

**NORTHPINE COMMUNITY IMPROVEMENT DISTRICT
IMPLEMENTATION PLAN
01st July 2021 – 30th June 2022**

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	Appointment of relevant service providers	NCID Board	Every 3 years				1		Appointment of appropriately qualified service providers.				
2	Annual Tax Compliance Status	NCID Board	Annually	12	12	12	12	12	Within one month after the expiry date.	Submit PIN to CCT Supply Chain Management Department.			
3	Fully operational NCID office	NCID Board	Ongoing	12	12	12	12	12	Functional and accessible				
4	CIPC Compliance	NCID Board	Annually	1	1	1	1	1		Directors and auditors change within 10 business days of change. Annual returns within 30 business days after the anniversary date of the NPO registration.			
	• Directors change												
	• Auditors change												
	• Annual Returns												
5	Convene Annual General Meeting	NCID Board	Annually	1	1	1	1	1	Annual feedback to members at AGM and complying with legal requirements	Host successful AGM before 31 December.			
6	Board Meetings	NCID Manager / NCID Board	Bi-monthly Board meetings	6	6	6	6	6	Quorum of directors present at every meeting. Feedback per portfolio. Keep minutes and file resolutions.				
7	Perform Mid-year performance review.	NCID Board	Annually	1	1	1	1	1	Board approved mid-year review submitted to the CCT by end of February.	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 then financial year.			
8	NCID budget review	NCID Board	Month Six of Financial Year	1	1	1	1	1	Board approved budget review to the CCT by end of February.	Signed-off amended Budget that meets current financial requirements of the implementation plan. Submit to CID department by end February.			
9	Submit input to CCT Integrated Development Plan (IDP)	NCID Board	Annually	1	1	1	1	1	NCID written proposals for IDP submitted to CCT from Oct to Feb.				
10	Input to the City Capital/Operating Budgets	NCID Board	Annually	1	1	1	1	1	By September of each year.				
11	Submit Annual Report and Annual Audited Financial Statements to Sub-Council (s)	NCID Manager / NCID Board	Annually	1	1	1	1	1	Submit Audited Financial Statements and annual report to sub-council within 3 months of the AGM.	Submit proof of submission to the CID Department.			
12	Maintain a website	NCID Board	Ongoing						Informative website with all required documents displayed as required by legislation.				
13	Successful day-to-day management and operations of the NCID	NCID Manager	Ongoing						Submit on monthly reports to the NCID Board of Directors				
14	Manage and monitor the C3 notification process	NCID Manager	Ongoing						Complete daily reports of C3 notifications and monitor existing issues reported to Board				
15	Monthly Progressive Income and Expenditure Report to CCT	NCID Manager	Monthly	12	12	12	12	12	Submit reports timeously to CID department	Refer to Financial Agreement. Submit reports to the CID Department by the 15th of the following month.			
16	Communicate NCID Arrears List.	NCID Manager	Monthly	12	12	12	12	12	Board members in arrears cannot participate in meetings.	Observe and report concerns over outstanding amounts to Board and CID Department.			
17	Monthly Reports to the NCID Board of Directors.	NCID Manager	Monthly	12	12	12	12	12	Report back on all CID related projects to be measured and signed off. Submit monthly reports to the directors.	Provide monthly reports to the directors.			
18	Build working relationships with CCT officials, Sub-council managers and relevant CCT officials and departments that deliver services in the Northpine area.	NCID Manager		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.				
19	Communicate with residents and property owners.	NCID Manager	Ongoing	1Y	1Y	1Y	1Y	1Y	1Y	Keep residents and property owners informed.			
			Monthly	12	12	12	12	12	12	12	• Newsletters		
			Ongoing	1M	1M	1M	1M	1M	1M	1M	1M	• Website	
			Ongoing	12	12	12	12	12	12	12	12	• Emails	
			Ongoing	12	12	12	12	12	12	12	12	12	• Facebook
Annually	1	1	1	1	1	1	1	1	1	• Meetings			
20	Mediate issues with or between property owners	NCID Manager & City of Cape Town Departmental Managers and Law Enforcement		12	12	12	12	12	12	Provide an informed opinion on unresolved issues and assist where possible.			
21	Declaration of interest	NCID Manager / NCID Board	Bi-monthly	6	6	6	6	6	6	6	Ensure all Directors and Manager sign DOI at every Board meeting.		
22	VAT reconciliation and tax returns	NCID Manager / NCID Board	Bi-monthly and Annually	6/1	6/1	6/1	6/1	6/1	6/1	6/1	Bi-monthly VAT returns and annual tax returns submitted to SARS on time.		
23	Annual approval of Implementation Plan and Budgets	NCID Manager / NCID Board	Annually	1	1	1	1	1	1	1	Obtain approval from members at AGM for Implementation Plan and Budget		

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		
24	Promote and develop NCID NPC membership.	NCID Manager	Ongoing						Have a NPC membership that represents the NCID community. Update NPC membership. Ensure that membership application requests are prominent on webpage.	
25	Audited Annual Financial Statements	NCID Manager		1Y	1Y	1Y	1Y	1Y	Unqualified Audited Annual Financial Statements submitted to City by the 31 August each year.	
26	Hosting of Community events	NCID Manager	Ongoing	12	12	12	12	12	Organise community centred social events	
		NCID Manager	Annual	1Y	1Y	1Y	1Y	1Y	• Fun Walk	
		NCID Manager	Annual	1Y	1Y	1Y	1Y	1Y	• Braai days	
		NCID Manager	Annual	1Y	1Y	1Y	1Y	1Y	• Senior Citizen events	
		NCID Manager	Annual	1Y	1Y	1Y	1Y	1Y	• Youth Events	
		NCID Manager	Annual	1Y	1Y	1Y	1Y	1Y	• Entertainment evening	
27	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.	NCID Manager	Ongoing	12	12	12	12	12	Represent the NCID community at various forums.	
		NCID Manager	Bi-Monthly	2M	2M	2M	2M	2M	• Social Development Organisations forum	
		NCID Manager	Monthly	12	12	12	12	12	• Community Police Forum	
		NCID Manager	Monthly	12	12	12	12	12	• Public Safety Forum	
		NCID Manager	Weekly	1W	1W	1W	1W	1W	• Joint SAPS / Security meeting	
28	Renewal application							1	Submit a comprehensive renewal application for approval by the members and the City of Cape Town.	
29	All directors to receive relevant CID documentation	NCID Manager	Annually	1	1	1	1	1	At first board meeting after AGM supply all directors with relevant CID documentation.	Elect chair and assign portfolios for Directors.
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	NCID 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.	This is done comprehensively at the beginning of term and then modified continuously
3	High Profile Visible Patrolling	Security Manager/ Security Service Provider	Daily						Daily deployment as per security plan with adjustment where required.	
4	Determine the Public Safety Patterns of the CID area in conjunction with the SAPS.	NCID Manager / Security Service Provider	Monthly						Incorporate in Security Management strategy plan and deployment 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.	NCID Manager / Security Service Provider	Ongoing	3M	3M	3M	3M	3M	Incorporate in Security Management Strategy Plan and develop and implement effective crime prevention strategy.	
7	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.	Competative process. 3 year contract.
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	

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		
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	CCTV Control Room	NCID Manager / Security Service Provider	Ongoing						Effective use of CCTV cameras through monitoring.	
15	Appoint a CCTV monitoring service provider	NCID Manager / Security Service Provider	3 Years						Competitive process.	
16	Installation of CCTV Cameras @ hot spots and 24hour 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.	
17	Register CCTV cameras with the City of Cape Town	NCID Manager	Ongoing	12	12	12	12	12	Cameras registered with the City of Cape Town	
18	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	12	12	12	12	12	Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery.	Revise as often as required but at least annually.
2	Cleansing strategy to guide cleansing and delivery	NCID Manager / Cleansing Service Provider	Quarterly	4	4	4	4	4	Monitor and evaluate the cleansing strategy and performance of all service delivery on a quarterly basis.	
3	Appointed cleaning service provider.	NCID Manager / NCID Board	3 year contract				3Y		Appointment of appropriately qualified service providers.	Service providers to be re-appointed or new providers to be appointed in last year of contract period by means of competitive process. Well documented.
4	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.	
5	Litter bins.	NCID Manager Solid Waste Department	Quarterly	4	4	4	4	4	Quarterly status reports to City of Cape Town regarding progress of identified shortcomings i.t.o emptying and provision of the bins.	
6	Cleaning of streets and sidewalks in the NCID boundary.	NCID Manager / Cleansing Service Provider	Bi-monthly	6	6	6	6	6	Cleansing each of the streets within the CID boundary at least once within every two month period.	
7	Health and safety issues reported to CCT with C3 notifications	NCID Manager / NCID Board	Ongoing						Monthly evaluations and inspections of reported C3 . Report to the Board. Provide an improved healthy urban environment in the NCID.	
8	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.	
9	Promoting waste minimization through education and awareness on waste and water pollution.	NCID Manager / Cleansing Service Provider / Solid Waste Department	Ongoing						Monthly evaluations and inspections report findings to the board.	Discussing with Social development Director on how to educate residents to minimize waste and water pollution.
10	Encourage property owners to act responsibly in terms of waste management and encourage recycling initiatives.	NCID Manager / Solid Waste Department	Ongoing						Monthly evaluations and inspections report findings to the board.	Inspect and evaluate on how best to start recycling initiatives along with residents.
11	Local NGO to assist in cleaning programs where applicable.	NCID Manager	Ongoing						Cleaning programs and report to the Board.	

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		
4	Identify problem areas with respect to:	NCID Manager	Ongoing						Urban management plan with clear deliverables and defined performance indicators to guide delivery.	
	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.										
5	Identify and report infrastructure supplementing existing Council Services:	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	
	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										
6	Compile a list of prioritized needs to enhance the objectives of the NCID and liaise with the relevant CCT departments to correct.	NCID Manager	Quarterly	4	4	4	4	4	Monitor and evaluate the plan of performance of all service delivery on a quarterly basis. Report finding to the NCID board with recommendations where applicable.	
7	Illegal Poster Removal notify and monitor the removal of illegal posters by the City of Cape Town.	NCID Manager	Ongoing	12	12	12	12	12	City of Cape Town infrastructure free from illegal posters.	

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:	NCID Manager	Ongoing	12	12	12	12	12	Social Development plan with clear deliverables and defined performance indicators to guide delivery.	
	a. churches									
	b. non governmental organisations									
	c. department of Social Development									
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.	NCID Manager / NGO's	Ongoing	12	12	12	12	12	Social intervention plan with clear deliverables and defined performance indictaors to guide delivery.	
3	Coordinate Social Development programs and initiatives with City Social Development Department.	NCID Manager	Ongoing	12	12	12	12	12	Meet quarterly	
4	Develop programs to use NGO's to provide labour for supplement services which include:	NCID Manager/ NGO Project Manager	Ongoing	12	12	12	12	12	Labour for supplementary services provided by NGO's	
	a. Poster removal									
	b. Cleaning									
	c. Greening									
5	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	NCID Manager								
	a. Website		Ongoing	12	12	12	12	12	Up to date and informative website in compliance with the CID Legislation	
	b. Newsletters / Newsflashes		Quarterly	4	4	4	4	4	Informative newsletters distributed	
	c. Visits to NCID members		Ongoing	12	12	12	12	12	Monthly feedback to the NCID board at Directors meeting.	
2	Promote NCID by means of branding at the following places:	NCID Manager	Ongoing	12	12	12	12	12	Clearly identifiable NCID branding visible in the Northpine area. Signage to be visible and maintained.	
	a. Entrances to the Northpine area									
	b. Local businesses									
	c. Security service provider vehicles									