

NORTHPINE COMMUNITY IMPROVEMENT DISTRICT IMPLEMENTATION PLAN 01 st July 2019 – 30 th June 2020						
PROGRAM 1 – MANAGEMENT, COMMUNICATION & OPERATIONS						
No.	ACTION STEPS	RESPONSIBLE	FREQUENCY per year		PERFORMANCE INDICATOR	COMMENTS
				Y2		
1	Fully operational NCID office	NCID Board	Ongoing	12	Functional and accessible NCID office	
2	Apointment of Staff	NCID Board	Ongoing	12	Appointment of staff via competitive process	
3	Comply with all company Act requirements and SRA legislation requirements	NCID Board	Ongoing	12	Up to date CIPC records - Directors (Within 10 business days of change) Auditors (Within 10 business days of change) -Annual returns(30 Business days after the annerversary date of the NPC)	
4	Apply for new TCC	NCID Board	Ongoing	12	Apply timeously for new TCC	
5	Vat reconciliation/tax returns	NCID Board	Bi-annually and annual tax returns	6 & 1	Bi monthly and annual tax returns	
6	Convene Annual General Meeting	NCID Board	Annually	12	Report NCID performance to members and obtain approval from members in terms of legal requirements	
7	Appoint Manager and Auditors	NCID Board	Ongoing	12	Signed Service Contracts with appointed service providers via a competiitve process.	
8	Convene Board Meetings	NCID Board	Monthly	1	To table CID implementation plan progress reports which includes management accounts and operations reports per portfolio. Signed Minutes of Monthly board meetings.	
9	NCID Mid year review.	NCID Board	Annually	1	Signed Board Minutes of NCID performance mid year review meeting submitted to CID unit by 31 January.	

10	Renewal Application for NCID	NCID Board	By end September of Fourth Year of this Five Year Business Plan	N/A	Business, Plan submitted to City for approval before tabling at AGM.	
11	Develop and maintain a Website	NCID Board	Ongoing	12	Communicate relevant SRA and NCID information to members	
12	Successful day-to-day management and operations of the NCID	NCID Manager	Ongoing Daily	12	Submit monthly reports to the NCID Board of Directors	
13	Manage and monitor the C3 notification Process.	NCID Manager	Ongoing Daily	12	Complete daily reports of C3 notifications and monitor progress and report to Board.	
14	Financial reports to CoCT.	NCID Manager	12	12	Submit reports to CID unit by 15th of the following month.	
15	Communicate NCID Arrears List.	NCID Manager	12	12	Observe and report concern over outstanding amounts	Chair to ensure all Directors is paid up to date.
16	Build working relationships with Sub-Council Manager and relevant CoCT officials and department that deliver services in the NCID.	NCID Manager	Ongoing Daily	12	Successful and professional relationships with sub-council management and officials resulting in enhanced communication, cooperation and service delivery.	
17	Communicate with residents and property owners. • Newsletters • Website • Emails • Facebook • Meetings	NCID Manager	Ongoing Bi-Monthly Ongoing Ongoing 1	1 Y 2 M 1M 1 Y	Keep residents and property owners informed.	
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18	Submit input for the Integrated Development Plan (IDP).	NCID Manager	Annually	1 Y	Submit input to the IDP of the City. Annual submissions to Sub-Council Manager as part of Public participation process.	
19	Submit input to the Capital and Operational Budget of the City.	NCID Manager	Annually	1 Y	Submit input on Capital/Operational Budget of the City Annual submissions as part of Budget public Participation process	
20	Promote and develop NCID NPC membership.	NCID Manager	Ongoing		Have a NPC membership that represents the NCID community.	Maintain NCID membership list
22	Audited Financial Statements	NCID Manager		1Y	Unqualified Financial Audits. Submitted to City by 31 August 2017.	
23	Organise community centred social events	NCID Manager	Ongoing		Successful delivery and hosting of community events	
	• Fun Walk	NCID Manager	Annual	1 Y		
	• Braai days	NCID Manager	Annual	1Y		
	• Senior Citizen events	NCID Manager	Annual	1Y		
	• Youth Events	NCID Manager	Annual	1 Y		
	• Entertainment evening	NCID Manager	Annual	1 Y		
• Arbor (tree planting) day event	NCID Manager	2	6 M			
24	Represent the NCID community at various forums.	NCID Manager	Ongoing		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	
	• Social Development Organisations forum	NCID Manager	Bi-Monthly	2M		
	• Community Police Forum	NCID Manager	Monthly	12		
	• Public Safety Forum	NCID Manager	Monthly	12		
	• Joint SAPS / Security meeting	NCID Manager	Weekly	1 W		
25	Submit Management Report on AFS to Local Subcouncil				Annual Report to Subcouncil within 3 months of AGM	
PROGRAM 2 – SECURITY / PUBLIC SAFETY INITIATIVES						
No.	ACTION STEPS	RESPONSIBLE	FREQUENCY per year		PERFORMANCE INDICATOR	COMMENTS
				Y2		

1	Liaise with the relevant role players of SAPS, Security Agencies, Traffic, Metro Police and Law-Enforcement	NCID Manager	Ongoing Weekly Monthly	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	3 M	Incorporate in Security Management Strategy Plan.	
3	High Profile Visible Patrolling	Security Manager/ Security Service Provider	Daily	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	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	3 M	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 Public Safety strategy.	NCID Manager / Security Service Provider	Ongoing	3 M	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	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	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	Appropriately manned and equipped control room with skilled staff	
PROGRAM 2 – SECURITY / PUBLIC SAFETY INITIATIVES						
No.	ACTION STEPS	RESPONSIBLE	FREQUENCY per year		PERFORMANCE INDICATOR	COMMENTS
				Y2		

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	1 Y	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	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 forum(s).	NCID Manager / Security Service Provider	Monthly	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	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	Report findings to the NCID Board with recommendations where applicable.	
14	Securing the perimeter and the NCID area.	Security Manager / Security Service Provider	Daily	12	Project Plan Monitor and evaluate every 2 months with progress report to the NCID Board.	
15	Monitoring of CCTV Cameras @ hot spots.	NCID Manager/ Security Service Provider	Ongoing	12	Project Plan Monitor and evaluate every 2 months with progress report to the NCID Board.	
16	Weekly Security Reports from Contract Security Company	Security Service Provider	Weekly	1 W	Report findings to the NCID Board with recommendations where applicable. Provide feedback to forum meeting.	Incorporate into monthly management report to NCID Board
PROGRAM 3 – CLEANSING						
No.	ACTION STEPS	RESPONSIBLE	FREQUENCY per year		PERFORMANCE INDICATOR	COMMENTS
				Y2		
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	Revise as often as required but at least quarterly.	3 M	Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery.	

2	Appoint Service provider	NCID Manager	As required		Fair, competitive process	
3	Monitor and evaluate the cleansing strategy and performance of all service delivery on a quarterly basis.	NCID Manager	Monthly	12	Modify Cleaning Strategy to guide cleansing and delivery.	
4	Co-ordinate the provision of additional litter bins.	NCID Manager Solid Waste Department	Quarterly	3M	Quarterly status reports to Local Authority regarding progress of identified shortcomings.	
5	Cleansing each of the streets within the NCID boundary at least once within every two month period.	NCID Manager	2	6M	Provide clean streets and sidewalks in the NCID.	Make use of EPWP Program of the City
6	Monitor and combat Illegal Dumping	NCID Manager Law Enforcement Officers	Ongoing	1 Y	Removal of illegal dumping as required and applying applicable penalties through law enforcement against transgressors.	
7	Use of NGO for labour refer point 2 (social)	NCID Manager	Monthly	1 M	Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery.	Refer Point 2 of Program 4 - Social Environment
4. URBAN MANAGEMENT						
No.	ACTION STEPS	RESPONSIBLE	FREQUENCY per year		PERFORMANCE INDICATOR	COMMENTS
				Y2		
1	Promoting waste minimization through education and awareness on waste and water pollution.	NCID Manager	Ongoing	1 Y	Monthly evaluations and inspections Report findings.	
2	Encourage property owners to act responsibly in terms of waste management and encourage recycling initiatives.	NCID Manager	Ongoing	1 Y	Monthly evaluations and inspections Report findings.	

3	<p>Identify problem areas with respect to:</p> <ul style="list-style-type: none"> 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 f. illegal posters <p>Use the established service levels to design the provision of supplementary services without duplication of effort.</p>	NCID Manager	Ongoing	12	Urban management plan with clear deliverables and defined performance indicators to guide delivery.	
4	<p>Identify and report infrastructure supplementing existing Council Services:</p> <ul style="list-style-type: none"> 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	Daily / weekly and monthly reports to the C3 notification process and daily recording of references in the register.	12	Monitor and evaluate. Report findings to the NCID Board with recommendations where applicable	
5	<p>Compile a list of prioritized needs to enhance the objectives of the NCID and liaise with the relevant COCT departments to correct.</p>	NCID Manager	2	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	PERFORMANCE INDICATOR		COMMENTS
				Y2		
1	<p>Establish relationships and form partnerships with existing local social organisations which include:</p> <ul style="list-style-type: none"> a. churches b. non governmental organisations c. department of Social Development 	NCID Manager	Ongoing	12	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:	NCID Manager/ NGO Project Manager	Ongoing	12	Labour for supplementary services provided by NGO's	
	b. Cleaning					
	c. Greening					
3	Host Market Saturdays for economic development and community participation	NCID Manager	Monthly	12	Successful hosting of monthly Market Saturdays	
PROGRAM 5 – MARKETING						
No.	ACTION STEPS	RESPONSIBLE	FREQUENCY per year		PERFORMANCE INDICATOR	COMMENTS
				Y2		
1	Provide and promote information about NCID initiatives and events to the community a. Website b. Newsletters c. Visits to NCID members	NCID Manager	Ongoing	12	Publish bi-weekly newsletters. Maintain current website. A visit log book of visits.	
2	Promote NCID by means of branding at the following places:	NCID Manager	Ongoing	12	Clearly identifiable NCID branding visible in the Northpine area	
	a. Entrances to the Northpine area					
	b. Local businesses c. Security service provider vehicles					