

**NORTHPINE COMMUNITY IMPROVEMENT DISTRICT
IMPLEMENTATION PLAN
01st July 2020 – 30th June 2021**

PROGRAM 1 – MANAGEMENT, COMMUNICATION & OPERATIONS

No.	ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
				Y1	Y2	Y3	Y4	Y5		
1	Annual Tax Compliance Status	NCID Board	Annually	12	12	12	12	12	Submissions lodged. Within one month after expiry date	
2	Fully operational NCID office	NCID Board	Ongoing	12	12	12	12	12	Functional and accessible	
3	CIPC Compliance • Directors change • Auditors change • Annual Returns	NCID Board	Ongoing	12	12	12	12	12	CIPC notifications of changes	
4	Convene Annual General Meeting	NCID Board	Annually	12	12	12	12	12	Annual feedback to members at AGM and complying with legal requirements	
5	Board Meetings	NCID Board	Monthly	12	12	12	12	12	To table CID implementation plan progress reports which includes management accounts and operations reports per portfolio. Signed minutes of monthly board meetings.	
6	NCID Mid year performance review	NCID Board	Annually	1	1	1	1	1	Signed Board minutes of NCID performance mid year review meeting submitted to CID department end of February	
7	NCID budget review	NCID Board	Month Six of Financial Year	1	1	1	1	1	Signed-off amended Budget that meets current financial requirements of the implementation plan. Submit to CID department by end February.	
8	Submit input to CCT Integrated Development Plan (IDP) and Capital and operating Budgets	NCID Board	Ongoing	12	12	12	12	12	NCID written proposals for IDP and Capital/Operations budgets submitted CCT by September.	
9	Maintain a website	NCID Board	Ongoing						Website with all the relevant documents as required by the by-law and Policy.	
10	Successful day-to-day management and operations of the NCID	NCID Manager	Ongoing						Submit monthly reports to the NCID Board of Directors	
11	Manage and monitor the C3 notification process	NCID Manager	Ongoing						Complete daily reports of C3 notifications and monitor existing issues reported to Board	
12	Financial reports to CCT.	NCID Manager	12	12	12	12	12	12	Submit reports timeously to CID department	
13	Communicate NCID Arrears List.	NCID Manager	12	12	12	12	12	12	Board members in arrears cannot participate in meetings.	
14	Monthly Reports to the NCID Board of Directors.	NCID Manager	12	12	12	12	12	12	Report back on all CID related projects to be measured and signed off. Submit monthly reports to the directors.	
15	Build working relationships with CCT officials, Sub-council managers and Area directors	NCID Manager	Ongoing Annual	12 1Y	12 1Y	12 1Y	12 1Y	12 1Y	Successful and professional relationships with sub-council management, Area Director and officials resulting in enhanced communication, cooperation and service delivery.	
16	Communicate with residents and property owners. • Newsletters • Website • Emails • Facebook • Meetings	NCID Manager	Ongoing Monthly Ongoing Ongoing 1	1Y 2M 1M 1M 1Y	1Y 2M 1M 1M 1Y	1Y 2M 1M 1M 1Y	1Y 2M 1M 1M 1Y	1Y 2M 1M 1M 1Y	Keep residents and property owners informed. • Newsletters • Website • Emails • Facebook • Meetings	

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No.	ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
				Y1	Y2	Y3	Y4	Y5		
19	Promote and develop NCID NPC membership.	NCID Manager		1Y	1Y	1Y	1Y	1Y	Have a NPC membership that represents the NCID community.	
20	Audited Financial Statements	NCID Manager		1Y	1Y	1Y	1Y	1Y	Unqualified Financial Audits. Submitted to City by the 31 August 2019.	
21	Organise community centred social events • Fun Walk • Braai days • Senior Citizen events • Youth Events • Entertainment evening • Arbor (tree planting) day event	NCID Manager NCID Manager NCID Manager NCID Manager NCID Manager NCID Manager	Ongoing Annual Annual Annual Annual Annual 2	1Y 1Y 1Y 1Y 1Y 1Y 6M	1Y 1Y 1Y 1Y 1Y 1Y 6M	1Y 1Y 1Y 1Y 1Y 1Y 6M	1Y 1Y 1Y 1Y 1Y 1Y 6M	1Y 1Y 1Y 1Y 1Y 1Y 6M	Successful delivery and hosting of community events	

22	Represent the NCID community at various forums.	NCID Manager	Ongoing								
	· Social Development Organisations forum	NCID Manager	Bi-Monthly	2M	2M	2M	2M	2M			Liaise with different forums and address matters that have or can have an impact on the NCID area, property owners and residents. Successful and professional relationship resulting in enhanced communication, cooperation and service delivery
	· Community Police Forum	NCID Manager	Monthly	12	12	12	12	12			
	· Public Safety Forum	NCID Manager	Monthly	12	12	12	12	12			
	· Joint SAPS / Security meeting	NCID Manager	Weekly	1W	1W	1W	1W	1W			

PROGRAM 2 – SECURITY / PUBLIC SAFETY INITIATIVES											
No.	ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, 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	Inspection by CID Manager	Monthly	12	12	12	12	12	Keep up to date with the industry and adjust security operations accordingly.		
2	Identify the root causes of public safety in conjunction with the SAPS, Local Authority and existing security service using their experience as well as available statistics.	NCID Manager / Security Service Provider	Ongoing	3M	3M	3M	3M	3M	Incorporate in Security Management Strategy Plan.		
3	High Profile Visible Patrolling	Security Manager/ Security Service Provider	Daily	12	12	12	12	12	Daily assessment		
4	Determine the Public Safety Patterns of the CID area in conjunction with the SAPS.	NCID Manager / Security Service Provider	Monthly Ongoing	12	12	12	12	12	Incorporate in Security Management Strategy Plan.		
5	Determine strategies by means of an integrated approach to address / increase public safety	NCID Manager / Security Service Provider	Ongoing	3M	3M	3M	3M	3M	Incorporate in Security Management Strategy Plan.		
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 crime prevention strategy.	NCID Manager / Security Service Provider	Ongoing	3M	3M	3M	3M	3M	Incorporate in Security Management Strategy Plan.		
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.	NCID 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.		
8	Maintain a manned centrally located office(s) open to the members and residents of the CID to request security assistance or report information.	NCID Manager / Security Service Provider	Ongoing	1Y	1Y	1Y	1Y	1Y	Appropriately manned and equipped control room with skilled staff		

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				Y1	Y2	Y3	Y4	Y5			
9	Deploy security resources accordingly and effectively on visible patrols. Security personnel and patrol vehicles to be easily identifiable	NCID Manager / Security Service Provider	Ongoing	1Y	1Y	1Y	1Y	1Y	Effective safety and security patrols in the NCID.		
10	Utilise the “eyes and ears” of all security and gardening/street cleaning staff, as well as own staff, to identify any breaches	NCID Manager / Security Service Provider	Ongoing	1Y	1Y	1Y	1Y	1Y	Incorporate feedback and information in security and safety initiatives of the NCID.		
11	Assist the police through participation by NCID in the local Police sector crime forum.	NCID Manager / Security Service Provider	Monthly	12	12	12	12	12	Incorporate feedback and information in security and safety initiatives of the NCID Report on any security information of the NCID to the CPF.		
12	Monitor and evaluate the security strategy and performance of all service delivery on a monthly basis.	NCID Manager / Security Service Provider / SAPS Crime Intelligence Officer	Monthly	12	12	12	12	12	Report findings to the NCID Board with recommendations where applicable.		
13	On-site inspection of Security Patrol officers.	Security Manager / Security Service Provider	Daily	12	12	12	12	12	Report findings to the NCID Board with recommendations where applicable.		
14	Installing of CCTV Cameras @ hot spots and 24v hour monitoring	NCID Manager/ Security Service Provider	Ongoing	12	12	12	12	12	Installation of CCTV's are not complete this is ongoing, perimeters are secured we will be implementing side streets as well.		
15	Weekly Security Reports from Contract Security Company	Security Service Provider	Weekly	1W	1W	1W	1W	1W	Report findings to the NCID Board with recommendations where applicable. Provide feedback to forum meeting.		

PROGRAM 3 – CLEANSING

3.1 URBAN ENVIRONMENT

No.	ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, 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.	NCID Manager	Ongoing						Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery.	
2	Monitor and evaluate the cleansing strategy and performance of all service delivery on a daily basis.	NCID Manager	Daily	12	12	12	12	12	Modify Cleaning Strategy to guide cleansing and delivery.	
3	Additional and cleaning of litter bins.	NCID Manager Solid Waste Department	Quarterly	4	4	4	4	4	Quarterly status reports to Local Authority regarding requirements and identified shortcomings.	
4	Cleansing each of the streets within the NCID boundary at least once within every two month period.	NCID Manager	Bi-monthly	6	6	6	6	6	Provide clean streets and sidewalks in the NCID.	
5	Monitor and combat Illegal Dumping	NCID Manager Law Enforcement Officers	Ongoing						Removal of illegal dumping as required and applying applicable penalties through law enforcement against transgressors.	

3.1 URBAN ENVIRONMENT

No.	ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
				Y1	Y2	Y3	Y4	Y5		
1	Promoting waste minimization through education and awareness on waste and water pollution.	NCID Manager	Ongoing	12	12	12	12	12	Daily evaluations and inspections Report findings.	
2	Encourage property owners to act responsibly in terms of waste management and encourage recycling initiatives.	NCID Manager	Ongoing	12	12	12	12	12	Daily evaluations and inspections Report findings.	

3.2 URBAN MANAGEMENT

No.	ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
				Y1	Y2	Y3	Y4	Y5		
3	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.	NCID Manager	Ongoing	12	12	12	12	12	Urban management plan with clear deliverables and defined performance indicators to guide delivery.	
4	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	NCID Manager	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 NCID Board with recommendations where applicable	
5	Compile a list of prioritized needs to enhance the objectives of the NCID and liaise with the relevant COCT departments to correct.	NCID Manager	Twice a year	6M	6M	6M	6M	6M	Monitor and evaluate the plan and performance of all service delivery 6 months. Report findings to the NCID Board with recommendations where applicable	

PROGRAM 4 – SOCIAL ENVIRONMENT										
No.	ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
				Y1	Y2	Y3	Y4	Y5		
1	Establish relationships and form partnerships with existing local social organisations which include: a. churches b. non governmental organisations c. department of Social Development	NCID Manager	Ongoing						Social Development plan with clear deliverables and defined performance indicators to guide delivery.	
2	Develop programs to use NGO's to provide labour for supplement services which include: a. Poster removal b. Cleaning c. Greening	NCID Manager/ NGO Project Manager	Ongoing						Labour for supplementary services provided by NGO's	
3	Host Market Saturdays for economic development and community participation	NCID Manager	Monthly	12	12	12	12	12	Successful hosting of monthly Market Saturdays	
PROGRAM 5 – MARKETING										
No.	ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
				Y1	Y2	Y3	Y4	Y5		
1	Provide and promote information about NCID initiatives and events to the community through developing and updating a. Website b. Newsletters c. Visits to NCID members	NCID Manager	Monthly	12	12	12	12	12	Monthly newsletters distributed via Facebook, hand outs, website and emails.	
2	Promote NCID by means of branding at the following places: a. Entrances to the Northpine area b. Local businesses c. Security service provider vehicles	NCID Manager	Ongoing						Clearly identifiable NCID branding visible in the Northpine area	