



PROGRAM 1 - SWCID MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Continued operation of the SWCID Management Office	SWCID Manager / SWCID Board	Ongoing	Operation SWCID Office Appointment of staff	
2. Board meetings	SWCID Manager / SWCID Board	12	Regular Board meetings and reports per portfolio tabled at meeting	
3. Financial reports to CoCT	SWCID Manager	12	Submit reports timeously by the 15 th of the following month	Refer to Financial Agreement
4. Audited Financial Statements	SWCID Manager	1	Unqualified Financial Audits submitted by 31 August to City of Cape Town	Submitted to the City by 31 August of each year
5. Communicate SWCID Arrears List	SWCID Manager	12	Observe and report concern over outstanding amounts	
6. Annual General Meeting	SWCID Manager / SWCID Board	1	Host successful AGM	Once a year
7. Submit Management Report and Annual Financial Statements to Sub-council(s)	SWCID Manager / SWCID Board	1	Within 3 months of AGM	
8. Successful day-to-day management and operations of the SWCID	SWCID Manager	Ongoing	Monthly feedback to SWCID Board at Directors present at every meeting	
9. Monthly Reports to the SRA Directors	SWCID Manager	12	Provide monthly reports to the SRA Directors	Report back on all SRA related business to be measured and signed off

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
10. Manage and monitor the C3 notification Process	SWCID Manager	12	Complete daily reports of C3 notifications and monitor existing issues	
11. Submit input to the Integrated Development Plan	SWCID Manager	1Y	Annual submissions to Sub-Council Manager	October to February of every year
12. Submit input to the City Capital Budgets	SWCID Manager	1Y	Annual submissions to Sub-Council Manager	October to February of every year
13. Communicate with property owners	SWCID Manager	Monthly	Keep property owners informed through monthly newsletter	Refer also to Program 1-13 Program 2-10 Program 6-1
14. Mediate issues with or between property owners	SWCID Manager & City of Cape Town Departmental Managers and Law Enforcement	Ongoing	Provide an informed opinion on unresolved issues and assist where possible	
15. Visit SWCID members	SWCID Manager	Twice per year	Communicate and visit SWCID members	Refer also to Program 6-4
16. Promote and develop SWCID NPC membership	SWCID Manager / SWCID Board	Ongoing	Have a NPC membership that represents the SWCID community and update NPC Membership for AGM	
17. Build working relationships with Sub-Council Management and relevant CoCT officials and departments that deliver services in the SWCID	SWCID Manager	Ongoing	Successful and professional relationships with sub-council management and officials resulting in enhance communication, cooperation and service delivery	
18. Review CID Budget	SWCID Manager / SWCID Board	Annual	Submit revised budget to City of Cape Town by 31 January	
19. Compile the SRA Renewal application	SWCID Manager / SWCID Board	In year 4	Submt to the City of Cape Town by 30 September of the preceding year of year 5	
20. Perform Mid-year review	SWCID Manager / SWCID Board	Annual	Submit to City of Cape Town by 31 January	

PROGRAM 2 - SWCID SECURITY / LAW ENFORCEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. 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	SWCID Manager/ Security Service Provider	Ongoing	Incorporate in Security Management Strategy Plan	Modified continuously
2. Determine the Crime Threat Analysis of the SRA area in conjunction with the SAPS	SWCID Manager/ Security Service Provider	Ongoing	Incorporate in Security Management Strategy Plan	
3. Determine strategies by means of an integrated approach to address / decrease crime	SWCID Manager/ Security Service Provider	Ongoing	Incorporate in Security Management Strategy Plan	
4. 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	SWCID Manager/ Security Service Provider	Ongoing	Incorporate in Security Management Strategy Plan	
5. 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.	SWCID Manager/ Security Service Provider	Revise as often as required but at least annually	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.	Modified continuously
6. Maintain a manned centrally located office(s) open to the members and residents of the SRA to request security assistance or report information	SWCID Manager/ Security Service Provider	Ongoing	Appropriately manned and equipped control room with skilled staff	As per Program 1-2
7. Deploy security resources accordingly and effectively on visible patrols. Security personnel and patrol vehicles to be easily identifiable	SWCID Manager/ Security Service Provider	Ongoing	Effective safety and security patrols in the SWCID	

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
8. Utilise the "eyes and ears" of all security and gardening/street cleaning staff, as well as own staff, to identify any breaches	SWCID Manager/ Security Service Provider	Ongoing	Incorporate feedback and information in security and safety initiatives of the SWCID	
9. Assist the police through participation by SWCID in the local Police sector crime forum	SWCID Manager/ Security Service Provider	Monthly	Incorporate feedback and information in security and safety initiatives of the SWCID Report on any security information of the SWCID to the CPF	
10. Monitor and evaluate the security strategy and performance of all service delivery on a quarterly basis	SWCID Manager/ Security Service Provider/ SAPS Crime Intelligence Officer	Quarterly	Report findings to the SWCID Board with recommendations where applicable	Refer to Program 1-15 and Program 6-1
11. On-site inspection of Security Patrol officers	SWCID Manager/ Security Service Provider	Daily	Report findings to the SWCID Board with recommendations where applicable	
12. Weekly Security Reports from Contract Security Company	Security Service Provider	Weekly	Report findings to the SWCID Board with recommendations where applicable Provide feedback to forum meeting	Incorporate into monthly management report to SWCID Board
13. Monitor the objectives of the SWCID employed Law Enforcement	SWCID Manager/ CoCT Safe and Security Directorate	Monthly	Provide effective Law Enforcement in the SWCID and adjust where applicable	
14. Develop a CCTV Security Camera Strategy with clear deliverables and defined performance indicators to guide public safety services actions	SWCID Manager/ Security Service Provider	Revise as often as required but at least annually	Documented CCTV Management Strategy with clear deliverables and defined performance indicators to guide public safety service	Modified continuously.

PROGRAM 3 - SWCID CLEANSING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Develop a cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery from the appointed service provider.	SWCID Manager/ Cleansing Service Provider	annually	Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery. Revise as often as required but at least annually	Modified continuously
2. Co-ordinate the provision of additional litter bins and emptying of litter bins service providers and the relevant City of Cape Town departments.	SWCID Manager/ Solid Waste Department	Quarterly	Quarterly status reports to Local Authority regarding progress of identified shortcomings	
3. Cleansing each of the streets within the SRA Boundary at least once within every two month period	SWCID Manager/ Cleansing Service Provider	Bi annually	Provide clean streets and sidewalks in the SWCID	
4. Identifying Health and safety issues within the area and reporting to Council with C3 notification reference no's	SWCID Manager	Ongoing	Monthly evaluations and inspections Provide an improved healthy urban environment in the SWCID	
5. Monitor and combat Illegal Dumping	SWCID Manager/ Cleansing Service Provider/ Law Enforcement Officers	Ongoing	Removal of illegal dumping as required and applying applicable penalties through law enforcement against transgressors	
6. Identify environmental design contributing to grime such as wind tunnels	SWCID Manager/ Cleansing Service Provider	Quarterly	Quarterly evaluation of the causes of waste Quarterly evaluation of measures implemented and identification of remedial actions	

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
7. Promoting waste minimization through education and awareness on waste and water pollution	SWCID Manager/ Cleansing Service Provider	Ongoing	Monthly evaluations and inspections Report findings	
8. Encourage property owners to act responsibly in terms of waste management and encourage recycling initiatives	CID Manager	Ongoing	Monthly evaluations and inspections Report findings	

PROGRAM 4 - SWCID URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
<p>1. 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 <p>Use the established service levels to design the provision of supplementary services without duplication of effort</p>	SWCID Manager	Ongoing	Urban management plan with clear deliverables and defined performance indicators to guide delivery	Modified continuously
<p>2. 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 	SWCID Manager	Daily / weekly and monthly reports to the C3 notification process and daily recording of references in the register	Monitor and evaluate. Report findings to the SWCID Board with recommendations where applicable	

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
g. Traffic signals and line painting h. Pedestrian safety i. Road repairs				
3. Compile a list of prioritized needs to enhance the objectives of the SWCID and liaise with the relevant City of Cape Town departments to correct	SWCID Manager	4	Monitor and evaluate the plan and performance of all service delivery on a quarterly basis. Report findings to the SWCID Board with recommendations where applicable	
4. Greening campaigns - Arbor Day	SWCID Manager	1	Report to the SWCID Board with recommendations where applicable	
5. Work in conjunction with local social welfare and job creation organization and develop the delivery of the supplementary services to improve the urban environment	SWCID Manager	Ongoing	Development of a long term sustainable work program	Managed continuously Also refer to Program 5-2 and 3-10
6. Submissions to Ward Allocation, IDP and Capital Budgets	SWCID Manager	1	Report to the SWCID Board with recommendations where applicable.	

PROGRAM 5 - SWCID SOCIAL INTERVENTION INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Identify and determine strategies by means of an integrated approach to address / homelessness and the relief measures available, current and future.	SWCID Manager/ NGOs	Ongoing	Social intervention plan with clear deliverables and defined performance indicators to guide delivery	Modified continuously
2. Work in conjunction with local social welfare and job creation organization and develop the	SWCID Manager/ NGOs	Ongoing	Social intervention plan with clear deliverables and defined performance indicators to guide delivery	This will be a long term plan of action that will take time to develop –

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
delivery of the supplementary services to improve the urban environment				Refer to Program 4-6 and 3-10

PROGRAM 6 - SWCID MARKETING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	PERFORMANCE INDICATOR	COMMENTS
1. Regular and monthly newsletters / Newsflashes	SWCID Manager	Monthly	Informative newsletters	Also refer to Program 1-17
2. Regular Press releases in local Newspapers covering: a. Local Development b. Promoting local Projects c. Social Issues	SWCID Manager	Ongoing	Regular media exposure	
3. Maintain Website	SWCID Manager	Ongoing	Informative website in compliance with SRA Policy requirements	Refer to Program 1-11
4. Regular Member visits and meetings	SWCID Manager	Ongoing	Monthly feedback to SWCID Board at Directors Meeting	Refer to Program 1-17
5. Maintain the SWCID Business Directory and link to website	SWCID Manager	Every 2 months	Up to dates directory	