



VREDEKLOOF COMMUNITY IMPROVEMENT DISTRICT

IMPLEMENTATION PLAN

1st July 2021 to 30th June 2022

PROGRAM 1 – MANAGEMENT, COMMUNICATION & OPERATIONS

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

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ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	DURATION IN MONTHS OR YEARS					RESPONSIBLE	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
	communication, cooperation and service delivery. Report to Board.								
7. Communicate with residents and property owners.	Keep residents and property owners informed.	Ongoing	➔	➔	➔	➔	➔	VCID Manager	
a. Newsletters		Bi-Monthly	2M	2M	2M	2M	2M	VCID Manager	
b. Website		Ongoing	➔	➔	➔	➔	➔	VCID Manager	
c. E-mails		Ongoing	➔	➔	➔	➔	➔	VCID Manager	
d. Facebook		Ongoing	➔	➔	➔	➔	➔	VCID Manager	
e. Meetings		1	Y1	1Y	1Y	1Y	1Y	VCID Manager	
8. Feedback to Members and Annual General Meeting.	Host successful AGM. Before the end of December annually.	1	Y1	1Y	1Y	1Y	1Y	VCID Manager VCID Board	
9. Submit input to the Integrated Development Plan (IDP).	Collecting input from the community with Annual submissions to Sub-Council Manager. October to February annually.	Annual	1Y	1Y	1Y	1Y	1Y	VCID Manager	
10. Submit input to the Capital/Operating Budgets.	Collecting input from the community with Annual submissions to Sub-Council Manager. By February annually.	Annual	1Y	1Y	1Y	1Y	1Y	VCID Manager	
11. CIPC Compliance	CIPC Notifications of changes.	Annual	1Y	1Y	1Y	1Y	1Y	VCID Board	Directors & Auditors change within 10 business days of change. Annual returns within 30 Business days after
a. Directors change									
b. Annual Returns									
c. Auditors change									

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ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	DURATION IN MONTHS OR YEARS					RESPONSIBLE	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
									the anniversary date of the NPC registration.
12. Promote and develop VCID NPC membership.	Have a NPC membership that represents the VCID community and post on webpage.	Ongoing	➔	➔	➔	➔	➔	VCID Manager VCID Board	
13. Audited Annual Financial Statements.	Unqualified Financial Audits. Submitted to CCT by end August annually.	1	1Y	1Y	1Y	1Y	1Y	VCID Manager	
14. Encourage the residents to get involved in community activities.	Organizing social events whereby the community can get involved. Report to Board.	Ongoing	➔	➔	➔	➔	➔	VCID Manager	The support for this is not very good so we will reconsider this.
a. Fun walk		Annual	1Y	1Y	1Y	1Y	1Y	VCID Manager	
b. Braai days		Annual	1Y	1Y	1Y	1Y	1Y	VCID Manager	
c. Senior Citizen events		Annual	1Y	1Y	1Y	1Y	1Y	VCID Manager	
d. Youth Events		Annual	1Y	1Y	1Y	1Y	1Y	VCID Manager	
e. Entertainment evening		Annual	1Y	1Y	1Y	1Y	1Y	VCID Manager	
f. Domestic workers event		2	6M	6M	6M	6M	6M	VCID Manager	
15. Represent the VCID community at various forums.	Liaise with different forums and address matters that have or can have an impact on the VCID area, property owners and residents.	Ongoing	➔	➔	➔	➔	➔	VCID Manager	
a. Ward Forum	Successful and professional relationship resulting in enhanced communication,	Bi-monthly	2M	2M	2M	2M	2M	VCID Manager	

PROGRAM 1 – MANAGEMENT, COMMUNICATION & OPERATIONS

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	DURATION IN MONTHS OR YEARS					RESPONSIBLE	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
b. Community Police Forum c. Sector Crime Forum d. Joint SAPS / Security meeting e. Ward Councillor	cooperation and service delivery.	Monthly Monthly Weekly Ongoing	12 12 1W ➔	12 12 1W ➔	12 12 1W ➔	12 12 1W ➔	12 12 1W ➔	VCID Manager VCID Manager VCID Manager VCID Manager	
16. Submit Management Report on AFS to Sub Council/s	Report to Board	Within 3 months of AGM	1Y	1Y	1Y	1Y	1Y	VCID Manager	
17. Perform mid-year review a. Submit to CCT by end of February.	Report to Board	Annually	1Y	1Y	1Y	1Y	1Y	VCID Manager	Submit Board minutes and approved Mid-year performance review to the CCT by end of February. Ensure under/non-performance areas are addressed before the end of the financial year.
18. Review of the VCID Budget a. Submit revised budget to CCT by end February.	Report to Board. Submit Board minutes and approved adjustments budget.	Annually	1Y	1Y	1Y	1Y	1Y	VCID Manager	
19. 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 VCID Board	Bi-monthly	2M	2M	2M	2M	2M	VCID Manager	

PROGRAM 1 – MANAGEMENT, COMMUNICATION & OPERATIONS

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	DURATION IN MONTHS OR YEARS					RESPONSIBLE	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
20. Obtain annual Tax Compliance Status a. Provide CCT with new TCC before expiry.	Apply for a new Tax Clearance Certificate within one month after expiry date. Submit PIN to CCT Supply Chain Management Department.	Annually	1Y	1Y	1Y	1Y	1Y	VCID Manager	
21. SRA renewal application and survey.	Submit a comprehensive renewal application for approval by the members and the City of Cape Town.	In year 5					1Y	VCID Manager VCID Board	
22. All Directors to receive relevant CID Documents	At the 1 st Board meeting after the AGM, supply all directors with all relevant CID documents	Annually	1Y	1Y	1Y	1Y	1Y	VCID Manager VCID Board	
23. Allocation of portfolios	At the first Board meeting after the AGM, assign portfolios to Directors	Annually	1Y	1Y	1Y	1Y	1Y	VCID Manager VCID Board	
24. Declaration of interest	Ensure all Directors and Manager sign DOI at every Board Meeting	Bi-monthly	6	6	6	6	6	VCID Manager VCID Board	
25. Vat reconciliation and tax returns	Bi-monthly VAT returns and annual tax returns submitted to SARS on time	Bi-monthly	6	6	6	6	6	VCID Manager VCID Board	

PROGRAM 1 – MANAGEMENT, COMMUNICATION & OPERATIONS

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	DURATION IN MONTHS OR YEARS					RESPONSIBLE	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
26. Annual approval of implementation plan and Budgets	Obtain approval from members at AGM for Implementation Plan and Budget	Annually	1Y	1Y	1Y	1Y	1Y	VCID Manager VCID Board	

PROGRAM 2 - SECURITY / LAW ENFORCEMENT INITIATIVES

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	DURATION IN MONTHS OR YEARS					RESPONSIBLE	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Liaise with the relevant role players of SAPS, Security Agencies, Traffic, Metro Police and Law-Enforcement.	Keep up to date with the industry and adjust security operations accordingly. Report to Board.	Ongoing Weekly Monthly	➔	➔	➔	➔	➔	VCID Manager	
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.	Incorporate in Public Safety Management Strategy Plan. Report to Board.	Quarterly	3M	3M	3M	3M	3M	VCID Manager Security Service Provider	
3. High Profile Visible Policing	Daily assessment of deployment i.t.o. P/S Management Strategy Plan. Report to Board.	Daily	➔	➔	➔	➔	➔	VCID Manager	
4. Determine the Crime Pattern Analysis of the CID area in conjunction with the SAPS.	Incorporate in Security Management Strategy Plan. Report to Board.	Monthly Ongoing	➔	➔	➔	➔	➔	VCID Manager Security Service Provider	
5. Determine strategies by means of an integrated approach to address / decrease crime.	Incorporate in Security Management Strategy Plan. Report to Board.	Quarterly	3M	3M	3M	3M	3M	VCID Manager Security Service Provider	
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.	Incorporate in Security Managements Strategy Plan.	Quarterly	3M	3M	3M	3M	3M	VCID Manager Security Service Provider	
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.	Documented Security Management Strategy with clear deliverables and defined performance indicators to guide safety services by the appointed service provider and	Revise as often as required but at least quarterly	3M	3M	3M	3M	3M	VCID Manager Security Service Provider	This is done comprehensively when a new Service Provider is appointed and then modified continuously.

PROGRAM 2 - SECURITY / LAW ENFORCEMENT INITIATIVES

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	DURATION IN MONTHS OR YEARS					RESPONSIBLE	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
	evaluate levels of service provided.								
8. Appointment of security service provider. Monitor and evaluate the performance of the security service provider i.t.o. service delivery.	Appointment of security provider by means of open, competitive process, only when required.	Annually	1Y	1Y	1Y	1Y	1Y	VCID Board	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.	Appropriately manned and equipped control room with skilled staff.	Ongoing	➔	➔	➔	➔	➔	VCID Manager Security Service Provider	
10. Deploy security resources accordingly and effectively on visible patrols. Security personnel and patrol vehicles to be easily identifiable.	Effective safety and security patrols in the VCID.	Ongoing	➔	➔	➔	➔	➔	VCID Manager Security Service Provider	
11. Utilise the “eyes and ears” of all security and gardening/street cleaning staff, as well as own staff, to identify any breaches.	Incorporate feedback and information in security and safety initiatives of the VCID.	Ongoing	➔	➔	➔	➔	➔	VCID Manager Security Service Provider	
12. Assist the police through participation by VCID in the local Police sector crime forum.	Incorporate feedback and information in security and safety initiatives of the VCID Report on any security information of the VCID to the CPF.	Ongoing	➔	➔	➔	➔	➔	VCID Manager Security Service Provider	
13. Monitor and evaluate the security strategy and performance of all service delivery on a quarterly basis.	Report findings to the VCID Board with recommendations where applicable.	Quarterly	3M	3M	3M	3M	3M	VCID Manager Security Service Provider SAPS Crime intelligence Officer	
14. On-site inspection of Security Patrol officers.	Report findings to the VCID Board with recommendations	Ongoing	➔	➔	➔	➔	➔	VCID Manager Security Service Provider	

PROGRAM 2 - SECURITY / LAW ENFORCEMENT INITIATIVES

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	DURATION IN MONTHS OR YEARS					RESPONSIBLE	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
	where applicable.								
15. Weekly Security Reports from Contract Security Company.	Report findings to the VCID Board with recommendations where applicable. Provide feedback to forum meeting.	Ongoing	➔	➔	➔	➔	➔	Security Service Provider	Incorporate into monthly management report to VCID Board.

PROGRAM 3 – CLEANING, UPGRADING & MAINTENANCE INITIATIVES

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	DURATION IN MONTHS OR YEARS					RESPONSIBLE	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.	Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery. Approve by Board.	Revise as often as required but at least quarterly	3M	3M	3M	3M	3M	VCID Manager	
2. Monitor and evaluate the cleansing strategy and performance of all service delivery on a quarterly basis.	Modify Cleaning Strategy to guide cleansing and delivery. Report to Board.	Quarterly	3M	3M	3M	3M	3M	VCID Manager	
3. Co-ordinate the provision of additional litter bins and emptying of litter bins service providers and the relevant City of Cape Town departments.	Quarterly status reports to Local Authority and Board regarding progress of identified shortcomings.	Quarterly	3M	3M	3M	3M	3M	VCID Manager Solid Waste Department	
4. Cleansing each of the streets within the VCID boundary at least once within every two-month period.	Provide clean streets and sidewalks in the VCID. Report to Board.	6	2M	2M	2M	2M	2M	VCID Manager	
5. Monitor and combat Illegal Dumping.	Removal of illegal dumping as required and applying applicable penalties through law enforcement against transgressors. Report to Board.	Ongoing	➔	➔	➔	➔	➔	VCID Manager Law Enforcement Officers	
6. Promoting waste minimization through education and awareness on waste and water pollution.	Monthly evaluations and inspections. Report findings. Report to Board.	Ongoing	➔	➔	➔	➔	➔	VCID Manager	

PROGRAM 3 – CLEANING, UPGRADING & MAINTENANCE INITIATIVES

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	DURATION IN MONTHS OR YEARS					RESPONSIBLE	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
7. Encourage property owners to act responsibly in terms of waste management and encourage recycling initiatives.	Monthly evaluations and inspections Report findings. Report to Board.	Ongoing	➔	➔	➔	➔	➔	VCID Manager	
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 e. road markings / traffic signs Use the established service levels to design the provision of supplementary services without duplication of effort.	Urban management plan with clear deliverables and defined performance indicators to guide delivery. Approve by Board.	Ongoing	➔	➔	➔	➔	➔	VCID Manager	
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	Monitor and evaluate. Report findings to the VCID Board with recommendations where applicable.	Daily / weekly and monthly reports to the C3 notification process and daily recording of references in the register.	➔	➔	➔	➔	➔	VCID Manager	
10. Compile a list of prioritized needs to enhance the objectives of the VCID and liaise with the relevant departments to correct.	Monitor and evaluate the plan and performance of all service delivery 6 months. Report findings to the VCID Board with	2	6M	6M	6M	6M	6M	VCID Manager	

PROGRAM 3 – CLEANING, UPGRADING & MAINTENANCE INITIATIVES

ACTION STEPS	KEY PERFORMANCE INDICATOR	FREQUENCY per year	DURATION IN MONTHS OR YEARS					RESPONSIBLE	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
	recommendations where applicable.								
11. Appointment of contractor / staff? a. Open, transparent, competitive process.	Ongoing evaluation of needs with actions accordingly. Report to Board.	Ongoing	➔	➔	➔	➔	➔	VCID Manager	

Program 4 – Capital Expenditure and Projects

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