but at least quarterly	3M	3M	3M	3M	3M	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 when a new Service Provider is appointed and then modified continuously.
8. Appointment of security service provider. Monitor and evaluate the performance of the security service provider i.t.o. service delivery.	VCID Board	Annually	1Y	1Y	1Y	1Y	1Y	Appointment of security provider by means of open, competitive process, only when required.	The initial agreement was for three years with annual renewal.
9. Maintain a manned centrally located office(s) open to the members and residents of the CID to request security assistance or report information.	VCID Manager / Security Service Provider	Ongoing	1Y	1Y	1Y	1Y	1Y	Appropriately manned and equipped control room with skilled staff.	
10. Deploy security resources accordingly and effectively on visible patrols. Security personnel and patrol vehicles to be easily identifiable.	VCID Manager / Security Service Provider	Ongoing	1Y	1Y	1Y	1Y	1Y	Effective safety and security patrols in the VCID.	
11. Utilise the “eyes and ears” of all security and gardening/street cleaning staff, as well as own staff, to identify any breaches.	VCID Manager / Security Service Provider	Ongoing	1Y	1Y	1Y	1Y	1Y	Incorporate feedback and information in security and safety initiatives of the VCID.	
12. Assist the police through participation by VCID in the local Police sector crime forum.	VCID Manager / Security Service Provider	Monthly	12	12	12	12	12	Incorporate feedback and information in security and safety initiatives of the VCID Report on any security information of the VCID to the CPF.	

PROGRAM 2 - SECURITY / LAW ENFORCEMENT INITIATIVES									
ACTION STEPS	**RESPONSIBLE**	**FREQUENCY per year**	**DURATION IN MONTHS OR YEARS**					**PERFORMANCE INDICATOR**	**COMMENTS**
			Y1	**Y2**	**Y3**	**Y4**	**Y5**		
13. Monitor and evaluate the security strategy and performance of all service delivery on a quarterly basis.	VCID Manager / Security Service Provider / SAPS Crime intelligence Officer	Quarterly	3M	3M	3M	3M	3M	Report findings to the VCID Board with recommendations where applicable.	
14. On-site inspection of Security Patrol officers.	Security Manager / Security Service Provider	Daily	12	12	12	12	12	Report findings to the VCID Board with recommendations where applicable.	
15. Weekly Security Reports from Contract Security Company.	Security Service Provider	Weekly	1W	1W	1W	1W	1W	Report findings to the VCID Board with recommendations where applicable. Provide feedback to forum meeting.	Incorporate into monthly management report to VCID Board.

PROGRAM 3 – CLEANING, UPGRADING & MAINTENANCE 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.	VCID Manager	Revise as often as required but at least quarterly	3M	3M	3M	3M	3M	Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery. Approve by Board.	
2. Monitor and evaluate the cleansing strategy and performance of all service delivery on a quarterly basis.	VCID Manager	Quarterly	3M	3M	3M	3M	3M	Modify Cleaning Strategy to guide cleansing and delivery. Report to Board.	

PROGRAM 3 – CLEANING, UPGRADING & MAINTENANCE INITIATIVES								
ACTION STEPS	**RESPONSIBLE**	**FREQUENCY per year**	**DURATION IN MONTHS OR YEARS**					**PERFORMANCE INDICATOR**	**COMMENTS**
			Y1	Y2	Y3	Y4	Y5		
3. Co-ordinate the provision of additional litter bins and emptying of litter bins service providers and the relevant City of Cape Town departments.	VCID Manager Solid Waste Department	Quarterly	3M	3M	3M	3M	3M	Quarterly status reports to Local Authority and Board regarding progress of identified shortcomings.	
4. Cleansing each of the streets within the VCID boundary at least once within every two month period.	VCID Manager	6	2M	2M	2M	2M	2M	Provide clean streets and sidewalks in the VCID. Report to Board.	
5. Monitor and combat Illegal Dumping.	VCID Manager Law Enforcement Officers	Ongoing	1Y	1Y	1Y	1Y	1Y	Removal of illegal dumping as required and applying applicable penalties through law enforcement against transgressors. Report to Board.	
6. Promoting waste minimization through education and awareness on waste and water pollution.	VCID Manager	Ongoing	1Y	1Y	1Y	1Y	1Y	Monthly evaluations and inspections. Report findings. Report to Board.	
7. Encourage property owners to act responsibly in terms of waste management and encourage recycling initiatives.	VCID Manager	Ongoing	1Y	1Y	1Y	1Y	1Y	Monthly evaluations and inspections Report findings. Report to Board.	
8. 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	VCID Manager	Ongoing	12	1Y	1Y	1Y	1Y	Urban management plan with clear deliverables and defined performance indicators to guide delivery. Approve by Board.	

PROGRAM 3 – CLEANING, UPGRADING & MAINTENANCE INITIATIVES									
ACTION STEPS	**RESPONSIBLE**	**FREQUENCY per year**	**DURATION IN MONTHS OR YEARS**					**PERFORMANCE INDICATOR**	**COMMENTS**
			Y1	**Y2**	**Y3**	**Y4**	**Y5**		
e. road markings / traffic signs Use the established service levels to design the provision of supplementary services without duplication of effort.									
9. 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 & line painting h. Pedestrian safety i. Road repairs	VCID Manager	Daily / weekly and monthly reports to the C3 notification process and daily recording of references in the register.	12	12	12	12	12	Monitor and evaluate. Report findings to the VCID Board with recommendations where applicable. Ammend service contract if required.	
10. Compile a list of prioritized needs to enhance the objectives of the VCID and liaise with the relevant departments to correct.	VCID Manager	2	6M	6M	6M	6M	6M	Monitor and evaluate the plan and performance of all service delivery 6 months. Report findings to the VCID Board with recommendations where applicable.	
11. Appointment of contractor / staff? a. Open, transparent, competitive process.	VCID Manager	Ongoing	12	12	12	12	12	Ongoing evaluation of needs with actions accordingly. Report to Board.	

Program 4 – Capital Expenditure and Projects									
ACTION STEPS	**RESPONSIBLE**	**FREQUENCY per year**	**DURATION IN MONTHS OR YEARS**					**PERFORMANCE INDICATOR**	**COMMENTS**
			Y1	**Y2**	**Y3**	**Y4**	**Y5**		
1. Securing the perimeter and the VCID area.	VCID Manager	6	2M	2M	2M	2M	2M	Project Plan Monitor and evaluate every 2 months with progress report to the VCID Board.	
2. Upgrading & Expanding the Control Room.	VCID Manager	6	2M	2M	2M	2M	2M	Project Plan Project Plan Monitor and evaluate every 2 months with progress report to the VCID Board.	
3. Installing of CCTV Cameras @ hot spots	VCID Manager	6	2M	2M	2M	2M	2M	Project Plan Monitor and evaluate every 2 months with progress report to the VCID Board.	
4. Initiating upgrading and cleaning projects	VCID Manager	6	2M	2M	2M	2M	2M	Project Plan Monitor and evaluate every 2 months with progress report to the VCID Board.	